



Reshaping Reference to Fit the Internet Culture

Workshop Agenda

Summer 2006

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Instructor

An Infopeople Workshop

Information Seeking in the Internet Culture

- ◆ Library and User Trends
Exercise #1 Exploring the Gap: How We Find Information
- ◆ Research Patterns of Library Users Now
Handout #1: Selected Library Use Statistics

Augmenting Users' Information Skills through Reference Interactions

- ◆ Techniques to Use in Reference Transactions
Exercise #2 Role Playing: Using Reference to Augment Users' Research Skills
Handout #2 Questions to Ask in Reference to Help Users Self-Serve Better

Expanding Users' Critical Thinking Skills

- ◆ A Look at Approaches We Use and Recommend for Evaluating Online Information
Exercise #3 A Look at How We Approach Critical Evaluation of Information
Handout #3 Five Common Library Checklists for Evaluating Website Information
- ◆ What Users Really Do & What We Can Realistically Do
Handout #4 Questions for Sharing Our Critical Thinking Wisdom at Point of Need
Detailed Statistics: How Users Decide If Information Is "Good"

Do Our Websites Serve Our Users' Needs?

- ◆ Website Usability Principles
Exercise #4 Test Driving Some Library Websites for Usability
Handout #5 Website Usability: Making Library Websites More Likely to Get Used
- ◆ What If You Cannot Alter the Website: Developing Handouts
Exercise #5 Would a Quick & Dirty Handout Help Homepage Usability?
Handout #6 Two Different Handout Models

The Future

- ◆ Trends, New Technologies, Things We Can Do
Exercise #6 Action Plans

Summary and Evaluation

There will be two 15-minute breaks and an hour for lunch