Meeting Notes:
April 19, 2024
Donnae, Deanna, Mary, Cherie

Preparation for ULA session, “Reference Mapping: Introducing Front Line Support Staff to the Reference Interview”

• Changes to outline:
  o Novelist is going away, so that entire part of the talk needs to be reworked

• Trainings:
  o Weekly trainings are one aspect, i.e.: how to ask open-ended questions
  o Activities to give practice

• Size of training:
  o This particular training was previously given in front of 200+ people
  o There was no hands-on aspect because it was such a large group

• Choices in how to organize the ULA training:
  o It can be given as it has in the past with Mary interjecting occasionally, or Mary can create content, including slides, and be added as a specific speaker discussing specifically what BYU does to help student workers help patrons
  o Mary will add examples of follow-up (supplying information is not the end of the interaction), specifically examples for academic follow-up (it may differ significantly from public library)

• Cherie and Donnae will model and demonstrate the training with some interaction

• Cherie will discuss Tales from the Ref Desk (she’ll do the “why”)