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 librarianship and 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.

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., Portland, OR

Library and Information Services: Course Material for Diploma in Library and Information Science Programme of Krishna Kanta Handiqui State Open University

Meeting Health Information Needs Outside of Healthcare addresses the challenges and ethical dilemmas concerning the delivery of health information to the general public in a variety of non-clinical settings, both in-person and via information technology, in settings from public and academic libraries to online communities and traditional and social media channels. Professionals working in a range of fields, including librarianship, computer science and health information technology, journalism, and health communication can be involved in providing consumer health information, or health information targeting laypeople. This volume clearly examines the properties of health information that make it particularly challenging information to provide in diverse settings. Addresses professional challenges and ethical problems of communicating health information to lay people in non-clinical settings Focuses on health information as a challenge for different professionals providing health information in different settings Emphasizes the shared challenges of information practice across different settings as well as those facing professionals in different roles

More than 30 stellar authors have contributed to these up-to-date essays on public services librarianship, including timely topics such as new service configurations, the impact of e-resources in reference and collection development, and innovative outreach. • Over 30 contributors, including established experts and the next generation of leaders in reference and public services librarianship • A subject index guides readers to topics of interest

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 reference librarian is often seen as a 24-hour-a-day, seven-days-a-week resource, 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.

Make separate library services for distance learners a thing of the past Internet Reference Support for Distance Learners takes a comprehensive look at efforts by librarians and information specialists to provide distance learners with effective services that match those already available on campus. With the development of the World Wide Web and the evolution of Web-based services, reference librarians are adding a human element to the virtual library, blurring the difference between distance learners and traditional users. This unique book examines how they deal with a wide range of related topics, including standards and guidelines, copyright issues, streaming media, and chat and digital references, and presents a historical overview of how reference and instructional services have been delivered to distance users—before and after the creation of copyright issues, streaming media, and chat and digital references, and presents a historical overview of how
distinction between reference and instruction within the context of distance learning, and that there is no clear boundary between “true” distance learners and more traditional students who might use services designed for non-campus users. On-campus reference librarians have advanced instruction and reference services to online students, which has led to the incorporation of new technologies and practices. Advocates of online reference services have developed online services and published guidelines and standards, including the ACRL Distance Learning Section’s Guidelines for Distance Learning Library Services, to provide a framework for librarians to plan services for off-campus students. Internet Reference Support for Distance Learners provides practical information on: how librarians can “keep it simple” when designing methods to access reference support why library Web sites are vital sources of communication between the distance learning student and the reference-based instructional component how to set up a university chat service, including software selection, staff training and assessment how to provide students services beyond traditional provision of resources, including advising, enrollment, and payment of fees. This book 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.

This guide constitutes The Library Association’s policy statement and recommendations on the nature and quality of library provision in reference and information services in public libraries. Based on current good practice, it identifies the key areas and main factors which provide a benchmark for acceptable standards of practice.

This practical guide teaches fail-safe 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 has been updated to provide you high quality information.

Thoroughly updated, this is the essential guide to one of the most fundamental fields in the library profession. It links you-and through you, your patrons-to the significant changes that have occurred in reference and information services with emphasis on the growth of digital content. • Provides a comprehensive text edited by two highly regarded experts in reference and academic librarianship, Linda C. Smith and Melissa A. Wong, with chapters written by some of the best minds in the library science field. • Includes newly updated information that reflects today’s realities in reference service with an indication of how reference service may be provided to meet changing patron needs in the future • Encompasses the effective use of print sources, free online sources, and fee-based sources • Features individual chapters that can be used for in-service staff training or in student course packs

Get the most out of your reference information systems and technology! Reference Services and Media meets the information challenges that overwhelm and assist us today with computerization, electronics, and telecommunications changes in the reference services of our libraries. As a professional in the library profession, you will discover innovative theories and researched solutions on many technology problems and challenges such as formatting and compatibility, training of reference professionals and library users, costs, and information have and have nots. With the year 2000 and beyond upon us, emerging technologies afford tremendous opportunities for reference librarians and for improved and enhanced public access to information. In Reference Services and Media you will learn about planning for staffing, troubleshooting fund-raising, and budget developing to support the use of information technologies. You will also examine the impact new media has on academic libraries, specifically video and movie clips that are transferred over intranets and internets and their opportunities and legal implications. In Reference Services and Media you will also explore: desktop conferencing and web access for reference services versus personalized contact desktop conferencing with personal computers in remote areas for reference service assistance positive and negative aspects of using each technology in reference use instruction creative methods for procuring funding for an electronic information literary instruction classroom providing a digital library for a state library

Download Free Reference And Information Services An Introduction 3rd Edition Library And Information Science Text
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.


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 Is Devoted To Reference Sources. Beginning With The Evaluation Of Reference Sources, It Includes A Detailed Study On Directories, Bibliographies, Encyclopedias, Biographies, Maps And Atlases, Dictionaries, Gazetteers And Guide Books. It Is Hoped That The Present Book Will Prove Useful For All Library Users. While The Teachers, Researchers And Students Of Library Science Will Find It Indispensable, The Reference Librarians Are Expected To Acquire Additional Skills Through This Book Which Shall Stand Them In Good Stead In The Technological Environment.

Updated to reflect the latest trends in reference services and the newest sources commonly used for reference work, this long-awaited book offers you a state-of-the-art view of the concepts, theories, and practicalities of reference work today. A host of experts have contributed to the collective wisdom that is the basis of this book. The authors present a 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 to reference services and the impact of the Internet and World Wide Web on reference services. The book begins with a discussion of how the essential theory and provides the practical knowledge necessary for an initial reference course. Its broad scope and organizational clarity will benefit students and practitioners.

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 guide for such services as how much, 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 this new book.

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 MLSIS and i-School courses on reference services and related topics. It is also a helpful handbook for practitioners. Among its faculty members are professionals 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, evaluation and assessment, and services to diverse populations including children. This part of the book establishes a foundation on which the media reference tools, making it essential for students and instructors.

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 part introduces the tools and resources that reference professionals use to provide reliable, final answers from their databases. Reference and Information Services is a recognized textbook for information retrieval courses and updates the previous edition, editors and contributors are experts in the field. Activity boxes engage readers and invite them to reflect on what they are learning and practice skills through real-life exercises. Conscious integration of critical theory and social justice perspectives offers critical reflection on the standards and practices of the field and encourages readers to consider alternate perspectives.

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
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 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!

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, if it may still be referred to by this term, is an evolving outreach service in libraries. This is not only due to Google and the Internet, but also other technological advances afford users online access to a plethora of content, free and proprietary. This evolution has also caused a shift in the theories and practices (especially, core functions and values) of reference and information services as library schools seek greater alignment with practitioners and libraries on the forefront of these changes. As academics and practitioners work together to educate library students on the kinds of changes happening in reference and information services, they are rethinking their curriculum and assignments to incorporate real-world challenges adaptive to user needs. Likewise, libraries may work through their regional library consortia to plan professional development workshops or training sessions to teach new skills and methods of approach required for 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?

This fully updated edition of the landmark textbook by Cassell and Hiremath is designed to complement every introductory library reference course and is the perfect text for students and librarians looking to expand their personal reference knowledge. Chapters on fundamental concepts, major reference sources and special topics in reference provide the basics you want with fresh insight you need on new issues in reference services and technology, including website development and maintenance, RSS feeds, social networking, and delivering reference services across multiple platforms. The companion website features new readings for each chapter and information about changes in reference tools described in these pages, as well as important new ones. As we enter a changing climate for all information services professionals, this book provides the tools you need to manage the ebb and flow of changing reference services in the 21st century. Guided by a national advisory board of educators and practitioners comprised of Marie L. Radford, Anita Ondrus, Cheryl Knott Malone, and Stephanie Maata, this text expertly keeps up with new technologies and practices while still grounding you in the basics of reference work.

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 technology 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 sharing).

Here is a comprehensive look at planning for reference services in the 1990s. Full of practical as well as theoretical information, Reference Services Planning in the 90s gives readers a valuable overview of the “big picture” in current reference service. While some of the issues that faced librarians ten years ago are no longer significant, others remain—and an entirely new set of topics has arisen which needs to be addressed in light of recent developments in the field. Readers will find this book an important source of guidance and help as they negotiate their way through the current decade of reference services and beyond. Reference 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 technology 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 sharing).
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etc.) provide their perspectives on the issues facing librarians who need to assess the electronic services administrators from different institutional settings (academic libraries, public libraries, consortiums, the nature and effectiveness of the online reference services offered by various libraries. Practitioners and backgrounds of their authors. Experienced researchers provide the results of studies conducted to determine the library budget, a topic of primary importance to the reference librarian, is thoroughly examined in this book, first published in 1988. 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 explored. The contributors provide helpful essays on convincing the parent agency to provide adequate support, setting goals and priorities, generating revenue, and more.

Get the most out of your reference information systems and technology! Reference Services and Media meets the information challenges that overwhelm and assist us today with computerization, telecommunications changes in the reference services of our libraries. As a professional in the library science field, you will discover innovative theories and researched solutions on many technology problems and challenges such as formatting and compatibility, training of reference professionals and library users, costs, and information have and have nots. With the year 2000 and beyond upon us, emerging technologies afford tremendous opportunities for reference librarians and for improved and enhanced public access to information. In Reference Services and Media you will learn about planning for staffing, troubleshooting fund-raising, and budget developing to support the use of information technologies. You will also examine the impact this has on accessing video and movie clips, special libraries are transferred over intranets and internets and their opportunities and legal implications. In Reference Services and Media you will also explore: desktop conferencing and web access for reference services versus personalized contact desktop conferencing with personal computers in remote areas for reference service assistance positive and negative aspects of using each technology in reference use instruction creative methods for procuring funding for an electronic information literacy instruction classroom providing a digital library for a state library network raising confidence levels of public service librarians in using electronic resources to answer reference questions Reference Services and Media includes case studies, tables, and an annotated bibliography that serves as a librarian's media reference toolkit, making it essential for effective media reference work. An excellent source for the reference librarian, Reference Services and Media will assist you in adopting and incorporating new information technologies for the present and future.

"Striking an ideal balance between the practical and the theoretical, this text will appeal to LIS educators, students and both novice and experienced professionals."--BOOK JACKET.

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 their chapters to reflect the experiences of librarians 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.

"This book presents a holistic view of the new digital library scene it is an essential guide to good digital practice and techniques" — back cover.

Effectively assess whether any library is making good use of the reference/user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context, and Assessing Reference and User Services in a Digital Age makes significant contributions to this ongoing discussion. The book addresses its subject matter via approaches the bying from case studies of individual libraries to general discussions of best practices. The contributors explore the impact of the Internet on the field of evaluation, focusing on electronic reference and instruction. They highlight current issues, present research results, and offer expert advice on how to assess online reference and instruction. All chapters are well referenced to facilitate further study, and many include tables, appendices, checklists, and other helpful features that make difficult information easy to access and understand. The chapters that make up Assessing Reference and User Services in a Digital Age are as rich and varied as the backgrounds of their authors. Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online services offered by various libraries. Practitioners and administrators from different institutional settings (academic libraries, public libraries, consortiums, etc.) provide their perspectives on the issues facing librarians who need to assess the electronic services
They provide in this important new book: Andrew Briedenbagh shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET: the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e-reference consortium, and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters, including Joseph Fennewald’s comparisons of question categories, Lesley Moyo’s analysis of the use of instruction in the virtual environment, and Caleb Tucker-Raymond’s proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a “Tell Us What You Think” button to gather user feedback Kristi Nelson and Catherine L. Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross, Charles McClure, and R. David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module Assessing Reference and User Services in a Digital Age is designed as essential reading for library administrators, public service librarians, and researchers. It provides general advice for practitioners as well as an examination of research results and methodological issues. We urge you to consider making it part of your professional or teaching collection today.

Effectively assess whether any library is making good use of the reference/user service resources available today libraries need to develop standards by which they can assess their individual performances in a larger context, and Assessing Reference and User Services in a Digital Age makes significant contributions to this ongoing discussion. The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices. The contributors explore the impact of the Internet on the field of evaluation, focusing on electronic reference and instruction. They highlight current issues, present research results, and offer expert advice on how to assess online reference and instruction. All chapters are well referenced to facilitate further study, and may include tables, appendices, checklists, and other helpful features that make difficult information easy to access and understand. The chapters that make up Assessing Reference and User Services in a Digital Age are as rich and varied as the backgrounds of their authors. Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online reference services offered by various libraries. Practitioners and administrators from different institutional settings (academic libraries, public libraries, consortiums, etc.) provide their perspectives on the issues facing librarians who need to assess the electronic services they provide. In this important new book: Andrew Briedenbagh shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET: the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e-reference consortium, and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters, including Joseph Fennewald’s comparisons of question categories, Lesley Moyo’s analysis of the use of instruction in the virtual environment, and Caleb Tucker-Raymond’s proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a “Tell Us What You Think” button to gather user feedback Kristi Nelson and Catherine L. Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross, Charles McClure, and R. David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module Assessing Reference and User Services in a Digital Age is designed as essential reading for library administrators, public service librarians, and researchers. It provides general advice for practitioners as well as an examination of research results and methodological issues. We urge you to consider making it part of your professional or teaching collection today.