

## ENQUIRY HANDLING

Course Director: Tim Buckley Owen

### PROGRAMME

09.45	Coffee and Registration
10:00	Introductions and welcome
10:15	Seven enquirers - what do they <i>really</i> want?
10.30	Understanding the question
<i>11:15</i>	<i>Coffee</i>
11.30	Getting started - choosing sources and delivery media
12:15	Efficient searching
<i>13:00</i>	<i>Lunch</i>
13.45	Explaining the tasks. Allocating the enquiries
14:00	Planning your search strategy
14.20	Searching on the Web
14:50	Alternatives to the Web
<i>15.15</i>	<i>Tea</i>
15:30	Feedback on enquiry work
16.00	What to do if you can't find the answer
16:15	Final discussion and questions
16:30	Close