A SELF-EVALUATION CHECK LIST
DIGITAL REFERENCE PROJECT

1. How long was the user waiting?

2. Were you dealing with more than one inquirer?

3. Did you use open-ended questions used at the outset of the transaction to clarify the information need?

4. Did you confirm what other resources the user has already checked?

5. Is there a closed-ended question at the end of the initial interview confirming that you understood the user's inquiry?

6. Did you tell the user what you were doing as the transaction progressed?

7. Did you use some variation of this closed-ended question "Did this answer your question" at the end of the transaction?

8. Is there an overall impression of:
   a) "a courteous disposition,
   b) sympathy,
   c) cheerfulness,
   d) patience, and
   e) enthusiasm in working with the inquirer?"

9. Is the session duration appropriate to the query (or too long or too short)?

10. Is the question answered correctly?
    a) if the question is not fully answered, is the user referred to an appropriate resource?
    b) if the question is answered, is the user given a specific, authoritative source(s) to support the librarian's answer?

11. Is there evidence of the user's satisfaction?


/Digital Reference/Self-Eval Check List

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