

## **Making An Impact**

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Building Rural Libraries and Communities

LSTA Grant Workshop III

Alliance Library System

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## **Making An Impact**



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- The Reference Interview
- Resources
- The Response
- Representing Your Library

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### The Reference Interview

- Ask key questions including defining acronyms and synonyms ???
- Where have they already looked? 
- Listen, listen, listen 

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### The Reference Interview (cont.)

- Assure confidentiality
- What format do they want for information delivery?
- What is their deadline?  
“Under-promise—over-deliver”
- Get full contact information for follow-up questions
- Be ready for the hand-off  
Time is \$\$   
...a word about analysis

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### Your Resources

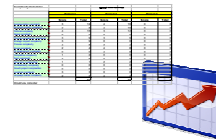
- Your print collection
- Your electronic resources such as FirstSearch and WorldCat
- The Internet
- Associations
- Lea's favorite...

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### The Response

- Deliver in the format they requested
- Professional appearance of package (print or electronic)
- Concise cover sheet or summary
- Consider best presentation format—
  - Phone call
  - Word document
  - Photocopies
  - Spreadsheet
  - Graph
  - PDF with Table of Contents



- Will you need additional tools?
  - Microsoft Word, Excel
  - Adobe Acrobat

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### Representing Your Library

- Brochure
- Coordinated cover sheets and response forms
- Website page for business
- Speaker engagements at Rotary...
- 60-second Checkout line/Soccer field speech

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Questions