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**WLA News &  
Events**

Hello WLA Members,

Welcome to the second edition of WLA's eNewsletter, **Connect**. The purpose of the newsletter is twofold: to help publicize WLA activities and to encourage people throughout the state to share ideas and information about their library system.

Please share **Connect** with friends and coworkers who may be interested in learning about WLA and what libraries are up to throughout the state. Anyone may sign-up to receive **Connect** by emailing [eNews@wla.org](mailto:eNews@wla.org).

**Connect** is a reflection of libraries throughout the state, both big and small. Please let us know what innovative or interesting developments are taking place at your library. We welcome article submissions and story ideas. Submission information is available at the bottom of this eNewsletter.

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## Reference Triage at Pierce County Library System



Celebrate WALE's  
20th Anniversary  
Conference  
October 13-14,  
2011  
Davenport Hotel,  
Spokane  
[Read more...](#)



Kari Kells,  
Instructional  
Designer/Librarian

"Reference Triage is first response reference service to customers who need help getting started or getting unstuck on their information journey," explains Kari Kells, Library Trainer at Pierce County Library System.

Eighteen months ago, Pierce County Library System (PCLS) embarked on its own innovative journey for streamlining reference service without sacrificing quality or quantity. Motivated by both a desire to provide customer focused reference service and as a proactive response to a depressed economy, PCLS has created a program to teach public services staff to work collaboratively with customers to answer the most frequently asked reference questions. "Eighty percent of all reference questions are the same questions over and over, and don't require in-depth reference," Kells said. "Our librarians listed the questions they are most frequently asked and what databases they use to answer those questions."

From that starting point, in-house instructional designers collaborated with librarians to create a nine-week Reference Triage training program. The goal is to train all non-degreed public services staff whose primary job is interacting with the public how to efficiently answer these questions and how to know when to refer in-depth reference questions to librarians.

Kells compares this model of reference service to a medical emergency response. "The training gives public services staff a first responder tool kit," she said. According to Kells, most customer questions need minor emergency responses ranging from a Band-Aid to CPR. Others need a surgeon. The important thing for staff to know is how to recognize what kind of help is needed by each customer." [read on...](#)

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## Submit Your Profile for WLA Connect!

Everybody loves to read about other people! After all, it's hard to connect with people you don't know. That's the theory behind one of the planned features in **Connect**, WLA's

new eNewsletter. We would like to feature a member profile in each issue of **Connect**. And that's where YOU come in! We can't profile members, unless members agree to be profiled. The first issue of Connect featured a stimulating and intriguing interview with Ro McKernan, Instructional/Collection Development Librarian at Whatcom Community College. [You can read her interview on the WLA web site.](#) Under the topic "words to live by," Ro wrote that *"The message I seem to be getting from the universe lately has been "So it goes" and "Take life one day at a time," which is hard for me because I tend to think ahead and run through possible scenarios more than I need too. 😊*" During the course of the interview Ro told us about her job, her connection to WLA, her reading habits, and provided a few tidbits relating to her personal life. You too, can be featured in an upcoming issue of **Connect**. All you have to do is provide brief written responses to a series of informal questions, designed to let the real you emerge from anonymity into your well-deserved 15 minutes of fame. [read on...](#)

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## Why You MUST Visit WebJunction (& Continuing Education Events)

In the following list of CE offerings, you will notice some of the training is offered by [WebJunction](#)... and you may think, "What exactly *is* WebJunction?"

WebJunction is an online learning center offering low-cost, high-impact training. Webinars, self-paced courses, interest and discussion groups and online conferences, all with the benefit of web 2.0 capabilities, allow you to learn, connect and discuss library topics not only with your colleagues across the state, but with colleagues **across the country**. Membership is free and many courses are subsidized if you search the [catalog](#). The "wa" in the URL (wa.webjunction.org) is important; if you search for the catalog without the "wa" prefix, you will see the full price for each training. (A free course vs. the \$40 list price is a big incentive to **remember the "wa"**).

### What does WebJunction offer?

Well, just about anything! Classes cover varied topics such as: Excel, installing and troubleshooting printers and scanners, digitizing photographs, creating Crystal Reports and project time management. WebJunction is also rich in training and guidance for areas like (but not limited to):

- Library management
- Technology

- Outreach
- Programming for various age groups

To get started, visit the "[Pathfinder to Learning on WebJunction](#)," [read on....](#)

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## Pacific Northwest Library Association Conference - Early Registration Deadline is June 17!

Register now for the 2011 PNLA Annual Conference at the Doubletree Hotel Spokane City Center in Spokane, WA, August 3-5, 2011.

This year's theme is "**Navigating the River of Change**" and bestselling author, J.A. Jance, will be the keynote speaker on Thursday morning. Wylie & The Wild West, musician and entertainer extraordinaire will be performing at Thursday's evening dinner. For the full schedule of events and to register visit the PNLA website, [www.pnla.org](http://www.pnla.org).

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Have an article you'd like to submit for WLA's Connect Newsletter? Send submissions to WLA's Marketing & Communications Chair, Brooke Fisher, [eNews@wla.org](mailto:eNews@wla.org)

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