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ABSTRACT

This document is composed of three bibliographies that were handed out during a section of an American Library Association conference dealing with education and behavioral sciences and more narrowly, with how techniques borrowed from these disciplines can improve the effectiveness of reference services. The handouts are a 24-item bibliography on "Questioning Techniques and the Reference Interview," a 19-item bibliography on "Learning Styles and the Reference Interview," and a 12-item list of "Videos and Films on Reference Service." (KRN)

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BRIEF ENCOUNTERS: USING TECHNIQUES FROM PSYCHOLOGY AND EDUCATION TO IMPROVE THE EFFECTIVENESS OF REFERENCE SERVICE

Education and Behavioral Sciences Section, ACRL
ALA Conference Program, San Francisco
June 29, 1992

"QUESTIONING TECHNIQUES AND THE REFERENCE INTERVIEW"

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"LEARNING STYLES AND THE REFERENCE INTERVIEW"

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"VIDEOS AND FILMS ON REFERENCE SERVICE"

Coaching: Practice Makes Perfect

Library Video Network; ALA Video, 1986. Videocassette. 16 min. Sound. Color. Accompanied by discussion guide. Purchase price, \$130. Two librarians coach each other's reference interview techniques and give positive feedback and constructive criticism. Discusses four aspects of a reference interview.

Controlling the Confrontation: Arch Lustberg on Effective Communication Techniques

Library Video Network; ALA Video, 1989. Videocassette. 43 1/2 min. Sound. Color. Accompanied by discussion guide. Purchase price, \$175. Mr. Lustberg presents techniques for defusing confrontations and delivering convincing messages to library patrons. Demonstrates how facial expressions and body language affect each situation.

The Difficult Reference Question

Library Video Network, 1986. Videocassette. 19 min. Sound. Color. Purchase price, \$130; rental price \$55. This video emphasizes communication skills rather than reference techniques. Shows compassionate librarians handling a variety of patrons, including overly talkative people, rude and obnoxious users, and those who have highly technical needs.

If It Weren't for the Patron: Evaluating Your Public Service Attitude

ALA Video, 1988. Videocassette. 17 min. Sound. Color. Purchase price, \$130. Brief vignettes illustrate some problem areas in library staff relationships with patrons. Emphasizes that customer service attitudes need to be examined.

A Library Survival Guide: Managing the Problem Situation

Library Video Network; ALA Video, 1985. Videocassette. 20 min. Sound. Color. Accompanied by guide. Purchase price, \$130. Five dramatizations of disruptive library situations help staff define problems, examine policies and procedures, and determine appropriate actions. Addresses problem situations in libraries, including rude patrons, homeless people, and latchkey children.

Managing Difficult Situations in the Library

Ann Arbor Public Library; Washtenaw County Community Health Center, 1985. Videocassette. Sound. Color. Accompanied by training manuals. Purchase price, \$95-175.

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Library staff dramatize methods they use to cope with difficult patrons. Discusses public library rules and regulations as well as in-service training for employees.

Problems, Problems, and Less Problems: A Guide to the Problem Patron

Mountain West Library Training, 1987. Videocassette. 16 1/2 min. Sound. Color. Accompanied by guide. Purchase price, \$50.

This program for training library employees offers tips on dealing with difficult patrons.

OTHER RELATED VIDEOS AND FILMS

Body Language: The Silent Communicator

TransVision, 1988. Videocassette. 45 min. Sound. Color. Purchase price, \$30.

This video shows different types of body language and different ways they can be interpreted.

Difficult People: How to Deal With Them

White Leopard Video, 1989. Videocassette. 37 min. Sound. Color. Purchase price, \$30.

The program outlines seven common behavioral types found in work environments, defines how they can be difficult, and offers suggestions for working effectively with them.

The Interpersonal Perception Task

University of California Extension Media Center, 1987. Videocassette. 40 min. Sound. Color. Purchase price, \$370; rental price, \$36.

A collection of vignettes illustrates how individual people perceive aspects of interpersonal communication differently.

Non-Verbal Communication

British Telecom; Epic, 1989. Videocassette. Sound. Color.

Although this video was designed for training salespersons, it offers good dramatized examples of non-verbal communication behaviors and how to understand different types of body language.

Verbal Communication Made Easy

Alfred Higgins Productions, 1989. 16mm or videocassette. 18 1/2 min. Sound. Color. (Series: Study Skills) Purchase price, \$425 (film); \$385 (video); rental price \$60.

The video addresses how ordinary people develop good communication skills. Shows how tone of voice and body movements can distort meaning.