

Let's Play...

- Script Sequencing
- Gale Resources (FEL Links)

Sample Script Sequence

- Greeting
- One moment, please
- <Address Question>
- Closing
- Goodbye

Key Points

- Knowledge of Software & Virtual Reference

- Reference Interview Strategies

- Utilizing Available Resources

Knowledge of Software & Virtual Reference

- **Relax** before you start
- Scripts, pushing pages, KnowledgeBase
- In virtual reference, help as far as you can before referring them to their local staff...

Reference Interview Strategies

- Clarify upfront (academic vs. personal interest?
Resource types?)
- Engage the user (open-ended questions; updates)
- Continually reevaluate

Utilizing Available Resources

- KnowledgeBase
- Every user has legal access to (at least - remember Renee's Alachua plug!):
 - 1) **User's Library**
 - 2) **FEL**
- Workshops are a resource, too!