Philosophies of Reference Service

Looking back
Organizing reference desk service
The reference interview
The challenge of technology
Partnerships in reference
The personal element

Celia Hales Mabry

Philosophies Of Reference Service

Carolyn Mulac

Philosophies Of Reference Service:

Philosophies of Reference Service Celia Hales-Mabry, 1997 In Philosophies of Reference Service reference librarians share with you their reflective thinking about what they do as service providers An important addition to the personal and occupational library of anyone in reference services this book discusses the origins of reference service its founding principles the pleasures and pitfalls of the reference encounter delivering high quality service and much much more In a clever juxtaposition of the fundamentals of reference service provision with top notch thinking about the role of the reference librarian and what makes a reference unit effective Philosophies of Reference Service advocates for continuing familiarity with books in the reference section recognizing the diversity of service users and using collegiality in the work environment to boost productivity It discusses why reference service should move toward instructing people in mediums not systems as well as achieving consistency in reference service through shared values the concept of tiered reference services based on survey research the little discussed art of reference desk scheduling the importance of knowing your user and making appropriate accommodations partnerships in reference services techniques for conducting reference rovering the advantages of print fostering widely grounded research through reference service why reference librarians share with the corporate world many of the same desired outcomes with regard to service provision Designed to assist readers in defining and developing their own approaches to reference service delivery Philosophies of Reference Service offers reference librarians insight practical knowledge and guidelines for keeping on top of new reference techniques establishing a partnership between the library and the user population and maximizing the helpful nature of reference service Philosophies of Reference Service ,1996 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 Business Reference Services and Sources

Linda S Katz, 2013-04-03 The most proactive source for business reference librarian information on the market Business Reference Services and Sources How End Users and Librarians Work Together shows you that the librarian customer relationship is as synergistic as ever It gives you timely facts about how librarians and users work together and how those partnerships are built In it you ll encounter group projects done by faculty students external users and non librarian supervisors and discover an enlightening spirit of collaboration lacking in most research literature today Further establishing the marketability of contemporary research librarians Business Reference Service and Sources goes to the front lines of business reference service solidifying and updating the librarian user partnership You ll see how research librarians can reach users at the crux of their needs Overall individual chapters address the needs of such people as students business school officials and corporations Specifically you ll read about these areas Internet business research and ESL students corporate home pages as supplements to traditional business resources networking with community business sources synergy in the information specialist customer partnership avoiding information overload in bibliographic instruction the Internet's impact on government documents assessing the validity of electronic journals underprivileged nontraditional students and bibliographic instruction Today in our climate of negative ad campaigns directed at libraries and librarians in general business reference librarians face many challenges academic as well as professional But if you re one of the vocal proactive supporters of productive librarian customer partnerships this book will help you grow feet and move out from behind the restrictive comfort of your desk into the world's classrooms and manufacturing teams Certainly Business References and Sources will convince you that collaborative projects between contemporary reference librarians and end users are alive and well Business Reference Services and Sources Katherine M. Shelfer, 1997 Contains nine contributions which range from Internet business research ESL students and underprivileged nontraditional students to networking with community business sources and the Internet's impact on government documents **Library Reference** Services and Information Literacy: Models for Academic Institutions Cordell, Rosanne M., 2013-06-30 As classrooms and universities strive to adapt their instructional methods to an ever progressing technological age it is imperative that academic libraries also revisit the ways in which reference and instruction services are organized and implemented Library Reference Services and Information Literacy Models for Academic Institutions not only advocates for a more intentional integration of reference and instructional services but it also provides organizational background staff objectives and various successes and challenges that have already been experienced by real institutions. This publication is an important reference source for librarians practitioners and university leaders who wish to maximize the current utilization of their resources

Digital reference services in academic libraries Wan Ab Kadir Wan Dollah,2012 Digital Reference Services in Academic Libraries presents the background of DRS evolution of DRS the concept of DRS emerging models of DRS benefits and limitation of DRS personalized services trends and challenges technological developments evaluation and guidelines

effectiveness and DRS in academic libraries The case study examined the existing status of digital reference services DRS in four selected public academic libraries in Malaysia Focused is given on the awareness usage users perception users satisfaction library s performance and looked at the perceived needs issues and problems faced by librarians and students The study is important to determine how academic librarians are exploiting the latest information and communication technologies to improve reference service operations Recommendations are made on the need for the implementation of synchronous DRS enhancing the role of DRS marketing and promotion staff training user education programmes and cooperation The main contribution of this book is the assessment of effectiveness of DRS in academic libraries in Malaysia the identification of perceived needs issues and problems and suggestions on the areas of improvement in the use of DRS In the process a conceptual model for the effectiveness of the implementation of DRS in academic libraries in Malaysia is presented The author also proposes directions for future research in the area of DRS **An Introduction to Reference** Services in Academic Libraries Elizabeth Connor, 2006 An Introduction to Reference Services in Academic Libraries is a comprehensive textbook that presents compelling case studies and thought provoking essays that teach the principles of reference services Eighteen authorities from private and public academic libraries around the United States offer unique perspectives and solid information in an active learning format that requires students to think and learn The book provides a stimulating starting point for those learning about planning managing and evaluating reference services Each chapter is thoroughly referenced and many have charts and activities to help spark student engagement in the learning process Over 30 tables and figures make complex information easy to access and understand Library Users and Reference Services Linda S Katz, 2013-05-13 This useful book helps reference librarians understand the information seeking needs and behaviors of the diverse groups of people in the communities they serve With the increasing diversity of the American population librarians striving to plan and deliver excellent reference services must enhance their understanding of how best to assist many types of individuals and groups from children to the elderly Library Users and Reference Services provides much needed help in this area delivering strategies and methods to aid readers in their quest for increasingly effective service for all members of the communities in which they work Library Users and Reference Services is divided into four sections of chapters which cover a broad range of topics to assist readers in planning and delivering appropriate services Section One explores customer service economics of information and marketing as key concepts useful in studying information needs of specific groups in the population Section Two focuses on scholars and students in three broad academic disciplines science humanities and social sciences Section Three covers groups with special characteristics such as age economic standing gender or profession Section Four discusses evaluation and provides guidance in the use of the most widely accepted measures for assessing reference effectiveness The book s final chapter explores redesigning reference services for the future providing a glimpse of how such services may change Library Users and Reference Services is a practical guide to

help readers understand the many issues related to serving diverse populations in a community Reference librarians and graduate library school students and faculty will learn more effective ways to help a heterogeneous public with the help of 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 **Reforming Reference** Ratan Kumar Khan, Bhubaneswar Chakrabarti, Swapna Banerjee, 2004 This Book Is For Advanced Students In Library And Information Science And Practising Reference Librarians Provides An Overview Of The Concepts And Processes Behind The Current Reference Services On The Philosophic Rationale For The Reference Services Nature Of Effective Conversation The Challenges Of Web Features Of Remote Reference Services Etc Contributes Towards Quality Reference Service **Introduction to Reference Work: Reference services and reference processes** William A. Katz,1974 Conflicts in Reference Services Bill Katz, Ruth A. Fraley, 2019-12-05 This book first published in 1985 examines issues such as the discussion of goals and rationales for charging for online searches conflicts between reference and other library departments how to provide quality service and who is best suited to provide it Fundamentals of Reference Carolyn Mulac, 2012-07-02 The all in one Reference reference you ve been waiting for this invaluable book offers a concise introduction to reference sources and services for a variety of readers from library staff members who are asked to work in the reference department to managers and others who wish to familiarize themselves with this important area of librarianship Written in an accessible style and designed for everyday use it presents an overview of the basic tools and techniques of reference work including Reference Services a

section addressing such important topics as telephone reference the reference interview and electronic reference Reference Sources chapters which focus on types of reference tools including encyclopedias dictionaries directories handbooks and almanacs Appendixes with key documents prepared by the Reference and User Services Association RUSA and an annotated bibliography An excellent training tool for both new and experienced staff Fundamentals of Reference will quickly become vour fundamental reference Modern Library Technology and Reference Services Samuel T. Huang, 1993 A dozen articles suggest a variety of ways for libraries to enhance their daily reference service and the image of librarianship and to bring in more users They emphasize the interaction of both the staff and the clients with new technology Also published as The Reference Librarian no 39 1993 No index The paper edition has the same ISBN Annotation copyright by Book News Inc The Modern Legal Philosophy Series...,1917 Cooperative Reference Celia Hales-Mabry, 2003 Expert advice for more effective teamwork in the library Cooperative Reference Social Interaction in the Workplace addresses the need for reference librarians to work together to keep the system running smoothly This book explores the various means of developing social professionalism collaborating on projects and combining forces with other libraries to remain on the cutting edge of information services in this new century Using this guide you will learn from the first hand experiences of on the job reference librarians This book will give youas a reference librarian administrator library science student or educatorideas to support cooperative efforts in the library and beyond This book will show you how to better interact with other reference librarians face to face users online users library and academia faculty other libraries Cooperative Reference reveals how patrons perceive you from the other side of the desk This book shows that first impressionshow you dress your attitude how you interact with other workers and how you address the patron's guestionsdirectly affect the patron's visit and influence his or her decisions about using your library in the future The social skills in this volume can also directly benefit your library as library budgets can no longer keep up with the skyrocketing costs of library materials To continue viability many libraries must be willing to work together to share costs and experience Other topics in Cooperative Reference include tag team referencinga dynamic synergistic environment at the reference desk teaching librarians about interpersonal skillshow to establish professional collegial relationships with one another librarians teaming up to teach a class together cooperative reference desk schedulinghow to create and implement tailored desk hours collection development between librarians for different departments working together to create online services a consolidation of reference services by two separate libraries Using several case examples this well referenced book takes an innovative look at the ever increasing necessity for librarians to work together for the good of the patrons the workers and the library structure Cooperative Reference will improve the reference services of public and academic libraries both large and small Cooperative Reference Linda S Katz, 2012-12-06 Expert advice for more effective teamwork in the library Cooperative Reference Social Interaction in the Workplace addresses the need for reference librarians to work together to keep the system running

smoothly This book explores the various means of developing social professionalism collaborating on projects and combining forces with other libraries to remain on the cutting edge of information services in this new century Using this guide you will learn from the first hand experiences of on the job reference librarians This book will give youas a reference librarian administrator library science student or educatorideas to support cooperative efforts in the library and beyond This book will show you how to better interact with other reference librarians face to face users online users library and academia faculty other libraries Cooperative Reference reveals how patrons perceive you from the other side of the desk This book shows that first impressionshow you dress your attitude how you interact with other workers and how you address the patron s questionsdirectly affect the patron s visit and influence his or her decisions about using your library in the future The social skills in this volume can also directly benefit your library as library budgets can no longer keep up with the skyrocketing costs of library materials To continue viability many libraries must be willing to work together to share costs and experience Other topics in Cooperative Reference include tag team referencinga dynamic synergistic environment at the reference desk teaching librarians about interpersonal skillshow to establish professional collegial relationships with one another librarians teaming up to teach a class together cooperative reference desk schedulinghow to create and implement tailored desk hours collection development between librarians for different departments working together to create online services a consolidation of reference services by two separate libraries Using several case examples this well referenced book takes an innovative look at the ever increasing necessity for librarians to work together for the good of the patrons the workers and the library structure Cooperative Reference will improve the reference services of public and academic libraries both large and small Finance, Budget, and Management for Reference Services Ruth A. Fraley, William A. Katz, 1988 The library budget a topic of primary importance to the reference librarian is thoroughly examined in this relevant new book Experts offer insightful suggestions for reference librarians to understand and take responsibility for budget issues directly and indirectly They address the ability to explain the budget which actually entails explaining the collection the services and the process in place for managing the fiscal resources a necessary skill for any reference librarian faced with looming budget cuts Providing quality services on a limited budget is also explored The contributors provide helpful essays on convincing the parent agency to provide adequate support setting goals and priorities generating revenue and more Library of Congress Subject Headings: P-Z Library of Congress. Subject Cataloging Division, 1989

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