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Nota di contenuto	Contents; Acknowledgments; Introduction; Part 1: Reference Sources; Chapter 1: Encyclopedias; Chapter 2: Websites; Chapter 3: Dictionaries; Chapter 4: Almanacs, Handbooks, and Yearbooks; Chapter 5: Indexes; Chapter 6: Directories; Chapter 7: Geographical Sources; Chapter 8: Biographical Sources; Chapter 9: Statistical Sources; Part 2: Reference Services; Chapter 10: The Reference Interview; Chapter 11: Reference Service in Person; Chapter 12: Telephone Reference Service; Chapter 13: Online Reference Service; Chapter 14: Reference Service to Children and Young Adults Chapter 15: Reference Service in Special SubjectsChapter 16: Reference Policies; Chapter 17: Reference Standards; Chapter 18: Reference Evaluation; Appendix: ALA Documents; Bibliography; List of Reference Sources Discussed in Part 1; Index
Sommario/riassunto	An excellent training tool for both new and experienced staff, Fundamentals of Reference will quickly become your fundamental reference!