



## Reference Tools for the Information Age: Program Outline

---

### **Part 1: Consumer Health Information— A Growing Demand**

1. Introductions
2. Goals of this program
3. Changes in Healthcare and how it has affected clients and their needs.
4. The Reference Interview: helping clients determine what they need

### **Part 2: Consumer Health Reference Toolkit**

1. Helpful consumer health information resources in print.
2. Helpful consumer health information resources on the Internet.
3. Barriers to getting health information

### **Part 3: Empowering Library Staff and Clients**

1. What is the perspective/where are our clients coming from?
2. The importance of networking: meeting the needs of your clients