

Q&A Session for The Reference Interview: Time for a Tune-up

Session Number: 575225700

Date: 2011-4-26

Starting time: 08:13

!Martee Boban(marteeb@shastalibraries.org) - 12:46

Q: How do you deal with peopel on drugs?

Priority: N/A!

!Lanette Granger(lgranger@citruscollege.edu) - 12:45

Q: How do you deal with people with limited English skills?

Priority: N/A!

!Jody Vestal(jvestal@cityofboise.org) - 12:45

Q: Great fresher! Enjoyed the information presented.

Priority: N/A!

!Sarah Bosler(sbosler@citruscollege.edu) - 12:48

Q: You recommended asking for a patron's name when using chat do you recommend doing this in person as well? We use Meebo chat.

Priority: N/A!

!Sarah Bosler(sbosler@citruscollege.edu) - 12:49

Q: We find if there is any lag in chat respnse we sometimes loose the patron. Is there a way to create an auto response with some chat ref?

Priority: N/A!

!Sandra Smith(ssmith@lodi.gov) - 12:57

Q: re serving deaf patrons via the phone: if you don't have a TTY, they can reach you via California Relay service: website: <http://ddtp.cpuc.ca.gov/>

Priority: N/A!

!Sandra Smith(ssmith@lodi.gov) - 12:59

Q: A big problem we have is when teachers say "no encyclopedias!" yet we know that encyclopedias are not just! World Book?

Priority: N/A!

!anne demotts! - 13:00
Q: Many thanks!
Priority: N/A!