



LIBRARY AND INFORMATION SCIENCE TEXT SERIES

# REFERENCE AND INFORMATION SERVICES

AN INTRODUCTION

FOURTH EDITION



Richard E. Bopp and Linda C. Smith, Editors

# Reference And Information Services

**Linda S Katz**



## **Reference And Information Services:**

*Reference and Information Services* Melissa A. Wong, Laura Saunders, 2020-05-04 This revised and updated sixth edition of *Reference and Information Services* continues the book's rich tradition covering all phases of reference and information services with less emphasis on print and more emphasis on strategies and scenarios. *Reference and Information Services* is the go-to textbook for MSLIS and i School courses on reference services and related topics. It is also a helpful handbook for practitioners. Authors include LIS faculty and professionals who have relevant degrees in their areas and who have published extensively on their topics. The first half of the book provides an overview of reference services and techniques for service provision including the reference interview, ethics instruction, reader's advisory, and services to diverse populations including children. This part of the book establishes a foundation of knowledge on reference service and frames each topic with ethical and social justice perspectives. The second part of the book offers an overview of the information life cycle and dissemination of information followed by an in-depth examination of information sources by type including dictionaries, encyclopedias, indexes, and abstracts as well as by broad subject areas including government statistics and data, health, and legal information. This second section introduces the tools and resources that reference professionals use to provide the services described in the first half of the text.

**Reference and Information Services** Kay Ann Cassell, Uma Hiremath, 2013 Search skills of today bear little resemblance to searches through print publications. Reference service has become much more complex than in the past and is in a constant state of flux. Learning the skill sets of a worthy reference librarian can be challenging, unending, rewarding, and yes, fun.

**Introduction to Reference and Information Services in Today's School Library** Lesley S.J. Farmer, 2014-03-27 Students come to the school library every day with questions ranging from "How many people live in China?" to "I need to find out how the Sun began for my science paper." Helping students find the answers to their questions is one of the most important responsibilities school librarians have. In *Introduction to Reference and Information Services in Today's School Library*, one of America's premier school library educators covers the A-Z of both reference and information services for today's library. Everything from teaching students how to use sources to both in-person and virtual reference service is covered. A key feature of the text is an annotated bibliography of core print and electronic sources for elementary, middle, and high school collections. Yes, reference and information services are vital library functions in the digital age. Even students who appear to be tech-savvy have trouble finding the right information efficiently and knowing what to do with it. This book examines information needs and behaviors and provides strategies for assessing and meeting the informational needs of the school community. The book also addresses the conditions for optimum service: physical access, including virtual access, effective interaction, and collaboration; instructional design; and systematic planning. Newer issues such as embedded librarianship, curation, collective intelligence, and web 2.0 intellectual property are also addressed. This book introduces the entering professional and updates practitioners to current standards and useful strategies.

**Reference and Information Services** Melissa A. Wong, Laura Saunders, 2024-08-22 Written as a textbook for LIS students taking reference courses this fully updated and revised seventh edition of *Reference and Information Services* An Introduction also serves as a helpful handbook for practitioners to refamiliarize themselves with particular types and formats of sources and to refresh their knowledge on specific service topics The first section grounds the rest of the textbook with an overview of the foundations of reference and an introduction to the theories values and standards that guide reference service The second section provides an overview of reference services and techniques for service provision establishing a foundation of knowledge on reference service and extending ethical and social justice perspectives The third part offers an overview of the information life cycle and dissemination of information followed by an in depth examination of information sources by type as well as by broad subject areas Finally the concluding section guides the reader through the process of developing and maintaining their own vision of reference practice This textbook is essential reading for all preservice and working librarians particularly those concerned with ethical and social justice perspectives on reference work

*Reference and Information Services* Richard E. Bopp, Linda C. Smith, 2011-05-23 Reflecting the dramatic changes shaped by rapidly developing technologies over the past six years this new fourth edition of *Reference and Information Services* takes the introduction to reference sources and services significantly beyond the content of the first three editions In Part I Concepts and Processes chapters have been revised and updated to reflect new ideas and methods in the provision of reference service in an era when many users have access to the Web In Part II Information Sources and Their Use discussion of each source type has been updated to encompass key resources in print and on the Web where an increasing number of freely available sources join those purchased or licensed by libraries A number of new authors are contributors to this new edition bringing to their chapters their experience as teachers of reference and as practitioners in different types of libraries Discussions of services in Part I integrate digital reference as appropriate to each topic such as how to conduct a reference interview online using instant messaging Boxes interspersed in the text are used to present scenarios for discussion to highlight key concepts or to present excerpts from important documents Discussions of sources in Part II place more emphasis on designing effective search strategies using both print and digital resources The chapter on selection and evaluation of sources addresses the changing nature of reference collections and how to evaluate new types of sources Each chapter concludes with an updated list of additional readings to guide further study A new companion website will provide links to Web accessible readings and resources as well as additional scenarios for discussion and example search strategies to supplement those presented in the text

*Evolution in Reference and Information Services* Linda S Katz, 2013-05-13 Explore ways to bring and keep your library's electronic services up to date From editor Di Su Some years ago if you were told that a library's catalog would be available on a 24/7/365 basis you'd think it was just another fiction Perhaps as influential as Johannes Gutenberg's invention of movable type printing the Internet is one of the most significant happenings in the information

world in modern times In addition to showing you how library services have been influenced and enhanced by the advent of the Internet Evolution in Reference and Information Services The Impact of the Internet will enable you to make the most of the new opportunities that current technologies offer This valuable book will also help you and your library avoid the pitfalls and new challenges to professional competency that come along with electronic research Evolution in Reference and Information Services gives you a review of the history of electronic reference looks at the increasing role of librarians as teachers and providers of technical help for users provides case studies and ways to evaluate electronic research methods suggests strategies for providing effective electronic services examines government Web sites explores Internet sources of health information shows you how to establish electronic services through your library's portal site looks at how to manage a library computer lab and much more

**International Aspects of Reference and Information Services** Bill Katz, Ruth A. Fraley, 2019-12-06 This book first published in 1987 is a stimulating and informative appraisal of the international librarianship scene and the reference service function Experts discuss how international reference services can be improved to facilitate true exchange of information around the world They look squarely at problems and provide answers to a host of pertinent questions such as information counselling and policies reference services and global awareness integrating a central reference international studies program and more

**The Human Side of Reference and Information Services in Academic Libraries** Lesley Farmer, 2007-01-31 This book examines the questions how academic libraries provide value added reference and information services in the digital age It provides best practices from a global perspective The book starts by looking at the information needs and info seeking behaviours of university students and faculty Then it examines the use cycle consumer instruction and producer It examines the resource cycle collection development instructor maintenance What are the essential elements of reference orientation instruction collaborative planning products Focuses on information needs and information seeking behaviours of academic library stakeholders faculty students community Focuses on technologies impact on reference and information services selection access interaction instruction administration focusing on the human issues Emphasizes collaborative aspects of reference info services with faculty for program course instruction with computer services for digital integration with other libraries for resource

**Reference and Information Services** Richard E. Bopp, Linda C. Smith, 1991 Updated to reflect the latest trends and the newest sources commonly used for reference work this new edition includes more detailed discussion of a wider range of reference related services including interlibrary loan document delivery and readers advisory services There is also increased attention to ethical issues and a stronger focus on user centered services both face to face and mediated by technology In addition the authors discuss Web sites of significant value and the impact of the Internet on reference services Copyright Libri GmbH All rights reserved

**Reference and Information Services in the 21st Century** Kay Ann Cassell, Uma Hiremath, 2006 Specifies the top resources in major subject areas and genres and shows students how to approach the reference transaction by matching

specific types of questions to the best available resources regardless of format      Reference and Information Sources and Services for Children and Young Adults Lesley S.J. Farmer,2022-09-01 Reference and information services are more important than ever for today s young people By analyzing key features of reference and information services to young people in school and public library environments including the research behind the trends and issues librarians can make sure that those services are appropriately responsive to children and teens Based on standards and evidence based practice this book helps you to optimize those resources and services by providing guidance in assessing youth communities determining youth s information needs and information behaviors developing and maintaining age appropriate reference collections starting with the book s core list of print and online resources optimizing physical and virtual access to reference and information sources interacting with youth and facilitating their reference and information literacy skills curating and producing reference and information products dealing with relevant legal and ethical issues and planning effective library reference and information services for youth Chapter sidebar examples provide food for thought      Reference and Information Sources and Services for Children and Young Adults Lesley S.J. Farmer,2022-09-01 Reference and information services are more important than ever for today s young people By analyzing key features of reference and information services to young people in school and public library environments including the research behind the trends and issues librarians can make sure that those services are appropriately responsive to children and teens Based on standards and evidence based practice this book helps you to optimize those resources and services by providing guidance in assessing youth communities determining youth s information needs and information behaviors developing and maintaining age appropriate reference collections starting with the book s core list of print and online resources optimizing physical and virtual access to reference and information sources interacting with youth and facilitating their reference and information literacy skills curating and producing reference and information products dealing with relevant legal and ethical issues and planning effective library reference and information services for youth Chapter sidebar examples provide food for thought

**Reference Service and Sources** C.K. Sharma,2006 The Rapid Developments In Computer Technology Telecommunications Printing Reprography Etc Have Important Implications For The Provision Of Information By Libraries To Their Users Great Advances Have Been Made In The Automation Of Indexing And Abstracting Services Despite Such Advances And Technological Impacts The Actual Search Process And The End Result Remain The Same As In The Traditional Approach Hence The Significance Of Reference Sources And Services Cannot Be Overemphasised The Reference Service Offered By The Libraries Enables The Readers To Obtain The Required Information From The Huge Collection Of Libraries In No Time The Book Is Structured Into Two Parts The First Part Acquaints The Readers With The Purpose Functions And Kinds Of Reference Service Qualities And Duties Of A Reference Librarian Varied Sections In The Libraries Reference Service In Public Academic And Special Libraries Sources And Classification Of Information And Reference Queries Part Ii Of The Book

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such changing services Here s a tool for library school instructors library students professional development instructors and current librarians poised to change which specifically addresses the pedagogy of reference and information services in flux It will help answer questions such as How may we better educate a new and current generation of reference and information service professionals given the challenges they will likely encounter What kinds of assignments could be devised to better promote active learning in a transformative field like reference and information services What new approaches or theories could be applied to assist library professionals in meeting the informational needs of users

**Evaluation of Reference Services** Linda S Katz,2013-10-18 Library authorities address the increasing significance of reference services and the increasing need for evaluation of those services to further ensure professionalism and efficiency



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