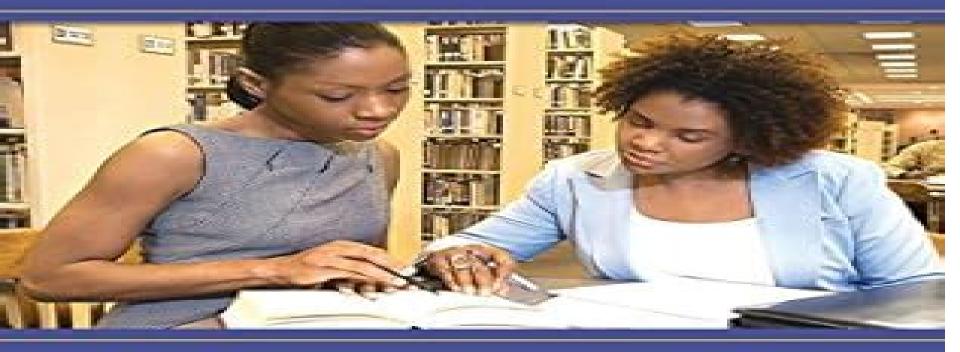




REFERENCE AND INFORMATION SERVICES

AN INTRODUCTION

FOURTH EDITION



Richard E. Bopp and Linda C. Smith, Editors

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Richard E. Bopp, Linda C. Smith

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services for youth Chapter sidebar examples provide food for thought **Reference Service and Sources** C.K. 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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, 1995 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 Reference and Information Services in the 21st Century, Second Edition Revised Kay Ann Cassell, Uma Hiremath, 2011-05-31 This practical guide teaches fails afe methods for identifying important materials by matching specific types of questions to the best available sources regardless of format Information on more than 300 sources **Information and Referral in Reference Services** Marcia has been updated to provide you high quality information Stucklen Middleton, Bill Katz, 2013-10-18 This book investigates a wide variety of situations and models which fall under the umbrella of information and referral It examines traditional views in public libraries and library systems as well as descriptions of programs in nontraditional settings such as academic libraries A human services perspective is explored and research models are presented

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