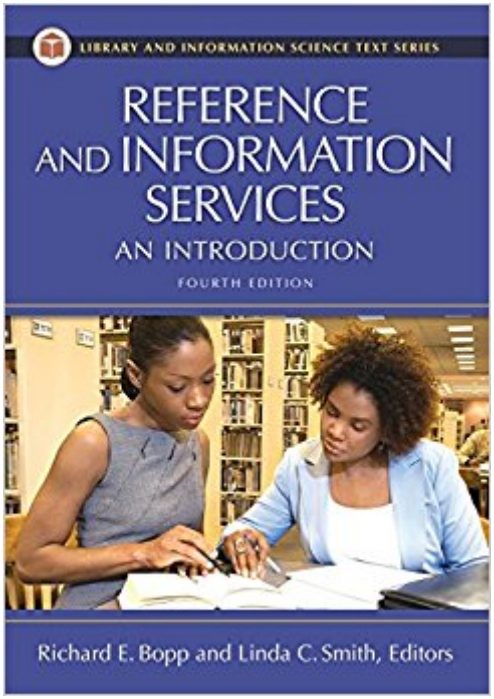
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Reference And Information Services: An Introduction, 4th Edition (Library And Information Science Text)



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Synopsis

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.

Book Information

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Customer Reviews

The late Richard E. Bopp was emeritus associate professor of library administration at the University of Illinois, Urbana-Champaign.Linda C. Smith is professor and associate dean, Graduate School of Library and Information Science, University of Illinois, Urbana-Champaign.

For the most part I like this book. There’s a lot of very useful information here for the reference librarian (me), and it’s very well written. But it has one major flaw, and it’s such that I could only give it 3 stars: many (the majority) of the references are dated. The book was published in 2011 but many of the chapter references date back to the 1980s and before. For example, ch. 9 on "Training and Continual Learning" has 96 references, 67 of which were published in the 1970s, 80s, and 90s. Only 1 reference was published within 2 years of the book’s publication date. This suggests to me that perhaps the authors themselves are not engaged in "continual learning."If you have the 3rd edition, you probably won’t benefit much from buying the 4th.

Needed for my Masters program. It had a lot of information, but, I could not stay focused on the chapters. The bad part is that it is a key part of my potential profession. This book had me questioning whether I should stay in library science. If I could not stay interested in the mechanics of reference work, what was I doing getting another degree? I stuck it out and graduate soon.

The book contains a lot of background information and how-to’s for those entering the Reference side of Library Science. Some chapters are dreadfully dry and poorly written. Others are fine.

I have it for my class for my MLIS, and it’s proving rather useful. It’s easy to read, provides good advice and history, and I’ll be keeping it instead of selling it after the course is over.

I had to buy this book for a class text. I like that it gives a nice history of various sources so one can see how reference sources evolved to what they are today. However, some of the information is unnecessarily lengthy, like the chapter on reference services for specific populations.

This is definitely a good book for an aspiring librarian to learn about reference services, excellent

references to external material with lots of cites of ALA publications. Very valuable, I think I shall keep it in my library for a while as a possible supplement for future studies.

This book is the oldest.

Good source of information. Used throughout my course.

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