

Reference and Information Services

AN INTRODUCTION



fourth edition

KAY ANN CASSELL AND UMA HIREMATH

Reference Information Services An Introduction 4th Edition

Karen Markey



Reference Information Services An Introduction 4th Edition:

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

Introduction to Reference and Information Services in Today's School Library Lesley S.J. Farmer, 2014-03-27 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

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

Understanding Human Information Behavior Beth St. Jean, Ursula Gorham, Elizabeth Bonsignore, 2021-03-25 This introductory textbook aims to provide undergraduate students in information science and related disciplines with an applied grounding in information behavior The book's primary focus is to provide explicit links between information behavior and the careers that students will pursue within the information professions With a deeper understanding of information behavior students will be better equipped to address the many types of barriers that frequently prevent people from effectively and efficiently accessing understanding managing and or using the information they need in the real world The first six chapters of the book provide students with the fundamental building blocks of information behavior introduce them to important related concepts and provide a deep dive into information literacy digital literacy the digital divide and digital inclusion Chapters 7 through 12 introduce students to the scholarly communication system providing guidance on how to find read and critically evaluate information behavior studies Also explored in these chapters are the various methods used to investigate and understand people's information behaviors Topics covered include research design research methods research ethics user needs assessment and human computer interaction and associated design methods This part of the book also covers some of the major information behavior models and theories that have been developed to describe predict and or explain people's information behaviors In chapters 13 through 16 the authors provide an in depth look into their own information behavior research areas including consumer health information behavior and health justice youth information behavior legal information behavior and access to justice and information behavior in libraries In the final chapter students are first introduced to a wide range of careers within the information professions and then taken along on a deep dive into 10 specific jobs with a special focus on the thread of information behavior that pervades the roles and responsibilities commonly associated with these positions Each chapter begins with one or more scenarios illustrating concepts covered in the chapter and ends with discussion questions

Reference and Information Sources and Services for Children and Young Adults Lesley S.J. Farmer, 2022-09-01 Reference and information services are more important than ever for today's young people By analyzing key features of reference and information services to young

people in school and public library environments including the research behind the trends and issues librarians can make sure that those services are appropriately responsive to children and teens Based on standards and evidence based practice this book helps you to optimize those resources and services by providing guidance in assessing youth communities determining youth s information needs and information behaviors developing and maintaining age appropriate reference collections starting with the book s core list of print and online resources optimizing physical and virtual access to reference and information sources interacting with youth and facilitating their reference and information literacy skills curating and producing reference and information products dealing with relevant legal and ethical issues and planning effective library reference and information services for youth Chapter sidebar examples provide food for thought **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 degreed staff Find your bearings in the continually evolving hybrid reference environment through proven strategies advice exercises and research from three experts in the field **Fundamentals of Reference** Carolyn Mulac,2012-07-02 The all in one Reference reference you ve been waiting for this invaluable book offers a concise introduction to reference sources and services for a variety of readers from library staff members who are asked to work in the reference department to managers and others who wish to familiarize themselves with this important area of librarianship Written in an accessible style and designed for everyday use

it presents an overview of the basic tools and techniques of reference work including Reference Services a section addressing such important topics as telephone reference the reference interview and electronic reference Reference Sources chapters which focus on types of reference tools including encyclopedias dictionaries directories handbooks and almanacs Appendixes with key documents prepared by the Reference and User Services Association RUSA and an annotated bibliography An excellent training tool for both new and experienced staff Fundamentals of Reference will quickly become your fundamental reference

Information Services Today Sandra Hirsh, 2022-03-08 This third 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 professional development and lifelong learning in order to stay abreast of current trends and issues and more significantly remain competent to address the changing user needs of information communities Specifically the *Information Services Today* An Introduction provides a thorough introduction history and overall state of the field explores different types of information communities the varying information needs within those communities and the role of equity of access diversity inclusion and social justice in those communities 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 professions The new edition features chapter updates to address changes in information services introducing new updated topics such as emergency crisis management community resilience sustainability data analysis and visualization social justice and equity of access diversity and inclusion EDI *Information Services Today* An Introduction begins with an overview of libraries and their transformation as information and technological hubs within their local and digital communities as well as trends impacting the information field *Information Services Today* An Introduction 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 *Information Services Today* An Introduction addresses how libraries and information centers serve different kinds of communities highlighting the unique needs of increasingly diverse users *Information Services Today* An Introduction 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

Meeting Health Information Needs Outside Of Healthcare

Catherine Arnott Smith, Alla Keselman, 2015-08-04 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

Libraries in the Information Age Denise K. Fourie, Nancy E. Loe, 2016-05-23 The book Library Media Connection cited as something all librarians need to have on their shelves is now thoroughly revised for today's 21st century library environment Covering both technology and library practices the title has been a go to text for librarians and library school students since 2002 Since the second edition of this must have book was published in late 2009 libraries have undergone profound changes primarily linked to advances in technology We've seen the debut of RDA the release of new Pew Research library and Internet use data and the establishment of digital repositories community MakerSpaces and community reads programs Of course libraries have also been affected by the expanding use of social media This thoroughly updated title addresses all these changes and more bringing you up to date on the monumental shifts impacting librarianship The book is designed to introduce LIS students to the profession preparing them to enter an exciting and evolving world It clarifies the changing roles and responsibilities of library professionals new paradigms for evaluating information and characteristics and functions of today's library personnel Among other subjects chapters cover preparing materials for use circulation reference services ethics in the information age Internet trends and job search basics References websites and publications at the end of every chapter point to further resources and appendices supply information such as policies the library bill of rights and the Freedom to Read statement

Informationsethik und Bibliotheksethik Hermann Rösch, 2020-12-21 Neben den theoretischen und allgemeinen Grundlagen von Informationsethik und Bibliotheksethik wird das Spektrum ethischer Konflikte und Dilemmata an Beispielen aus der Praxis des Berufsfelds Bibliothek und Information konkret erläutert Dabei wird deutlich dass wissenschaftlich fundierte Aussagen der Informationsethik und der Bibliotheksethik grundlegend für die wertbezogene Standardisierung bibliothekarischer Arbeit und uerst hilfreich für ethisch abgesicherte Entscheidungen im Berufsalltag sind Zum Thema Bibliotheksethik finden Sie hier ein Gespräch des Bibliotheksdirektors der Stadtbücherei Bochum Herrn Meheddiz Gespräch mit Herrn Prof Dr Hermann Rösch <https://www.youtube.com/watch?v=IJUZ0tN2dt4>

Kielhofner's Research in Occupational Therapy Renee R Taylor, 2017-01-05 With an international team of expert contributors Renee Taylor carries on Gary Kielhofner's innovative work in the 2nd Edition of his comprehensive research methodologies text. This guide bridges the gap between theorists and practitioners. It focuses on the relevance and logic of research to provide a practical, demystified approach to conducting applied research in the field for graduate students and clinicians. You'll begin with an introduction to the nature and scope of research and its place in OT and then explore research designs, measurements, and statistical analysis for qualitative, quantitative, and mixed studies. You'll examine the steps and procedures required to conduct research and how research can be used to shape professional practice and improve patient care.

Handbook for Community College Librarians Michael A. Crumpton, Nora J. Bird, 2013-10-29 An in-depth understanding of the complexities, dynamics, and emerging trends in community college libraries today. Handbook for Community College Librarians covers all aspects of librarianship that apply to community colleges in a one-stop reference book. It provides information that enables the librarian to become more successful in the community college environment and reflects on its unique qualities, identifying the specific skills required and the differences from other library settings. The authors address instructional design and highlight the distinctions in the types of information literacy appropriate to the specialized curriculum and certification needs of a community college. Besides being an outstanding professional development tool, this handbook will also be useful to library and information science students studying service in community college libraries as a career option.

Reference Skills for the School Librarian Ann Marlow Riedling Ph.D., Cynthia Houston, 2019-10-21 Designed for courses that prepare LIS students for school librarianship, this title teaches basic reference processes, sources, services, and skills and provides authentic school library reference scenarios and exercises. This fourth edition of Reference Skills for the School Librarian: Tools and Tips acknowledges the vital importance of reference skills in school libraries. It focuses on new reference skills for school librarians and includes more online materials such as Webliographies and a glossary. Teaching reference skills and providing reference services to students and staff in schools are extremely important tasks and are required of librarians on a regular basis. Aimed at pre-service and in-service school librarians, this book covers all types of reference materials, including almanacs, dictionaries, encyclopedias, atlases, and other standard information sources, giving extra emphasis to the online sources to which students increasingly turn. This edition addresses more online reference resources than previous editions and offers practical suggestions for use in K-12 student instruction.

Cultural Dynamics in a Globalized World Melani Budianta, Manneke Budiman, Abidin Kusno, Mikihiro Moriyama, 2017-12-14 The book contains essays on current issues in arts and humanities in which peoples and cultures compete as well as collaborate in globalizing the world while maintaining their uniqueness as viewed from cross- and interdisciplinary perspectives. The book covers areas such as literature, cultural studies, archaeology, philosophy, history, language studies, information and literacy studies, and area studies. Asia and the Pacific are the particular regions that the

conference focuses on as they have become new centers of knowledge production in arts and humanities and in the future seem to be able to grow significantly as a major contributor of culture science and arts to the globalized world The book will help shed light on what arts and humanities scholars in Asia and the Pacific have done in terms of research and knowledge development as well as the new frontiers of research that have been explored and opening up which can connect the two regions with the rest of the globe

Library Dementia Services Timothy J. Dickey, 2020-02-28 There are 50 million people globally living with Alzheimer's disease and related dementias and tens of millions of their caregivers Library and information professionals must learn to assist those with dementia This book explores best practice guidelines and concrete ideas for serving those with dementia and their caregivers

Online Searching Karen Markey, 2023-02-07 Online Searching prepares students in library and information science programs to assist information seekers at all levels from university faculty to elementary school students Included in the third edition are interviews with librarians and other information professionals whose words of wisdom broaden graduate students perspectives regarding online searching in a variety of work settings serving different kinds of information seekers The book's chapters are organized according to the steps in the search process 1 Conducting a reference interview to determine what the seeker wants 2 Identifying sources that are likely to produce relevant information for the seeker's query 3 Determining whether the user seeks a known item or information about a subject 4 Dividing the query into main ideas and combining them logically 5 Representing the query as input to the search system 6 Conducting the search and responding strategically 7 Displaying retrievals assessing them and responding tactically A new chapter on web search engines builds on students existing experience with keyword searching and relevance ranking by introducing them to more sophisticated techniques to use in the search box and on the results page A completely revised chapter on assessing research impact discusses the widespread use of author and article iMetrics a trend that has developed rapidly since the publication of the second edition More than 100 figures and tables provide readers with visualizations of concepts and examples of real searches and actual results Textboxes offer additional topical details and professional insights New videos supplement the text by delving more deeply into topics such as database types information organization specialized search techniques results filtering and the role of browsing in the information seeking process An updated glossary makes it easy to find definitions of terms used throughout the book With new and updated material this edition of Online Searching gives students knowledge and skills for success when intermediating between information seekers and the sources they need

The Complete Guide to Acquisitions Management Frances C. Wilkinson, Linda K. Lewis, Rebecca L. Lubas, 2015-07-28 Updated and enhanced the second edition of this text provides both library students and practitioners with a thorough understanding of procedural and philosophical approaches in acquisitions management Since the last edition of this text was published over a decade ago library acquisitions practices have changed dramatically in response to economic and industry changes and the introduction and maturation of new technologies An essential tool kit

this updated edition covers every aspect of current acquisitions management from organization of acquisitions departments to professional ethics The step by step guide takes you through acquisitions department activities from the beginning of the ordering process through making materials available to the public You ll learn about the latest acquisitions systems negotiating bids and RFPs gifts and exchange and decisions of permanence In addition the book provides expert guidance on relationships with vendors as well as on the publishing industry in general Key among the updates to this second edition is information about major changes that have occurred recently including what s new in integrated library systems electronic resource management and patron and demand driven acquisitions An appendix offers a wealth of resources on topics related to acquisitions and includes a comprehensive glossary

Library and Information Science Michael F. Bemis,2014-03-03

This unique annotated bibliography is a complete up to date guide to sources of information on library science covering recent books monographs periodicals and websites and selected works of historical importance In addition to compiling an invaluable list of sources Bemis digs deeper examining the strengths and weaknesses of key works A boon to researchers and practitioners alike this bibliography Includes coverage of subjects as diverse and vital as the history of librarianship its development as a profession the ethics of information science cataloging reference work and library architecture

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Handbook of Research on Advancements of Contactless Technology and Service Innovation in Library and Information Science Holland,

Barbara,2023-06-14 In the past twenty years contactless technology has been helping us to conduct transactions quickly easily and securely Contactless is here to stay and it is expected to grow and become even more widely used in the coming years The COVID 19 pandemic changed the way we work travel and connect with family and friends and it simultaneously revolutionized the way we conduct business and everyday transactions As technology changes daily libraries have continued to upgrade The Handbook of Research on Advancements of Contactless Technology and Service Innovation in Library and Information Science provides the reader with a variety of emerging trends concerning contactless technology in libraries information centers and other enterprises This book offers chapters on emerging research surveys and technology Covering topics such as digital libraries metaverse and security challenges this major reference work is an essential resource for librarians information professionals administrators students and educators of higher education researchers and academicians

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