



An Introduction to Reference Services in Academic Libraries (Haworth Series in Introductory Information Science Textbooks)

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An introductory text on various aspects of reference services—that requires your students to think!

An Introduction to Reference Services in Academic Libraries is a comprehensive textbook that presents compelling case studies and thought-provoking essays that teach the principles of reference services. Eighteen authorities from private and public academic libraries around the United States offer unique perspectives and solid information in an active learning format that requires students to think and learn. The book provides a stimulating starting point for those learning about planning, managing, and evaluating reference services.

An Introduction to Reference Services in Academic Libraries is a valuable teaching resource that helps college teachers to move beyond traditional passive learning to more effective active learning. Each chapter's interest-sparking activities and questions challenge students to dynamically search out solutions to specific problems. The text takes a broad, informative—and at times amusing—look at the foundations of reference services, using the uniquely creative activities and questions to make difficult topics such as virtual reference services, relational reference, academic portfolios, and reference cost calculators easy to learn. The book is thoroughly referenced, and many chapters include charts and special activities to help spark student engagement in the learning process. Over thirty tables and figures make complex information easy to access and understand.

An Introduction to Reference Services in Academic Libraries includes discussions on:

- virtual information literacy tutorials
- the minimal and maximal models of reference functions—and the smooth transition to the triage model
- marketing strategies to attract male faculty
- the reference desk as impediment to accessibility
- relational reference
- virtual reference—including instant messaging and software issues
- guidance, assistance, and instruction of students
- reference assistance, outreach, and instructions
- maintaining high quality service—while maximizing the time of reference librarians

- collection development policies
- evaluating reference costs
- diversity
- librarians ranking on level with faculty positions
- the importance—and development—of teaching portfolios
- unusual library patrons
- and more!

An Introduction to Reference Services in Academic Libraries is a stimulating teaching resource that is perfect for library school students, entry-level academic librarians, library support staff, mid-career librarians new to academic libraries, and library school faculty.

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