Abstract
To explore the feasibility of utilizing the Bar-On mixed model of emotional-social intelligence as a framework for the competencies and traits needed for reference and information services librarians. Through a survey of the literature, the author created a baseline list of competencies, which was compared and contrasted with the abilities, traits, and competencies that comprise the Bar-On model of emotional-social intelligence. The author conducted a pilot study with a small group (n = 10) of reference and user services librarians who took the EQ-i 2.0. The competencies and traits of reference and user services librarians identified in the literature compare favorably with those measured by the EQ-i 2.0. Overall, a majority of the participants (70%) obtained a total score on the EQ-i 2.0 in the mid or high range. Composite scales with the highest overall mean scores were decision-making and self-perception. Subscales with the highest scores included the following: impulse control, self-actualization, social responsibility, problem solving, and reality testing. As a pilot study, it was conducted using a small population of academic reference and user services librarians. Further research should be conducted utilizing a larger population of reference and user services librarians or librarians who have been recognized as exemplary in reference librarianship. The findings of this study could assist pre-service and in-service reference and user services librarians in further developing their emotional-social intelligence competencies and abilities by identifying areas where improvements could occur.

Keywords
Reference librarians, Competencies, Traits, Emotional intelligence, EQ-i 2.0, Bar-On model of emotional-social intelligence

Citation