

Legislative
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WHAT IS THE “GOLD STANDARD?”

DEVELOPING A BEST
PRACTICES FOR
REFERENCE WRITING GUIDE

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CALL Conference 2023





AGENDA

- Reference Services team overview
- Origin of the "gold standard"
- Reference Responses Working Group methodology
- The Gold Standard and the Best Practices Guide for Reference Services Writing
- Launch and summary



LEGISLATIVE LIBRARY

- Reference Services Team overview
- Who we serve
- Core values
 - Non-partisan
 - Confidential



ORIGIN OF THE "GOLD STANDARD"

DEFINING OUR CULTURE AND VALUES

- Hearing "gold standard reference" for the first time
- Meeting accessibility standards
- Expanding and codifying our brand



REFERENCE RESPONSES WORKING GROUP

- Examining current practice
- Establishing the working group's goals and mandate:
 - define "the gold standard"
 - create a best practices writing guide



REFERENCE RESPONSES WORKING GROUP

METHODOLOGY

- Collection of sample research responses from the Reference Services team
- Weekly meetings
- Getting ideas on paper (creating a draft guide)
- Gathering feedback
- Finalizing the Research Responses Writing Guide



THE GOLD STANDARD

When composing a response, ensure that you have clearly answered the client's question and provided any necessary context about the information included. Provide a specific answer to the question (as posed by the client), rather than just linking to general information and/or resources. When it would be useful to the client, explain some of the search strategy. This approach is especially important if nothing is found or if you are unsure the answer is an exact match.



Sample Question:

What special days does the Legislature recognize in November?

Response lacking details/context:

Please see the Provincial Affairs Briefing regarding Special Days and Holidays.



Response including details/context:

The Legislative Library produces and maintains several publications including the Provincial Affairs Briefing entitled [Special Days and Holidays](#). This briefing includes an overview of how holidays and special days are created, a list of Statutory Holidays and Special Days that have been created, proclaimed, or acknowledged by the Government of Ontario, and links to other helpful resources.

Please navigate to [Special Days by Month](#) and select November for a list of Statutory Holidays and Special Days (optional cut and paste the list of November holidays into the text of the email).

While we do our best to update this Briefing as often as possible, **we cannot guarantee it is comprehensive.** Nevertheless, I hope it is helpful to your project.



LAUNCH AND SUMMARY

- Team building and on-boarding tool
- Collecting client feedback
- Guide maintenance

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THANK YOU MERCI

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