Dialogue	**RUSA Annotations**
Reference Librarian: [Reference Librarian is working at a desk with a computer, when a middle-aged female patron approaches] [Reference librarian looks up, smiles and looks the patron in the eye]: Hello, how are you doing today. Do you have a question you would like to ask?	1.1.2 “librarian is aware of the need to stop all other activities when a patron approaches and focus attention on patron’s needs” 1.1.3 “Acknowledges patrons by using a friendly greeting to initiate conversation” 1.2.2 “Acknowledges patrons by making initial eye contact, employing open body language, or using a friendly greeting to initiate conversation” (RUSA, 2013).
Patron: Yes, I was talking with my daughter yesterday about my other daughter, and she told me that she thinks this other daughter may be a sociopath. I would like to know what the symptoms are.	3.1.3 “Allows patron to fully state his/her information need in his/her own words before responding” (RUSA, 2013)
Reference Librarian: [continues to maintain eye contact]: I am sorry to hear about the issues you are experiencing. I would like to know what resources your daughter found, as well as what you have been looking at.	2.2.1 “Faces the patron when speaking and listening” 2.2.2 “Maintains or re-establishes eye contact with the patron throughout the transaction” 3.1.1 “Communicates in a receptive, cordial, and supportive manner” 3.1.6 “avoids jargon” 3.1.8 “Uses closed and/or clarifying questions to refine the search query” 3.1.9 “Maintains objectivity; does not interject value judgements about the subject matter or the nature of the question into the transaction” 4.1.1 “Finds out what the patron has already tried, and encourages the patron to contribute his/her ideas” (RUSA, 2013)
Patron: Yeah, well, I think she was reading an article to me from her computer. Problem is, I don’t have a computer.	
Reference Librarian: Would you like me to help you use a computer to find more information or do you want me to find you some good books on this issue?	3.1.9 “Maintains objectivity; does not interject value judgments about the subject matter or the nature of the question into the transaction” (RUSA, 2013).
Patron: Actually, I think books would be fine	

Reference Librarian: A great resource to start out with is the Diagnostic and Statistical Manual, which you can call the DSM. It lists the symptoms of many different mental disorders. [Gets book from reference section, and returns to the desk]. You can't check this out, but you can look at it at one of the tables over there [points to a table]. If you need help finding the information, please feel free to ask me more. In the meantime, let's look for more resources if you feel comfortable with that.	4.1.7 "Explains how to use sources when appropriate;" 4.1.4 "Works with the patron to evaluate results, revise search terms, and identify other sources to try if the search is unsuccessful;" 4.2.1 "Accompanies the patron in the search (at least in the initial stages of the search process) unless the patron prefers to conduct the search him/herself" (RUSA, 2013).
Patron: Yeah, I'm a little scared it is going to be, umm, well, technical. I would like to have as many different things as I can to do this.	
Reference Librarian: Mmhmm, that happens. There is definitely a lot of information out there that can seem a bit technical, but there are a number of books in the regular collections you can check out. Would you like me to find some for you?	3.1.1 "Communicates in a receptive, cordial, and supportive manner;" 3.1.2 "Uses a tone of voice and/or written language appropriate to the patron and the nature of the transaction;" 3.1.6 "Seeks to clarify confusing terminology and avoids jargon" (RUSA, 2013).
Patron: Sure, that would be great.	
Reference Librarian: You can look at the screen facing you while I search through the online catalog. If you see a book that interests you, tell me and I will click on it.	4.1.3 "Explains the search strategy to the patron;" 4.1.4 "Works with the patron to evaluate results, revise search terms, and identify other sources to try if the search is unsuccessful" (RUSA, 2013).
Patron [Sees a book with an interesting title. "Getting it through my thick skull: Why I stayed, what I learned, and what millions of people involved with sociopaths need to know"]**:** Click on that, click on that.	

Reference Librarian: I am going to grab a sheet of paper and write down the titles, the author and the Dewey Decimal number so you can find this item if you are interested [grabs sheet of paper and writes down relevant information].	4.1.3 "Explains the search strategy to the patron" (RUSA, 2013).
Patron: Thank you for being patient with me.	
Reference Librarian: No problem, I am here to help.	4.1.6 "Attempts to conduct the search within the patron's allotted time frame" (RUSA, 2013).
Patron [sees a book titled "The Sociopath Next Door"]**:** That one looks good too.	
Reference Librarian [writes down relevant information]**:** I would like to know before we go on if you are finding the information you want?	2.2.3 "Signals an understanding of the patron's needs through verbal and non-verbal confirmation, such as nodding of the head, offering brief explanations, or asking additional questions to better understand the patron's query;" 4.1.10 "Asks the patrons if additional information is needed after results are found" (RUSA, 2013).
Patron: Some of these books look interesting, but a lot of them look like they may just be political.	
Reference Librarian: It looks like that is the extent of our fiction and non-fiction collections on the topic of sociopathy. If you want, I can refer you to the reference librarian at the Sea-Town University.	4.1.9 Recognizes when to refer patrons for more help. This might mean a referral to a subject librarian, specialized library, or community resource (RUSA, 2013).
Patron: No thanks. Thank you for your help.	
Reference Librarian: Have I answered your questions fully?	5.1.1 "Asks the patron if his/her questions have been completely answered" (RUSA, 2013).

Patron: Mmm, yeah, I think the DSM book is definitely something I will look at… It looks like your library does not have a whole lot of resources. I might consider the Sea-town Library, but I am not a student there, so I don't know if I can check out books.	
Reference Librarian: We can always do an interlibrary loan if need be	5.1.6 Refers the patron to other sources or institutions if the query has not been answered to the satisfaction of the patron (RUSA, 2013).
Patron: Cool, thanks for all the help.	
Reference Librarian: You are most welcome. If in these books and reference works that I have found for you, you find something especially interesting that you want to research further, please do not hesitate to ask me at my e-mail or by phone. Here is my card with my contact information	5.1.2 "Encourages the patron to return if he/she has further questions by making a statement such as "If you don't find what you are looking for, please come back and we'll try something else;" 5.1.4 "Makes the patron aware of other available reference pathways (e-mail, chat, etc.);" 5.1.6 "Refers the patron to other sources or institutions if the query has not been answered to the satisfaction of the patron" (RUSA, 2013).
Patron: I will, bye	