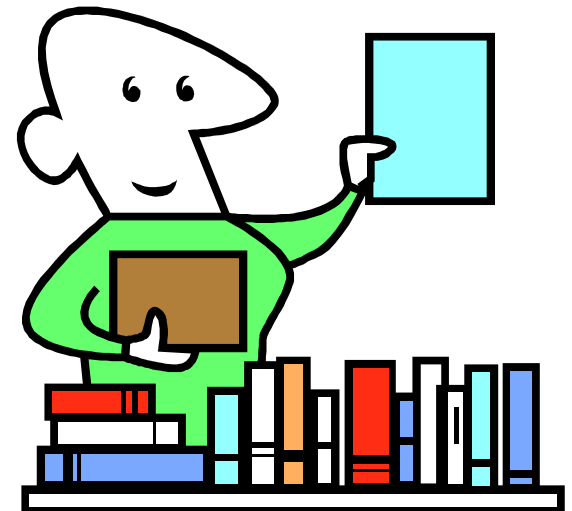


**How Can I Help
You?
You Too Can Be a
Reference
Librarian!**



READS
Pam Gjetum
6 South St.
Exeter, NH 03833

Friday, October 22, 2010
9AM-3PM
Local Government Center
Concord, NH
www.nhlgc.org for directions



Registration Information

\$25.00 for a READS member
\$30.00 for a non-member
(fee includes box lunch)

Please make checks payable to READS.

Register by E-mail with Heather Armitage
hearmitage@cityofportsmouth.com (bring check with you to
the program) or send form to van stop *Portsmouth Public*
Library attn: Heather Armitage or by mail to:

Portsmouth Public Library
Attn: Heather Armitage
175 Parrott Avenue
Portsmouth, NH 03801

Deadline: Tuesday, October 12, 2010

Name: _____

Library: _____

Phone: _____

E-mail: _____

Please note any special lunch requirements here: _____

Schedule

9:00-9:30AM-Registration and coffee

9:30-10:30AM- "They Never Ask for What They Really Want" *Brian Hackert, Reference Librarian, Peterborough Town Library, Peterborough, NH.*
The importance of the reference interview and how to perfect it.

10:30-10:45AM-Break

10:45-12:00PM- "Getting to Yes" *Keynote Speaker Mary Ann List, Director of Portsmouth Public Library, Portsmouth, NH.* Do you say no to your customers when you wish you could say yes? What do we need to change in the library to *get to yes?*

12:00-1:00PM Lunch Break

1:00PM-1:45PM Annual Business Meeting and READS Award of Excellence Presentation.

1:45-3:00PM "But I've Never Fixed a Carburetor: Providing Readers' Advisory Services for the General Practitioner" *Nanci Milone Hill, Head of Readers' Services, Nevins Memorial Library, Methuen, MA*-So what if you have never read romance or you're not up on your fantasy? You wouldn't tell a patron you can't give them information on how to fix a carburetor just because you've never fixed one, would you? Come learn the tools for expanding your patron's reading choices. We'll talk about what Readers' Advisory services are, how to conduct an R.A. interview, and resources to help you manage your way through this exciting terrain!