

Reference And Information Services In The 21st Century An Introduction Kay Ann Cassell

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Reference and Information Services Chandos Publishing

An introductory text on various aspects of reference services that requires your students to think! 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 ac

The Heart of Librarianship American Library Association Learn how to provide more effective library service by relying more heavily on collaboration between reference and technical services librarians.

The Human Side of Reference and Information Services in Academic Libraries Rowman & Littlefield

The future of reference librarianship as a viable and essential part of the library depends on developing a proactive, participatory, and hands-on approach to automation. This book pulls together the most important elements of change likely to influence library information services and explains them clearly. It covers both the conceptual context and practical real-life implementations of current automation in reference services. The automation technologies include OPACs, CD-ROM, international networks, expert systems, natural language processing, and virtual

reality. In addition to helping people find information, reference librarians also perform another service: the comprehension and understanding of the operative connections between and route to information. It necessitates an unrelenting exploration and immersion within the world information matrix to maintain currency and knowledge. The author shows how reference librarians have in the past and will in the future take a leading role in adapting automation to reference services.

Evolution in Reference and Information Services Rowman & Littlefield

Reference service remains a core function of modern libraries. However, how and where we provide assistance has evolved with changing technologies and the shifting habits and preferences of our users. One way libraries can provide the on-demand, in-person assistance while managing and developing new services and resources that will benefit current and future users is to reconsider how their reference points and services are staffed and adopt a staff-based reference model. The authors, staff members at Eastern Michigan University, chose to address this by implementing an inclusive reference model in which staff and student assistants are trained to answer certain levels of reference questions while working at the reference desk and at other service points. The result was that librarians became more available to work with students who needed in-depth assistance and users were able to get simple questions answered throughout the library. Similar training for all staff and student assistants who work in the library results in better service, more accurate answers, and improved interdepartmental communication. In *Implementing an Inclusive Staffing Model for Today's Reference Services*, they describe step-by-step how

to transition from the traditional librarian-staffed reference desk to an inclusive reference model where non-MLS personnel are equipped and empowered to answer reference questions wherever these questions might be asked. Users ask questions of staff at all service points, not just at the Reference Desk. It is vitally important that those who work at circulation, periodicals, maps, archives and other public service points be trained in how to answer certain reference questions. When this is accomplished, users who have simple questions will not have to make useless treks to the Reference Desk. Topics covered include: Recognizing that nearly all staff answer reference questions, but few are trained to do so documenting the necessity for a change in reference model gaining buy-in from all interested parties—librarians, non-MLS staff, and administrators determining the optimal staffing level creating training materials and schedules monitoring the quality of reference service supervising staff evaluating the new model using multiple methods Additionally, each chapter contains practical resources such as checklists, forms, and sample materials, and other usable features to support readers as they implement the inclusive reference model. The book describes in detail the process of transforming traditional reference into a model that transcends departmental and job title boundaries, is focused on the user, and allows librarians to better utilize their time and talents, and include non-professional staff in their reference services. Reference Services for Archives and Manuscripts American Library Association Adaptation to change that's based on thoughtful planning and grounded in the mission of libraries: it's a model that respected LIS thinker and educator Michael Stephens terms "hyperlinked librarianship." And the result, for librarians in leadership positions as well as those working on the front lines, is flexible librarianship that's able to stay closely aligned with the needs and wants of library users. In this collection of essays from his "Office Hours" columns in *Library Journal*, Stephens explores the issues and emerging trends that are transforming the profession. Among the topics he discusses are: the

importance of accessible, welcoming, and responsive library environments that invite open and equitable participation, and which factors are preventing many libraries from ramping up community engagement and user-focused services; challenges, developments, and emerging opportunities in the field, including new ways to reach users and harness curiosity; considerations for prospective librarians, from knowing what you want out of the profession to learning how to aim for it; why LIS curriculum and teaching styles need to evolve; mentoring and collaboration; and the concept of the library as classroom, a participatory space to experiment with new professional roles, new technologies, and new ways of interacting with patrons. Bringing together ideas for practice, supporting evidence from recent research, and insights into what lies ahead, this book will inform and inspire librarians of all types.

Guide to Reference in Medicine and Health American Library Association

"Explores the praxis, history and practice of reference librarianship in the context of social justice"--

Reference Service Elsevier

"This edited collection considers how feminist strategies and philosophies might initiate, reshape, and critique approaches to library reference services"--

The Human Side of Reference and Information Services in Academic Libraries Routledge

This book, first published in 1989, introduces readers to expert systems applications in many areas of library and information science, and presents design and implementation issues encountered by librarians who have developed early systems to address the library reference function. Systems for ready reference, online database access, and enhancement of subject searching in online catalogues are all explored. Theoretical issues related to expert systems are balanced with descriptions of actual systems currently operating or under development. Reference librarians interested in computing and automation, library managers and administrators, as well as teachers and students in library schools, will be fascinated by this account of how expert systems are helping to make the expertise of the reference librarian available in a more consistent and timely fashion and reduce the burden of repetitive, predictable questions for the professional.

Reference and Information Services Rowman & Littlefield

By focusing on knowledge-based systems technology, the primary purpose and goal of this book is to improve the quality of reference service rendered in libraries. Within reference service, this book examines question-answering, a complex and difficult task. For those interested in the theoretical aspects of reference work, they have to look no further than the first chapter. In addition, the book features theoretical chapters on modelling the reference transaction, a chapter on the logic of ready reference work, and a chapter on the appropriate criteria to apply in selecting an expert system shell. Several practical chapters focus on what KBS work has already been done in the field and evaluate nearly fifty expert system development shells, so that readers can select the most appropriate shell for their domain. The subtitle of the book is applications, problems, and progress in regard to expert systems in reference

work. Applications are covered most clearly in chapter 8 which reviews the more than extant prototypes. Chapter 3 covers what is feasible, chapter 4 models the reference transaction, and chapter 7 covers interface issues so that future applications can be more successful. Problems are covered throughout the book, starting with chapter 1 which discusses the traditional emphasis on reference sources. It argues that the field needs to shift toward procedural knowledge related to work in reference departments. The chapter on expert system feasibility reveals that there are alternative ways of conceptualizing the intellectual work of an expert, and, of course, chapter 9 directly points out limitations in extant systems. Encouraging words occur in chapter 1 about the shift to a balanced or complete paradigm for doing reference work. Similarly, the chapter on modelling is optimistic, in that reference work can be modelled and systems implemented which act like human experts. The final chapter tries to avoid the technological optimism inherent in many books on expert systems by identifying the near-term factors which will influence the development of expert systems. Key Features * Historical background presenting the field's paradigmatic thinking * Decision trees for basic formats of reference material * Flowchart modelling the reference transaction * Reviews of more than fifty extant KBS in general reference environments * Evaluative criteria on more than forty expert system shells

Implementing an Inclusive Staffing Model for Today's Reference Services Routledge

Like their librarian colleagues, reference archivists mediate between the user and the source material. However, given the nature of archival materials and of their holding repositories, unique issues arise. While such matters as provenance and original order and access and security continue to be vital underpinnings of their work, a myriad of other issues comes into play as reference archivists attempt to balance the competing demands of donors, researchers, the public, and the press. From the creation and dissemination of finding aids for electronic resources to the implementation of marketing strategies to increase support and strengthen service, Reference Services for Archives and Manuscripts shows you how to thrive in the changing world of archival reference. Intended to foster an appreciation of the issues both within and beyond the field of archives, Reference Services for Archives and Manuscripts reveals that today's archivist is straddling the world of the traditional with the world of the new. The book establishes its value as it guides you through new concerns such as how to: take advantage of technological developments in appraisal, accession, and preservation address copyright, privacy, and funding issues for electronic resources mount archival cataloging records on local and wide-area databases create a publicly available site on the Internet improve in-house access tools, professional abilities, and the caliber of public

service address security issues and respond to theftReference Services for Archives and Manuscripts also helps you by preparing you for changes in the relationship between archivist and researcher that will inevitably occur with further changes in technology. Other vital issues discussed are improved access for unserved and underserved groups, a revision in ethical codes, and the ability of archivists to become more customer-centered.

Reference and Information Services ALA Neal-Schuman

This practical guide teaches failsafe 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.

Dynamic Research Support in Academic Libraries Routledge

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.

Automation in Library Reference Services Routledge

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.

Expert Systems in Reference Services Bloomsbury Publishing USA
Digital Reference Services provides an overview of electronic reference services and software, and explores the opportunities that real-time digital reference services can offer in a variety of library settings. Experts in the field offer numerous reports and theory about the evolution of this new approach to answering reference questions. This well-referenced volume contains case examples, figures, useful Web sites, and case histories to show how the basic principles of digital reference services work. Librarians and students of information and library science will find this book helpful to enhance their library and electronic reference expertise.

Reference Librarianship & Justice American Library Association
Drawn from the extensive database of Guide to Reference, this up-to-date resource provides an annotated list of print and electronic biomedical and health-related reference sources, including internet resources and digital image collections.

Reference and Information Services Psychology Press
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 and Information Services in Today's School Library, one of America's premier school library educators covers the A-Z of both reference and information services for today's library. Everything from teaching students how to use sources to both in-person and virtual reference service is covered. A key feature of the text is an annotated bibliography of core print and electronic sources for elementary, middle, and high school collections. Yes, reference and information services are vital library functions in the digital age. Even students who appear to be tech savvy have trouble finding the right information efficiently - and knowing what to do with it. This book examines information needs and behaviors, and provides strategies for assessing and meeting the informational needs of the school community. The book also addresses the conditions for optimum service: physical access (including virtual access), effective interaction and collaboration, instructional design, and systematic planning. Newer issues such as embedded librarianship, curation, collective intelligence, and web 2.0 intellectual property are also addressed. This book introduces the entering professional, and updates practitioners, to current standards and useful

strategies.

Library Reference Services and Information Literacy Rowman & Littlefield Publishers

This is the guide to keep at your side when serving business students, job-seekers, investors, or entrepreneurs in your library. Information Brokers and Reference Services American Library Association

"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.

Knowledge-based Systems for General Reference Work Routledge

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.

International Aspects of Reference and Information Services American Library Association

This inspiring book will enable academic librarians to develop excellent research and instructional services and create a library culture that encompasses exploration, learning and collaboration. Higher education and academic libraries are in a period of rapid evolution. Technology, pedagogical shifts, and programmatic changes in education mean that libraries must continually evaluate and adjust their services to meet new needs. Research and learning across institutions is becoming more team-based, crossing disciplines and dependent on increasingly sophisticated and varied data. To provide valuable services in this shifting, diverse environment, libraries must think about new ways to support research on their campuses, including collaborating across library and departmental boundaries. This book is intended to enrich and expand your vision of research support in academic libraries by: Inspiring you to think creatively about new services. Sparking ideas of potential collaborations within and outside the library, increasing awareness of functional areas that are potential key partners. Providing specific examples of new services, as well as the decision-making and implementation process. Encouraging you to take a broad view of research support rather than thinking of research and instruction services, metadata creation and data services etc as separate initiatives. Dynamic Research Support in Academic Libraries provides illustrative examples of emerging models of research support and is contributed to by library practitioners from across the world. The book is divided into three

sections: Part I: Training and Infrastructure, which describes the role of staff development and library spaces in research support Part II: Data Services and Data Literacy, which sets out why the rise of research data services in universities is critical to supporting the current provision of student skills that will help develop them as data-literate citizens. Part III: Research as a Conversation, which discusses academic library initiatives to support the dissemination, discovery and critical analysis of research. This is an essential guide for librarians and information professionals involved in supporting research and scholarly communication, as well as library administrators and students studying library and information science.