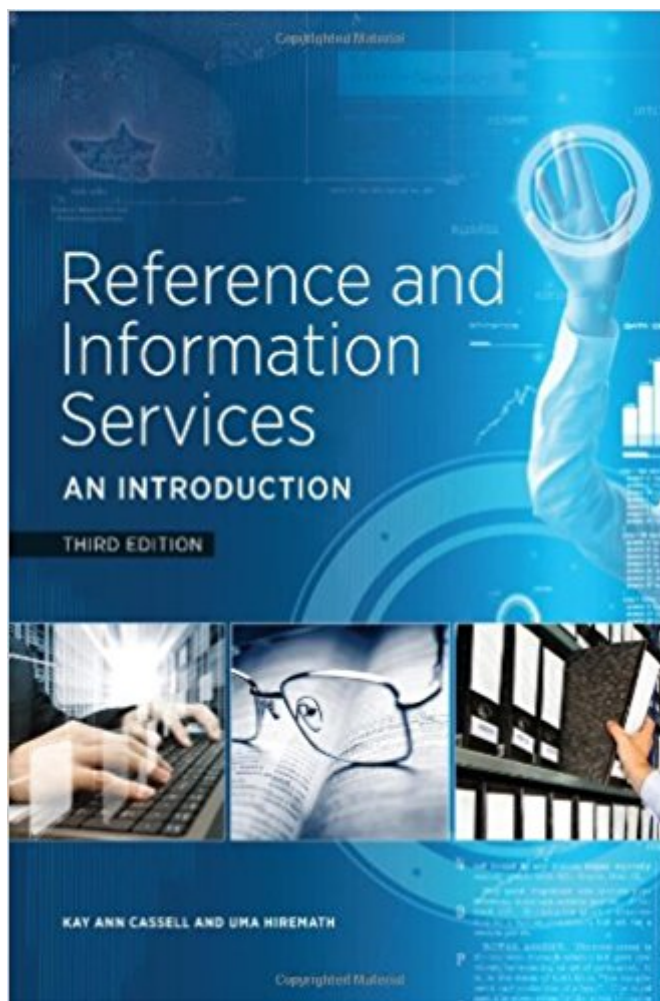The book was found

Reference And Information Services: An Introduction, Third Edition

Synopsis

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 including Eileen Abels, Anita Ondrusek, Marie L. Radford, and Steven Tash, this 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 in reference provide a solid foundation, plus fresh insight on new issues, includingNew chapters on ethics, readers advisory, and reference services for children and young adultsWebsite development and maintenanceRSS feedsSocial networkingDelivering reference services across multiple platformsAs librarians experience a changing climate for all information services professionals, Cassell and Hiremath provide the tools needed to manage the ebb and flow of changing reference services in the 21st century.

Book Information

Paperback: 528 pages

Publisher: ALA Neal-Schuman; 3 edition (November 26, 2012)

Language: English

ISBN-10: 1555708595

ISBN-13: 978-1555708597

Product Dimensions: 6 x 1.1 x 9 inches

Shipping Weight: 1.6 pounds (View shipping rates and policies)

Average Customer Review: 4.4 out of 5 stars   21 customer reviews

Best Sellers Rank: #20,977 in Books (See Top 100 in Books)   #4 inÃ Â Books > Reference > Writing, Research & Publishing Guides > Publishing & Books > Bibliographies & Indexes > Science #6 inÃ Â Books > Textbooks > Humanities > Library & Information Science   #11 inÃ Â Books > Politics & Social Sciences > Social Sciences > Library & Information Science > General

Customer Reviews

"A tool for library school students, new librarians, the public library reference desk, or anyone needing a general resource about providing information services and recommended tools of the trade ... A well-written, readable work that is worth adding to a general ready-reference collection or a library student s bookshelf." --Journal of Electronic Resources in Medical Libraries

Kay Ann Cassell received her BA from Carnegie Mellon University, her MLS from Rutgers University, and her PhD from the International University for Graduate Studies. She has worked in academic libraries and public libraries as a reference librarian and as a library director. Ms. Cassell is a past president of Reference and User Services Association of ALA and is active on ALA and RUSA committees. She is the editor of the journal Collection Building and is the author of numerous articles and books on collection development and reference service. She was formerly the Associate Director of Collections and Services for the Branch Libraries of the New York Public Library where she was in charge of collection development and age-level services for the Branch Libraries. She is now a Lecturer and Director of the MLIS Program in the School of Communication, Information and Library Studies at Rutgers, the State University of New Jersey. Uma Hiremath is Executive Director at the Ames Free Library, Massachusetts. She was Assistant Director at the Thayer Public Library, Massachusetts; Head of Reference at the West Orange Public Library, New Jersey; and Supervising Librarian at the New York Public Library where she worked for five years. She received her MLS from Pratt Institute, New York, and her PhD in political science at the University of Pittsburgh.

I bought this book as a required textbook and found it easy to read and informative. The chapters are well organized and devoid of superfluos information. The suggested additional resources and the lists of suggested reference publications, print and digital, make this book worthwhile for the new reference librarian. Like any four year old textbook, it contains some dated information. Still, I recommend it.

I am gaining a lot of knowledge needed to earn my Masters in Library & Information Science. This textbook is full of resources including links. The only negative is that even though this is the latest edition some of the link landing sites are discontinued or not updated. I will probably keep this forever as a personal librarian reference resource.

I bought this textbook for one of my MLIS classes and I am learning so much from it. Each chapter discusses a different area of reference services in libraries and lists a multitude of different sources that would be useful to librarians on a reference desk. This is an awesome tool for any librarian to keep on their ready reference shelf.

The book is very well-written. It has ample clear examples from reference sources that serve to educate the reader about basic reference services. Even has humorous examples.The subjects are introduced in a logical and clear manner. Highly recommended for beginners and intermediate Library Science students. Hopefully, advanced professionals have a working knowledge of the subjects inside. Reads very well and accessible to the lay person.

Fast shipping, exactly what I needed, brand new at a fraction of the price. My only complaint was that the corner was the slightest bit damaged, however, other than that, it is perfect. 5 stars!

I bought it last year for my master's program and I'm still using it for my job. Very helpful.

It is a textbook, so whether I like the content or not I have to use it, the cost is high, especially for a soft cover book, but the information is mostly recommendable and the book was authored by the ALA.

It is definitely a text book. Not for your reading pleasure, but meets the needs of the class I am taking. I appreciate the handy charts of reference resources at the end of each chapter.

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