



ENSURING READY REFERENCE SUCCESS

Reference Interview Skills for Library Paraprofessionals/Library Assistants

--- Led by Sue Kheel ---

Thursday, October 5th, 2006

9:30 am -4:30 pm (coffee 9:00am)

Cost: \$40 (LUNCH INCLUDED)

CAMDEN COUNTY LIBRARY, VOGELSON BRANCH
203 Laurel Road, Voorhees, NJ 08043

Directions: www.sjrlc.org/directions/ccl

Handle information requests more efficiently, effectively, and confidently!

This workshop is tailored for **Library Paraprofessionals/Library Assistants** who provide reference or information service.



Learn about:

- The reference interview: Questioning strategies that will help you determine what the customer *really* wants--quickly!
- How to improve your reference performance: techniques listening and questioning; effective attitudes and behaviors.
- Finding answers: types of information needs; types of reference materials, both print and electronic, to use in responding to these needs.

By the end of this workshop you will be able to:
 Successfully exhibit and use the "model reference behaviors"
 that help you elicit the patron's real question - quickly!

Consistently followed, these very powerful techniques can have a much greater impact on the success of reference than the size of the collection, the number of years experience of the staff, the number of staff, or the level of education of the staff.

--- Earn 6 Professional Development Hours for attending this program ---

Yes! Sign me up for the ENSURING READY REFERENCE SUCCESS on Oct 5th 2006...

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Name:

Library/Organization

Phone:

I have called SJRLC to confirm _____ Return registration form to:
SJRLC 10 Foster Avenue - F3, Gibbsboro, NJ 08026 Fax: 856-346-2839 Phone: 856-346-1222