Facilitating Inclusive Community Engagement:
The role of orality in extending quality reference services
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The Floor
Librarian-Patron
Reference Interaction:
Patron questions can involve personal information needs, life skills queries, reading interests, or community engagement.
The Librarian’s Inquiry Stance should include being a skilled interviewer, socially accessible, and culturally competent.
The Reference Desk as social interface, where expertise is co-created.

1) Berry, 2004; RUSA Guidelines, 1996.
2) Albrecht, 2015; Dixon, 2016.
3) Rubin, 2010; Bialek, 2015.
5) Gorichanaz & Turner, in progress.
6) Irvin, 2016

Future research
-- In what ways does “engagement” become “reference”?
-- Where does the reference interaction really begin?
-- How does “the social” impact community engagement in the library?