



LIBRARY AND INFORMATION SCIENCE TEXT SERIES

SEVENTH EDITION

# Reference and Information Services

AN INTRODUCTION

Melissa A. Wong and Laura Saunders, Editors

# Reference And Information Services A New Reader

**Kay Ann Cassell ,Uma Hiremath**



## **Reference And Information Services A New Reader:**

**Reference and Information Services** Kay Ann Cassell ,Uma Hiremath,2019-01-04 Designed to complement every introductory library reference course this is the perfect text for students and librarians looking to expand their personal reference knowledge teaching failsafe methods for identifying important materials by matching specific types of questions to the best available sources regardless of format Guided by a national advisory board of educators and practitioners this thoroughly updated text expertly keeps up with new technologies and practices while remaining grounded in the basics of reference work Chapters on fundamental concepts major reference sources and special topics provide a solid foundation the text also offers fresh insight on core issues including ethics readers advisory information literacy and other key aspects of reference librarianship selecting and evaluating reference materials with strategies for keeping up to date assessing and improving reference services guidance on conducting reference interviews with a range of different library users including children and young adults a new discussion of reference as programming important special reference topics such as Google search 24 7 reference and virtual reference and delivering reference services across multiple platforms As librarians experience a changing climate for all information services professionals in this book Cassell and Hiremath provide the tools needed to manage the ebb and flow of changing reference services in today s libraries      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

**1979-1990** Henryk Sawoniak,2012-02-14 No detailed description available for 1979 1990 [Directory of ERIC Information Service Providers](#) ,1986 **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 **Library and Information Services** Badan Barman,2011-06-01 Library and Information Services Course Material for Diploma in Library and Information Science Programme of Krishna Kanta Handiqui State Open University *Opportunities for Reference Services* William A. Katz,1991 Here is a refreshing new book that takes a unique look at the many aspects of reference librarianship Written by reference librarians for reference librarians this new volume explores the changing roles of reference services and offers advice and practical ideas to guide librarians through the increasingly tangled maze of duties being thrust upon the reference staff Although the everyday work of the reference librarian is often taken for granted these insightful chapters illuminate the essential service performed by the reference librarians as they facilitate access to information for a wide variety of users Furthermore this book helps reference librarians face the future by examining the technological and service developments that will challenge their profession *Opportunities for Reference Librarians* addresses unique reference problems such as making use of the telephone as an information gathering tool selecting reference material for the interdisciplinary field of Health Physical Education and Recreation HPER and helping non law students with legal research The fascinating anecdotes and encouraging discussions will be invaluable to reference library professionals for years to come This important book covers a wide variety of topics of interest to reference librarians Topics related to information systems are examined such as

the limitations of end user online services and an evaluation of the Library of Congress Information system Authoritative contributors make recommendations on how to design services to coordinate with the new technology and how to change librarians roles so they can assist people in using these systems

#### **Reading and the Reference Librarian** Juris

Dilevko, Lisa Gottlieb, 2014-10-16 Reference librarians are no longer expected to know much about the information they find they are merely expected to find it Technological competency rather than knowledge has become the order of the day In many respects reference service has become a matter of typing search terms into a library's online catalog or a web search engine and providing the patron with the results of the search Calling for a re intellectualization of reference librarianship this book suggests another approach to providing quality reference service reading The authors surveyed both academic reference librarians and public library reference personnel in the United States and Canada about their reading habits From the 950 responses the authors present findings about the extent to which librarians read newspapers periodicals fiction and nonfiction and recount and analyze stories about how reading has made them better librarians The authors also report that North American professors in the humanities and social sciences believe that the best reference librarians are those who have wide ranging subject based knowledge as opposed to the type of process based functional knowledge that is increasingly dominating the curricula of many Library and Information Science programs

**Social Media Strategies for Dynamic Library Service Development** Tella, Adeyinka, 2014-12-31 As social technologies continue to evolve it is apparent that librarians and their clientele would benefit through participation in the digital social world While there are benefits to implementing these technologies many libraries also face challenges in the integration and usage of social media Social Media Strategies for Dynamic Library Service Development discusses the integration of digital social networking into library practices Highlighting the advantages and challenges faced by libraries in the application of social media this publication is a critical reference source for professionals and researchers working within the fields of library and information science as well as practitioners and executives interested in the utilization of social technologies in relation to knowledge management and organizational development

**Literacy and Reading Programmes for Children and Young People: Case Studies from Around the Globe** Patrick Lo, Stephanie H. S. Wu, Andrew J. Stark, Bradley Allard, 2022-01-26 Literacy and Reading Programmes for Children and Young People Case Studies from Around the Globe presents interviews with over 40 librarians from around the world who tell of their library programs The volumes are arranged geographically with Volume 1 offering interviews from library professionals from the USA and Europe and with Volume 2 sharing programs from Asia Africa Australia and the Middle East The volumes highlight the diversity of the types of programs catering to the varying needs of children and young adults throughout the world Case studies featured in this book outline the details of programs events and activities provided by over 40 organizations in the context of social capital and social inclusion Each interview chapter discusses the contributions made to literacy development and community building of children and teens With the many

variations and examples of best practice librarians and educators can glean new ideas for their own programs The interviews reveal the challenges and issues faced and the work being achieved in vastly different environments in many geographic areas and in diverse economic social and cultural contexts The programs include those of national and state libraries public libraries and mobile libraries carried out by public libraries NGOs and commercial organizations in both developed and developing countries They also feature programs of multicultural libraries libraries for indigenous people and libraries for refugees This publication complements the range of initiatives and activities carried out by IFLA's Libraries for Children and Young Adults Section that supports library services and reading promotion initiatives catering to children and young adults around the world These volumes are rich in variety and will provide much food for thought for creating unique and successful library programs

### **Library Science and Administration: Concepts, Methodologies, Tools, and Applications**

Management Association, Information Resources, 2017-11-30 Effective administration of libraries is a crucial part of delivering library services to the public To develop and implement best practices librarians must be aware and informed of the recent advances in library administration Library Science and Administration Concepts Methodologies Tools and Applications is a comprehensive reference source for the latest scholarly material on trends techniques and management of libraries and examines the benefits and challenges of library administration Highlighting a range of pertinent topics such as digital libraries information sciences and academic libraries this multi volume book is ideally designed for academicians researchers practitioners and librarians seeking current research on library science and administration

Information Services to Diverse Populations Nicole A. Cooke, 2016-12-12 Filling a gap in the existing library and information science literature this book consolidates recent research and best practices to address the need for diversity and social justice in the training and education of LIS professionals The development of cultural competency skills and social awareness benefits LIS students their future employers and the library profession at large not to mention library customers and society as a whole This textbook and comprehensive resource introduces students to the contexts and situations that promote the development of empathy and build cultural competence examines the research in the areas of diversity and social justice in librarianship explains how social responsibility is a foundational value of librarianship and identifies potential employment and networking opportunities related to diversity and social justice in librarianship A valuable book for students in graduate library and information science programs as well as LIS practitioners and researchers interested in knowing more about the topic of diversity in the profession

Information Services to Diverse Populations Developing Culturally Competent Library Professionals addresses the political social economic and technological divides among library patrons covers transformative library services and discusses outreach and services to diverse populations as well as how to evaluate such services among many other topics Appendices containing suggestions for exercises and assignments as well as lists of related library organizations and readings in related literature provide readers with additional resources

### **Directory of ERIC Resource**

**Collections**, 1996 *Directory of Eric Resource Collections, 1996* Belinda J. Taheri, 1998-06 Lists 1 029 organizations that provide access to the Educational Resources Info Center ERIC databases and related resources Arranged geographically and grouped into three categories the U S outlying territories and other countries Designed to help users quickly locate organizations that offer ERIC resources and related services within a geographically short distance Organizations included do one or more of the following provide online or CD ROM access to the ERIC databases on a regular basis maintain sizable collections of ERIC microfiche and subscribe to and collect ERIC pub s or ERIC clearinghouse pub s Opportunities for Reference Services Bill Katz, 2019-12-06 This book first published in 1991 explores the changing roles of reference services and offers advice and practical ideas to guide librarians through the increasingly tangled maze of duties being thrust upon the reference staff Although the everyday work of the reference librarian is often taken for granted these insightful chapters illuminate the essential service performed by the reference librarians as they facilitate access to information for a wide variety of users Furthermore this book helps reference librarians face the future by examining the technological and service developments that will challenge their profession It addresses unique reference problems such as making use of the telephone as an information gathering tool selecting reference material for the interdisciplinary field of Health Physical Education and Recreation HPER and helping non law students with legal research Topics related to information systems are examined such as the limitations of end user online services and an evaluation of the Library of Congress Information system Authoritative contributors make recommendations on how to design services to coordinate with the new technology and how to change librarians roles so they can assist people in using these systems Reimagining Reference in the 21st Century David A. Tyckoson, John G. Dove, 2015 Libraries today provide a wider variety of services collections and tools than at any time in the past This book explores how reference librarianship is changing to continue to help users find information they need in this shifting environment **The New Larned History for Ready Reference, Reading and Research** Josephus Nelson Larned, 1923 **Topical Reference Books** Marion Sader, 1991 Like the other titles in Bowkers s Buying Guide series it will be extremely useful Booklist Topical Reference Books selects and recommends today s best specialized reference books It gives librarians and teachers the help they need to make sound choices in a wide range of subject areas It provides the titles authors publishers and ordering information for building strong collections of essential works preparing for classes or researching particular subjects This book offers expert evaluations of over 2 000 preferred titles in 50 categories from Advertising and Aging to Women s Studies and Zoology In each category you ll find Headnotes that provide background and suggestions for collection development Core Titles that identify the most significant books At A Glance charts to help you determine the suitability of particular works **Reports** American Library Association, 1928

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