

Libraries Alive



REWARDING REFERENCE:

what does your client really want to know?

Reference Interviewing and Personal Communication Refresher Session presented by Libraries Alive!

This half-day experiential learning training course covers techniques for reference interviewing and improving personal communication skills. With a client focus from the outset, it includes training exercises and case studies illustrating good and bad practice, and facilitated discussions which encourage participants to identify reference issues and their resolution.



The course is facilitated by Sherrey Quinn and Ian McCallum, who have extensive experience in working with library and information service professionals to boost library performance.

The reference interview framework

- stages of the interview
- clear communication
- asking the right questions, defining and refining the query
- team work, seeking assistance, understanding what you know and don't know

Similarities and differences between face-to-face reference interviews and email/telephone/online reference interviews

Managing client expectations

- accepting responsibility
- authority, confidentiality, impartiality, privacy
- completion, including follow-up
- success criteria

FURTHER INFORMATION

Further information, including course contents is available from Sherrey Quinn or Ian McCallum:

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