

Transaction # _____

Date & time of transaction _____

The following questions should be considered as guides to help evaluate AskColorado transcripts.

Overall impression of transaction:

Excellent Good Fair Poor

Additional comments about the overall quality:

Quality of response

Does the AskColorado reference staff person:

- Answer the patron's question (or point to other people or organizations that might provide further information)?
 Yes Somewhat No Not Applicable
- Provide at least one appropriate resource?
 Yes Somewhat No Not Applicable
- Provide information that is helpful to the patron?
 Yes Somewhat No Not Applicable
- Provide accurate information?
 Yes Somewhat No Not Applicable
- Provide bibliographic instruction as appropriate?
 Yes Somewhat No Not Applicable
- Cite/explain the source of the information?
 Yes Somewhat No Not Applicable

Additional comments about the quality of the response:

Quality of interaction

Does the AskColorado reference staff person:

- Greet the patron?
 Yes Somewhat No Not Applicable
- Strive towards building a rapport?
 Yes Somewhat No Not Applicable
- Interact with the patron in a timely fashion?
 Yes Somewhat No Not Applicable
- Respond in a courteous manner?
 Yes Somewhat No Not Applicable
- Avoid rude, condescending, or inappropriate communication?
 Yes Somewhat No Not Applicable
- Close the transaction appropriately (not too abruptly or prematurely; prompts the patron before disconnecting)?
 Yes Somewhat No Not Applicable
- Respond to cues for additional information?
 Yes Somewhat No Not Applicable

Additional comments about the quality of the interaction: