GK Library A record of knowledge

The Real Question Behind the Question Asked: The Reference Interview

Article URL
https://www.gklibrarykor.com/en/article/11464/

PDF layout preview - excerpt only

A student walks up to the library help desk and asks, “Where are the dinosaur books?” If the librarian points to the shelf with the dinosaur encyclopedias, the conversation ends quickly, but the student may turn away puzzled. What the student actually needed may not have been an encyclopedia at all, but material for a presentation on why the dinosaurs went extinct. There is a bigger gap than you might expect between the question first asked and what the person really wants to know. Put simply, a reference interview is “the process in which a librarian talks with a user, refines the question fi