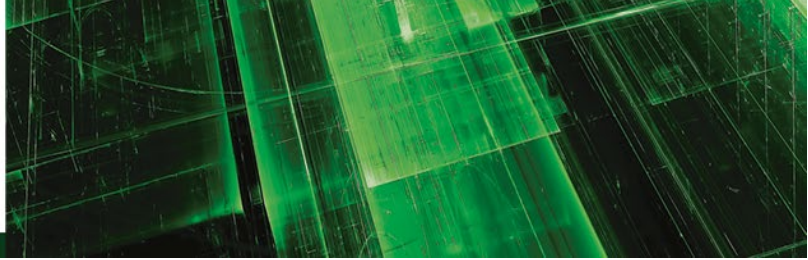


SEVENTH EDITION

# Reference and Information Services

AN INTRODUCTION

Melissa A. Wong and Laura Saunders, Editors



## Chapter 9: Challenges in Reference Services

**Laura Saunders**

### Review Questions

1. What is the significance of *emotional labor* and how does it affect reference librarians? What are some methods for coping with emotional labor, both day-to-day and throughout a person's reference career?
2. Challenges coming from patrons can be especially complicated because of the service orientation of reference work. What are some examples of patron-related challenges? How might a "front-line" librarian address these situations?
3. Sexual harassment and microaggressions can affect all types of workplaces. Even though it might be challenging, it is everyone's responsibility to address inappropriate behavior. What are some of the ways discussed in this chapter that librarians and their colleagues can respond to instances of sexual and verbal harassment?

### Strengthen Your Understanding

*To strengthen your understanding of this chapter, be sure to complete the activity and answer the questions for reflection and discussion in Box 9.5 Researching Professional Development Opportunities on page 232.*