



Sharing Your Experience

Secret Patron Activity

You used the Transaction Checklist to record your experiences with your Secret Patron interactions. Now use these checklists to write a summary of the activity. Here are some questions to guide you in writing your summary. Post your summary to the virtual reference training listserv.

- **What was your overall impression, as a patron, of the service you received?**
- **Which of the three interactions did you think was the most effective? Least effective? Why?**
- **What positive feedback would you give to the staff providing the service? What improvements would you suggest?**
- **As a patron, did you discover anything new or unexpected?**
- **When did you receive the transcripts of the interaction? Was anything added to the transcript?**
- **What did you learn that you want to remember when you are providing virtual reference services?**