

October 30, 2006

James Carmichael
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Library and Information Studies
University of North Carolina Greensboro
Greensboro North Carolina 27402-6170

Dear Dr. Carmichael,

Karen Long has worked very hard during her Reference and Information Services Practicum for fall semester 2006. Her practicum has focused on Reference service and on library instruction.

Karen is doing a very good job providing reference service during a busy desk shift. Following is a quote by a librarian who has shared a desk shift with Karen throughout the semester:

My evaluation is very positive. She is friendly and deals with groups of patrons quite well. She does not seem to get stressed, no matter what the situation. Her reference skills seem to be well developed, AND she asks questions if she doesn't know an answer.

Chat transcripts show that Karen's virtual reference service is also quite good. She communicates effectively, typing short sentences rather than paragraphs. She is friendly, asks follow-up questions, and displays mastery of online resources provided by the library and by the university.

In addition to reference service, Karen has chosen to focus her practicum on library instruction. The first part of these activities involved observation of library instruction sessions. Karen also interviewed the library lecturers about their methodology and wrote excellent evaluations of the library instruction sessions. The second part of library instruction consisted of Karen providing library instruction. She provided a library tour and also co-taught a library instruction session for English 101 students. I am including an evaluation form for the team teaching session provided by Karen.

Karen will also be participating in a mock interview in December. Library staff will be invited to watch Karen's presentation and Reference staff will "interview" her for a professional librarian position.

Thank you for letting the Reference and Information Services Department play a role in the LIS 601 practicum. In the S/U grading scheme, I would rate Karen's work as satisfactory.

Regards,

Lea Leininger
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