

At the
Hooksett Public Library

31 Mount Saint Mary's Way
Hooksett, NH 03106

September 19, 2014

Directions to Hooksett Public Library:

<http://www.hooksettlibrary.org/about-us/directions/>



***The Hooksett Public Library is open
the day of our meeting and parking
is limited. Please plan to carpool.***

READS
Reference and Adult Services

A section of *nhLa*

NH Library Assoc

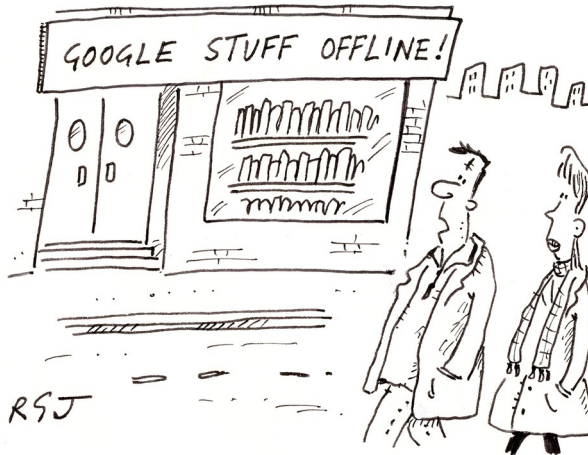
c/o NH State Library

Attn: Michael York

20 Park St.

Concord, NH 03302-6324

***Reference and
Relevance
in the 21st Century***



"They've rebranded the reference library."

Annual Conference!

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Postage

Registration

__ \$20.00 for a READS member

__ \$25.00 for a NHLA member

__ \$30.00 for a non-member

Please make checks payable to NHLA-READS and send this [registration form](#) with your [check](#) to:

Tricia Quinn, c/o Rye Public Library,

Van Address: Rye

Attn: Tricia Quinn/Reads registration E-mail
ONLY if you have questions please:
tquinn@ryepubliclibrary.org

Deadline for registration: September 8, 2014

Room Capacity 110 - register early!

Name:

Library:

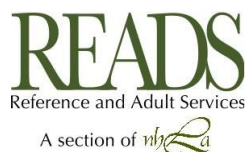
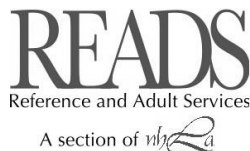
Phone:

Email:

Breakfast includes coffee, tea, fruit and pastries.

Lunch includes veggie subs, chips, beverages and dessert .

If you have special food needs, you will need to provide your own lunch.



Reference and Relevance in the 21st Century

September 19, 2014 Hooksett Public Library



9 a.m.—9:30 Check in and breakfast

9:30—10:30 **Session 1 -- Customer Service Skills for the Digital Age.**

Bobbi Slossar, Technology Librarian, New Hampshire State Library, Concord, NH

It's not just reference work that has evolved in the past few decades. Quality customer service requires both an understanding of technology and strong people skills. We will learn how to provide excellent customer service when confronted with technology questions and when to use -- and not to use -- technology to improve our patron's experience at the library.

10:30—11:00 Break and READS Business meeting. Katherine Dormody, President.

11:00 a.m.—
12:00 p.m. **Session 2 -- Navigating the Depths: Discovering Information on the Invisible Web.**

Louise Buckley, Reference Librarian and Associate Professor at UNH , Durham, NH

Google is a powerful search tool and resource but what are we missing if we don't go beyond it? We'll explore the how and why of the invisible web and examine strategies and tools that will enrich our search skills.

12:00—1:00 Lunch & Technology Petting Zoo.

1:00—1:10 READS Award of Excellence : READS Past President Myra Emmons will present the award.

1:15—2:15 **Session 3— The More Things Change...21st Century Reference and Adult Services.**

Deb Baker, Adult Services Supervisor, Concord Public Library, Concord, NH

In this session we'll talk about the library website as a virtual branch, offering traditional library services to the app generation, and promoting the value of adult services to the "unlibrarianed" -- all on a shoestring . Come with your success stories to share!

2:15-3:00 Raffles & Technology Petting Zoo.

Thank you for your participation. An automated survey will be distributed following the conference. We look forward to your input which will help the READS Program Committee plan future sessions.