

REFERENCE
and
INFORMATION
SERVICES
in the
21st CENTURY
an introduction

KAY ANN CASSELL and UMA HIREMATH



Contents

Preface / ix

Acknowledgments / xiii

Part I Fundamental Concepts / 1

- 1 Introducing Reference and Information Services / 3**
- 2 Determining the Question: In-person, Telephone, and Virtual Reference Interviews / 15**
- 3 Finding the Answer: Basic Search Techniques / 31**

Part II Introduction to Major Reference Sources / 51

- 4 Answering Questions about Books, Magazines, Newspapers, Libraries, Publishers, and Bibliographic Networks—Bibliographic Resources / 53**
- 5 Answering Questions about Anything and Everything—Encyclopedias / 69**
- 6 Answering Questions that Require Handy Facts—Ready Reference Sources / 93**

- 7 Answering Questions about Words—Dictionaries / 111**
- 8 Answering Questions about Current Events and Issues—Indexes / 135**
- 9 Answering Questions about Health, Law, and
 Business—Special Guidelines and Sources / 155**
- 10 Answering Questions about Geography, Countries, and
 Travel—Atlases, Gazetteers, Maps, Geographic
 Information Systems, and Travel Guides / 183**
- 11 Answering Questions about the Lives of People—Biographical
 Information Sources / 199**
- 12 Answering Questions about Governments—Government
 Information Sources / 213**

Part III Special Topics in Reference and Information Work / 231

- 13 When and How to Use the Internet as a Reference Tool / 233**
- 14 Reader's Advisory Work / 253**
- 15 Reference Work with Children and Young Adults / 265**
- 16 User Instruction in the Reference Department / 273**

Part IV Developing and Managing Reference Collections and Services / 287

- 17 Selecting and Evaluating Reference Materials / 289**
- 18 Managing Reference Departments / 303**

CONTENTS

19 Assessing and Improving Reference Services / 315

20 The Future of Information Service / 337

Subject Index / 347

Index of Reference Resources Described / 361

About the Authors / 379