1.	Record Nr.	UNINA9910136191503321
	Autore	Goldsmith Francisca
	Titolo	Crash course in contemporary reference / / Francisca Goldsmith
	Pubbl/distr/stampa	Santa Barbara, Calif. : , : Libraries Unlimited, , 2017 London : , : Bloomsbury Publishing (UK), , 2024
	ISBN	9798400632891 9798216067122 9781440844829 1440844828
	Descrizione fisica	1 online resource (196 pages)
	Collana	Crash course series (Westport, Conn.)
	Disciplina	025.5/2
	Soggetti	Reference services (Libraries) Reference services (Libraries) - United States
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Nota di bibliografia	Includes bibliographical references and index.
	Nota di contenuto	An overview of professional library reference service -- Communication and reference work -- Professional ethics of reference service -- Building and maintaining a reference collection -- Organizing print and electronic sources -- Library catalogs and bibliographies -- Understanding the role of serials in knowledge publishing -- Background information and definitions : encyclopedias and dictionaries -- Finding facts fast : ready reference -- Using the Web to guide your community to authoritative information -- Reference service delivery models -- Networking and professional development.
	Sommario/riassunto	A fresh, detailed, and thoughtful examination of reference services in the context of evolving community information needs and habits, a changing technological landscape, and new search strategies. Professional practices in the field of library reference services have changed dramatically in the past decade in response to shrinking print reference collections and evolving technology, search strategies, and user needs and interests. This new guide explains all the basics of reference services, covering resource types and awareness of their appropriate uses, collection development and maintenance techniques that support reference service work, the latest online searching

techniques, and best practices for service interactions through various platforms, including email, chat, text, phone, and face to face. Additionally, it addresses reference service ethics; communication and conducting reference interviews; important policies related to reference service development, provision, and maintenance; alternative reference service delivery points now in use; and professional service provider networking. Both experienced reference librarians and those new to reference service will benefit from in-depth coverage of recent changes in online reference resources and print-based resources, guidelines for authoritative evaluation of web-based resources, explanations of online catalog searching skills, and tips for reference web page construction. The book also contains an expanded section on making digitized collections accessible and relevant; information on the growing need of members of the general population for help with various federal government access programs ranging from Veterans Affairs and Social Security to health care access, income tax regulation fulfillment, and immigrant documentation; and explanations of copyright in the digital sphere of resource use and transfer.