

Exercise #6

Action Plan

In this exercise, you will list things from today's activities and discussions that you want to try to make happen in your library.

Instructions: Go through your notes, review the PowerPoint slides, and look at the exercises to review the ways we thought to reshape reference to fit the Internet culture. Write down up to seven action items – things you would like to try to make happen – in your library and/or its website or online services.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.