



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 Reader By

**William A. Katz**



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

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

*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      **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      **Reference and Information Services** Melissa A. Wong, Laura Saunders, 2024-09-19 Written for LIS students taking reference courses this popular textbook 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      **Conducting the Reference Interview, Third Edition** Catherine Sheldrick Ross, Kirsti Nilsen, Marie L. Radford, 2019-07-03 Based on the latest research in communication theory but tailored specifically for real world application this updated manual speaks equally to the needs of students preparing to enter the profession and those who are already fielding reference inquiries The authors working in consultation with a stellar advisory board of scholars and practitioners present a convenient and comprehensive resource that will teach you how to understand the needs of public academic and special library users across any virtual setting including email text messaging and social media as well as in traditional and face to face models of communication Packed with exercises and examples to help you practice effective reference transactions and avoid common pitfalls this book tackles the fundamentals of the reference interview from why it's important in the first place to methods for setting the stage for a successful interview and techniques for finding out what the library user really wants to know covers the ins and outs of the readers advisory interview examines a wide range of contexts such as children young adults parents seniors adults from diverse communities and those with disabilities presents case studies of innovative reference and user encounters at a variety of libraries offers updated coverage of virtual reference including new research virtual reality transcripts and a look at crowd sourcing reference via social media features new content on common microaggressions with guidance on how to use awareness of emotion as a factor in reference interactions to ensure better outcomes discusses topics such as respecting protecting privacy overcoming assumptions implicit judgment the importance of context determining the real information need and many other lessons learned from challenging reference encounters and thoroughly addresses policy and training procedures as well as the unique challenges faced by paraprofessionals and non degree staff Find your bearings in the continually evolving hybrid reference environment through proven strategies advice exercises and research from three experts in the field      **Evolution in Reference and Information Services** Di Su, 2001 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

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**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 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     *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     *New*

*Technologies and Reference Services* William A. Katz, 2000 This comprehensive volume recounts the ways reference librarians have adapted traditional services to deal with the changes in both information technologies and library patrons New Technologies and Reference Services shows how to provide needed services using videoconferencing interactive classrooms drop in seminars and required courses It also discusses the other implications of new technologies including developing trends in publishing copyright issues collection strategies and decentralizing library reference services     **New Technologies and Reference Services** Linda S Katz, 2019-07-15 Offer your patrons the cutting edge reference services they demand In the past a reference librarian needed to develop a command of a few reference works master the skills of the reference interview and interface with library users in person or via telephone Today s reference librarian is faced with much much more New Technologies and Reference Services suggests ways you can tame the information explosion and take advantage of new technologies This comprehensive volume recounts the ways reference librarians have adapted traditional services to deal with the changes in both information technologies and library patrons New Technologies and Reference Services offers tested techniques for fostering information literacy in patrons daunted by the high tech edge of the new library Even computer savvy younger students may need help learning specialized searching skills This practical volume suggests several innovative ways to teach those skills using interactive classrooms drop in seminars and required courses New Technologies and Reference Services discusses the other implications of new technologies including developing trends in publishing including value added services and the death of the printed encyclopedia the effects of CD ROM electronic publishing and the Internet on copyright issues videoconferencing at the reference desk collection strategies and budgets in an era of multiple formats decentralizing library reference services information apartheid the growing gap between the information haves and have nots This helpful volume gives practical tested advice and ideas on the broader issues of information technology With plentiful Web addresses New Technologies and Reference Services presents new ideas sure to

make your job easier     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     **Reference and Information Services** ,1986 Nothing changes faster in today s libraries than reference services The purpose of this collection of thirty articles is to help both the beginner and the experienced librarian keep up with that change through the explanations and points of view of leaders in the field This volume like the first two 1978 and 1982 brings together in a single convenient place a representative view of today s reference and information services for students teachers and librarians It can be used alone or in conjunction with the author s fifth edition of Introduction to Reference Work McGraw Hill 1986 2 vols All of the pieces in this collection are cited in one of those two volumes     **Information Services Today** Sandra Hirsh, 2018-03-02 This second edition of Information Services Today An Introduction demonstrates the ever changing landscape of information services today and the need to re evaluate curriculum competency training and one s personal learning network in order to stay abreast of current trends and issues and more significantly remain competent to address the changing user needs of the information community Specifically the book provides a thorough introduction history and overall state of the field gives a diverse and global perspective of what it means to be a library and information professional today addresses why information organizations and information and technological literacy are more important today than ever before discusses how technology has influenced the ways that information professionals provide information resources and services in today s digital environment highlights current issues and trends and provides expert insight into emerging challenges innovations and opportunities for the future and identifies career management strategies and leadership opportunities in the information profession The new edition features chapter updates to address changes in information services introducing new topics such as strategic planning change management design thinking advocacy and data management and analysis and includes new contributing authors The book begins with an overview of libraries and their transformation as information and technological hubs within their local and digital communities It covers the various specializations within the field emphasizing the exciting yet complex roles and opportunities for information professionals in a variety of information environments With that foundation in place it presents the fundamentals of information services delves into management skills needed by information professionals today and explores emerging issues related to the rapid development of new technologies The book addresses how libraries and information centers serve different kinds of communities highlighting the unique needs of increasingly diverse users and how information organizations and information professional s work to fulfill those needs This book provokes discussion critical thinking and interaction to facilitate the learning process The content and supplemental materials discussion questions rich sets of online accessible materials multimedia webcast interviews featuring authors from this book discussing the trends and issues in their respective areas



and chapter presentation slides for use by instructors give readers the opportunity to develop a deeper understanding of and engagement with the topics. Additionally, this book recognizes the broad range of environments that people with Master of Library and Information Science (MLIS) degrees work in, which include both libraries and other information environments. Thus, this book does not only focus on libraries but instead encompasses ALL kinds of information organizations. **The Journal of the National Education Association** National Education Association of the United States, 1923 **Managing the Twenty-first Century Reference Department** Kwasi Sarkodie-Mensah, 2003. **Managing the Twenty First Century Reference Department: Challenges and Prospects** provides librarians with the knowledge and skills they need to manage an effective reference service. Full of useful and practical ideas, this book presents successful methods for recruiting and retaining capable reference department staff and management training new employees and adapting current services to an evolving field. Expert practitioners address the changing role of the reference library worker and how longstanding traditions and practices can be re-evaluated and re-applied. The information in this book is ideal for librarians and students of library studies looking to take their skills to the next level.

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