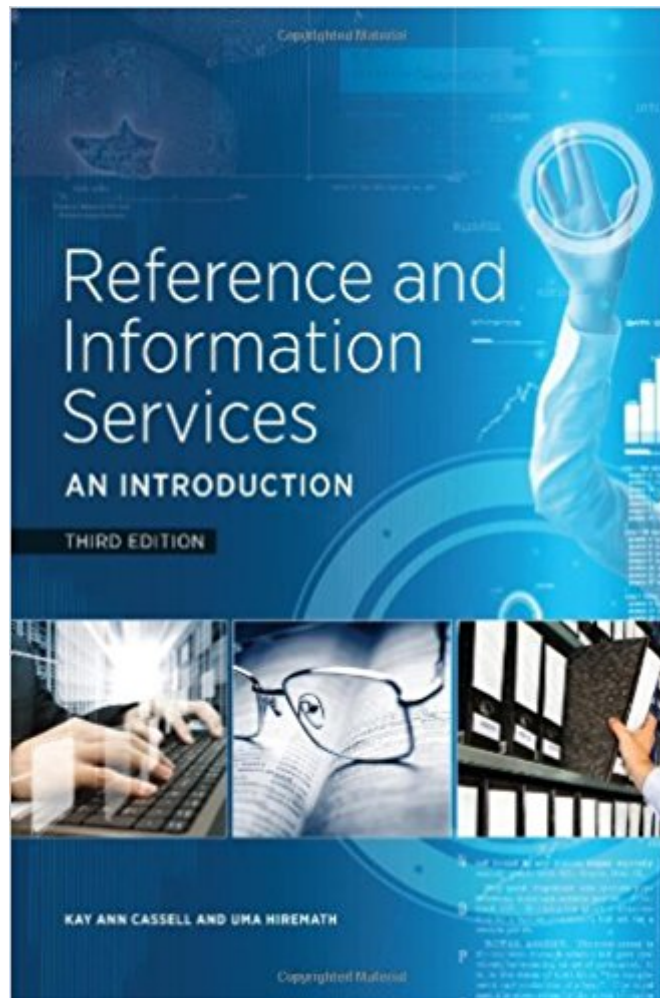


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# Reference And Information Services: An Introduction, Third Edition



## 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, including New chapters on ethics, readers advisory, and reference services for children and young adults Website development and maintenance RSS feeds Social networking Delivering reference services across multiple platforms As 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

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## Customer Reviews

I thought the authors did a great job of giving the overview of reference work. I know it's more expensive, but I would buy the print edition for future editions. The kindle edition had some typos and wasn't comfortable on the eyes reading on my iPad.

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.

Great text. Use it for the general resources, but don't rely on the URLs the editors provide. I've already found that a few of them are seriously incorrect, which is obviously why you shouldn't publish URLs in a printed text to begin with! Sources are still searchable and easy to find, but don't rely on what they've printed here.

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.

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.

Had to buy this for a Library Science class at UT Knoxville. It was for a reference class. It's written well and seems to be a decent textbook other than the fact that it costs too much but what else is new right?

This was the key textbook in my reference services course and I must say that I'm very impressed with it. Although there is a lot of material and the reading assignments from the book were quite long, it's a quick read with an easily understood writing style and organization of material. I also felt like authors really wanted library students to gain an understanding of how reference service is changing in the 21st century and the tools that a newly minted librarian will need to succeed.

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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