



RPLS R3: A Reference Spree

Retool, Renew, ReDo

2009-2010 Seminar Series

At a Glance

Monday, February 22, 2009

Time				
9:00 am - 9:30 am		Register		
Session 1				
9:30 - 10:30	<p>Let Me Get This Straight - The Reference Interview - Louise Greene - Let Me Get This Straight...because if you don't, they won't get what they came for. Are you asking the right questions when your patrons ask YOU questions? Do you have the skills to clarify, refine, narrow or broaden a research inquiry? Are you humble enough to say "Uncle" but knowledgeable enough to never let a patron leave empty handed? Find out how to do all the above in this interactive hands-on session. Bring your thinking cap! [This session is repeated during the third session.]</p>	<p>Business Reference - Denise D. Green, Associate Professor Electronic Resources/Technical Services Coordinator & Research/Instruction Librarian at Millikin University's Staley Library, will discuss the best business reference resources for small business: planning, development, management, as well "have-to-have" resources, both print and online, for small business reference.</p>	<p>Reference Service for Agricultural Communities - What are popular farm blogs in Central Illinois? Know anything about the Farm Bill? I need a recipe for a Turducken. What cemeteries are in our county? How can I get an obit from the newspaper from 1916 when it isn't even around anymore? Is there an old coal mine under my corn and bean fields? Where are the boundaries of the original farm where I live? I want to start raising layers - how can I get started? Do I need a permit to sell homemade jam at the local farmer's market? How can we start a farmer's market in our community? Take a shortcut to quality online resources to answer questions like these and use your new knowledge to build patronage in your library.</p>	
Session 2				
10:40 - 11:40	<p>Online vs Print - Panel - Join us for a panel discussion on reference resources, both print and online. Our panelist will be Pat Blinn, Reference librarian at Lincoln Library in Springfield, Amanda Pippitt, Assistant Professor Access Services Coordinator, Archivist & Research/Instruction Librarian at Millikin University's Staley Library, Maria Dent, Director at Mt Zion PDL and Libby Letterly, School Media Specialist at Williamsville. Our panel of four RPLS librarians will discuss their favorite "have-to-have" reference favorites, both in print and online formats. They will also discuss how they make the determination to purchase print vs online formats, as well as the advantages and disadvantages for each.</p>	<p>Reference on a Shoestring - Loretta Broomfield, Consultant for Shawnee Library System will do a presentation that those who have been to SPLMI will recognize and applaud. Even when the budget is tight, your library can still provide quality reference service! This session will focus on both free and inexpensive reference sources for every library, as well as tips for getting the best deals from vendors. Join Loretta Broomfield, Consultant from Shawnee Library System, to learn how to get the most bang for your reference buck.</p>	<p>Consumer Health Reference - Kitty Wrigley, MS, AHIP, is the Director, Health Sciences Library St John's Hospital, Springfield, IL. Learn about the special issues and ethical considerations when dealing with the Consumer Health reference interview. Also learn about good consumer health resources for your patrons.</p>	
11:40 - 1:00		Lunch & surPrizes		
Session 3				
1:00 - 2:00	<p>Let Me Get This Straight - The Reference Interview - Louise Greene - Let Me Get This Straight...because if you don't, they won't get what they came for. Are you asking the right questions when your patrons ask YOU questions? Do you have the skills to clarify, refine, narrow or broaden a research inquiry? Are you humble enough to say "Uncle" but knowledgeable enough to never let a patron leave empty handed? Find out how to do all the above in this interactive hands-on session. Bring your thinking cap! [This session is a repeat of the first session.]</p>	<p>Reference on a Shoestring - Loretta Broomfield, Consultant for Shawnee Library System will do a presentation that those who have been to SPLMI will recognize and applaud. Even when the budget is tight, your library can still provide quality reference service! This session will focus on both free and inexpensive reference sources for every library, as well as tips for getting the best deals from vendors. Join Loretta Broomfield, Consultant from Shawnee Library System, to learn how to get the most bang for your reference buck. [This session is a repeat of the second session.]</p>	<p>Genealogists Do it In the Library - Here they come...looking for their dead relatives, obits, graves, stories. How can you help patrons on a genealogy quest when you haven't even created your own family tree? Learn how to get the correct information out of the patron first and where to send them next. Your patrons will think they asked the right questions of the right person (YOU!) at the right time. Set them up for success. Presenters will be from the Vespasian Warner Public Library, the 2009 recipient of the Illinois State Genealogical Society Community Service Award and the DeWitt County Genealogical Society.</p>	
After hours				
2:15 - 3:15		<p>Virtual Reference Services in Your Library - Louise Greene, Public/Special Consultant will cover the variety of methods available to extend reference services beyond the walls of the library. The best practices available to manage chat, SMS, IM, and email questions will be reviewed along with demonstrations of each. We will also look at the advantages and disadvantages of virtual reference services in general and debate whether the work is worth the benefit.</p>		