Spread Love - Not COVID: Refresh Your Reference Interview Skills

Date: March 24, 2021   10:00 AM - 11:00 AM EASTERN   Location: Online

Delivering effective reference services is key to our patrons getting what they need in all types of libraries. During COVID, and with libraries at different stages of closes, we strive to adapt and often need to do reference virtually. Central to this interaction is a successful reference interview regardless of its medium – in-person, chat, phone, e-mail, or video.

It doesn't matter how long you've been a librarian; a refresher is always a good idea!

You will learn:

1. What is a reference interview?
2. A brief background of digital reference and its arrival in the library environment.
3. What skills are necessary for good reference skills?
4. What skills need work?
5. What is the ZEN of a GREAT reference interview?
6. A practice script of a "proper" chat reference interview.
7. Sample interactions.
8. A checklist for evaluating in-person and digital interactions and providing feedback to librarians.
9. 100+ "Practice Questions" for role-playing with your staff will be shared with you.
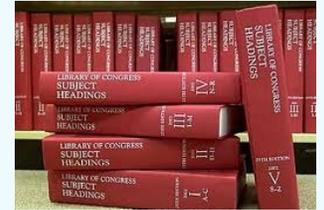
Genre/Form Headings

Date: March 25, 2021   10:00 AM - 11:00 AM EASTERN

Location: Online

Over the last few years, more catalog records have included form and genre headings in subject fields – terms that indicate what the resource is (form), or the intellectual theme or style (genre). Some of these terms come from Library of Congress Subject Headings (LCSH); but, increasingly, the Library of Congress Genre/Form Terms for Library and Archival Materials (LCGFT) is the source of many genre/form headings.

This webinar will provide an introduction on the use of genre and form headings to describe library resources and how library users can benefit from the inclusion of genre/form headings in catalog records.

Reinventing & Re-envisioning Storytime in a Pandemic World

Date: March 31, 2021   9:00 AM - 3:30 PM EASTERN

Location: Online

Even when this pandemic ends, experts predict that virtual programming will still be in demand by busy parents and homebound kids. This calls for reinventing and re-envisioning Storytime to meet patron needs in this new virtual world!

In this highly interactive workshop, we will explore:

- Best practices for delivering effective virtual programming;
- Best practices and strategies for virtual sensory programming for children with special needs;
- Ways to help parents recreate the techniques at home with their children;
- Effective techniques for sharing picturebooks and stories;
- Some useful apps and online tools, and
- Multiple options for delivering virtual craft programs.

Instructions for the make-and-take activities will be included in the handout packet and the materials will be mailed to participants ahead of time so that strategies can be put to use immediately!

Sidebar

WISH UPON A SHELL

Do you, or a co-worker, have an idea for future training, or want to learn about a specific subject? Click here and submit your ideas, we can't wait to hear from you.