



Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help patrons meet information needs.

NOTE: Treat each transaction as a separate transaction, even if conducted with the same patron.

QUICK OR DIRECTIONAL TRANSACTIONS

Transactions that include only a directional service, such as instruction for locating staff, library users, or physical features within the library. Examples of directional transactions include:

- “Where is the restroom?”
- “Can you help me make a photocopy?”
- “What time do you close?”

REFERENCE TRANSACTIONS

- 1) Assistance or instruction in using information sources
Information sources include:
 - (a) printed and non-printed material
 - (b) websites and computer-assisted instruction
 - (c) the library's own catalogs and other holdings records
 - (d) outside sources, like another library or other organization
- 2) Readers Advisory questions

Examples of Reference Transactions include:

- Informing/negotiating regarding due dates, fees, renewals, etc.
- Helping patrons find a good book to read (Readers Advisory)
- Helping a patron find information on websites using a public access computer
- Using the PINES catalog for searching and requesting specific titles based on information the patron presents
- Questions about agencies/locations in the community
- Assistance with databases, internet, PINES, GALILEO, Learning Express, etc.
- Consulting multiple sources to fulfill an information need



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REFERENCE TRANSACTIONS

- 3) Assistance or instruction in using information sources
Information sources include:
 - (e) printed and non-printed material
 - (f) websites and computer-assisted instruction
 - (g) the library's own catalogs and other holdings records
 - (h) outside sources, like another library or other organization
- 4) Readers Advisory questions

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