



Central Jersey Regional Library Cooperative presents...

# Reference Interview Skills for Information Service Providers

A one day workshop, taught by Sue Kheel

**Staff Savvy Series!**

**Date:** Wednesday, January 7, 2009 from 9:30 - 4:00 (coffee at 9:00)

**Cost:** \$60.00 (includes light breakfast and lunch) ~ CE and Staff Savvy Certificate available!

**Location:** Middletown Township Public Library: [http://www.mtpl.org/about\\_us3.htm](http://www.mtpl.org/about_us3.htm)

**More information:** <http://staffsavvy.pbwiki.com/Reference%20Interview%20Skills>

Who should attend? Library staff who provide reference / information service

## Would you like to feel more comfortable answering reference questions?

At this workshop you will:

- Learn about the reference interview: determine what the patron really wants to know!
- Improve your performance: practice effective attitudes & behaviors & techniques
- Practice finding answers to ready reference questions using print, online & other sources

**Register early-this is hands-on, and space is limited to 24 participants!**

SIGN UP ONLINE: <http://tinyurl.com/refskills> BY PHONE: 732-409-6484

BY EMAIL: [carol@cjrlc.org](mailto:carol@cjrlc.org) or use the form below

### About the presenter:

*Sue Kheel retired after 26 years as Reference Services Manager at E. Brunswick Public Library. Since 1980 she has provided training for library support staff with reference and information service responsibilities and has conducted workshops for the New Jersey Assoc. of Library Assistants, and for various Regional Library Cooperatives and County library systems.*

Sign me up for the **Reference Skills Workshop** on January 7, 2009.

9:30am - 4:00pm (coffee at 9:00) Cost: \$60.00 (includes light breakfast, lunch) at Middletown Public Library

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Library: \_\_\_\_\_

Phone: \_\_\_\_\_ email: \_\_\_\_\_

**Send check or PO for \$60.00 to: CJRLC, 4400 Rt. 9 So., Suite 3400, Freehold, NJ 07728**