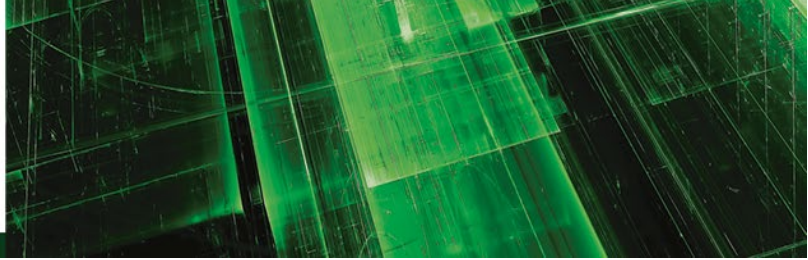


SEVENTH EDITION

Reference and Information Services

AN INTRODUCTION

Melissa A. Wong and Laura Saunders, Editors



Chapter 7: Instructional Strategies for the Reference Interview ***Susan Avery (with updates by Melissa A. Wong and Laura Saunders)***

Review Questions

1. Recognizing and understanding the role of teachable moments in the context of reference services can present challenges to the new librarian. What are some strategies that you can employ to recognize and take advantage of a teachable moment?
2. We learned that it is possible to create a zone of intervention for each of the seven stages in the Information Search Process (ISP). How does identifying the user's affective state help the librarian to intervene? Provide two different examples.
3. Research guides, handouts, and online tutorials can be a primary mode of instruction in reference service. What are the four principles to keep in mind as you start developing good print and online materials?

Strengthen Your Understanding

To strengthen your understanding of this chapter, be sure to complete the activities and answer the questions for reflection and discussion in Box 7.1 What Role Is Instruction Likely to Play in Your Work as a Librarian? on page 171 and Box 7.2 Recognizing the Teachable Moment on page 173.