

# "What do you mean?"

A conversation about user-centered reference for academic health information

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# Workshop Goals

What we will take away

- Be able to approach reference consultations as user-focused experiences
- Recognize our own information seeking behaviors
- Feel more comfortable engaging with reference consultations in virtual spaces



# Zoom Logistics

- You can change your name to write in pronouns.
- If you would like to speak, please raise your hand and a moderator will call on you.
- We will be using breakout rooms and Jamboard.
- Please mute yourself when you are not speaking.



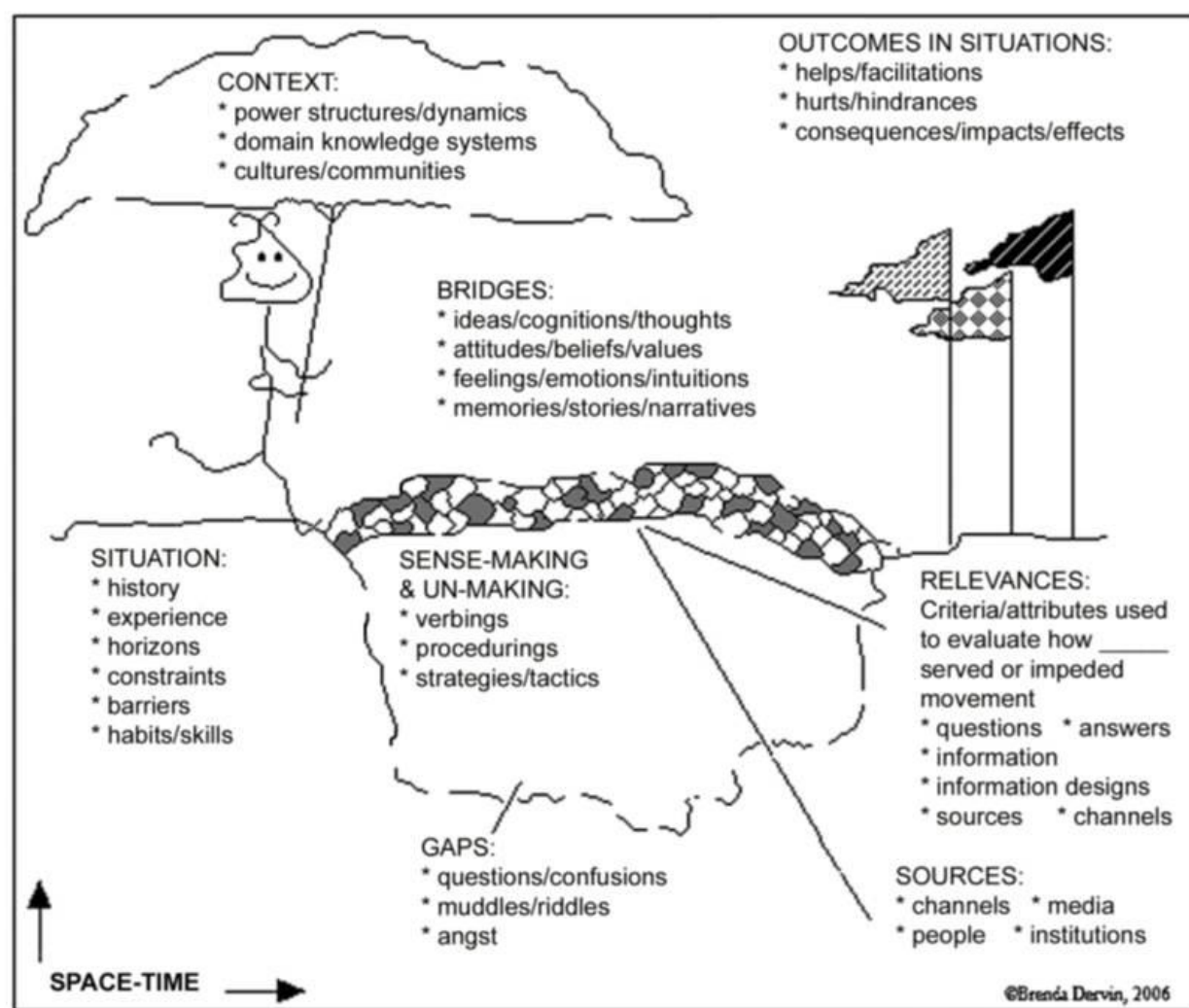
# Workshop Format

- Theoretical Framework  
*(10 minutes)*
- Breakout Room Discussions  
*(30 minutes)*
- Big Group Discussion  
*(15 minutes)*

# Sense-Making

Brenda Dervin's concept

How we bridge information gaps and create knowledge happens within a broader context



**Why does this framework  
matter?**

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# Discussion Questions

Think about something in your reference interaction(s):

- What assumptions do we have about the patron in a reference consultation? What assumptions do you think the patron has about us?
- What are the gaps between the language and needs of the patron and the goal of their questions?
- How can we facilitate these informed consultations over video reference?

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**Thank you for joining us today!**