**Learner Guide: Reference Services: Tried, True, and New**

<http://www.webjunction.org/events/webjunction/reference-services-tried-true-new.html>

**Event Description:** Reference is still intrinsic to library services. It is evolving with changing patron needs, varied information resources and new delivery formats. Yet much of traditional practice remains important to providing quality information services to patrons. In this webinar, we will explore the balance between traditional and contemporary reference approaches, inviting you to join this open space conversation. What methods do you employ for reference today? What works? What doesn't? How does social media play a role? Let’s learn from each other "how we do reference" so we can find the best fusion of traditional and modern reference service.

This webinar is hosted in collaboration with [Drexel University Online](http://www.drexel.com/wj) and Drexel University's College of Computing & Informatics.

**Presented by:** **Vanessa Irvin Morris**

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| **What are your goals for viewing this webinar?** | | |
| **Personal Goals** |  | |
| **Team Goals** |  | |
| **Discussion question 1** | |
| Vanessa asks: “What is the goal of reference that makes it a timeless professional virtue and practice?” Beyond “helping patrons access, learn, and use the information they need” what additional skills and responsibilities does she speculate the reference role includes? | |
| **Discussion question 2** | |
| What might service ‘beyond the desk’ or even ‘beyond the walls’ of the library look like for your library? | |
| **Activity 1** | |
| List a number of new types of ‘blended’ reference services you want to implement in your library. How will you let your patrons know? | |
| **Discussion question 3** | |
| How can you be more aware of or deliberate in your library’s work igniting the patron’s sense of wonder and respect for their own curiosity, knowledge,and desire for lifelong learning? | |
| **Action Plan** (include next steps, who, when, etc.) | | |
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