



Reference Interview Skills for Academic Library Staff

Workshop Agenda

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Instructor

An Infopeople Workshop

Introductions

Introduction to and Importance of the Reference Interview

- ◆ Measuring Reference Success and Failure
- ◆ Reference as Other Professions Might Do It

Exercise #1 Extreme Reference

- ◆ ALA/RUSA Behavioral Guidelines

Approachability

- ◆ Factors That Encourage or Discourage Use

Exercise #2 Approachability Survey

- ◆ Approachability for Remote Users – Phone and Online Access

Verbal and Nonverbal Communication

- ◆ Verbal Communication
- ◆ Open and Closed-ended Questioning

◆ *Exercise #3 Questioning*

- ◆ Nonverbal Communication

◆ *Exercise #4 Role Playing*

Tips and Techniques for Reference Success

- ◆ Follow-up Measures
- ◆ Roving Reference
- ◆ Chat and Instant Messaging Techniques

Summary and Evaluation