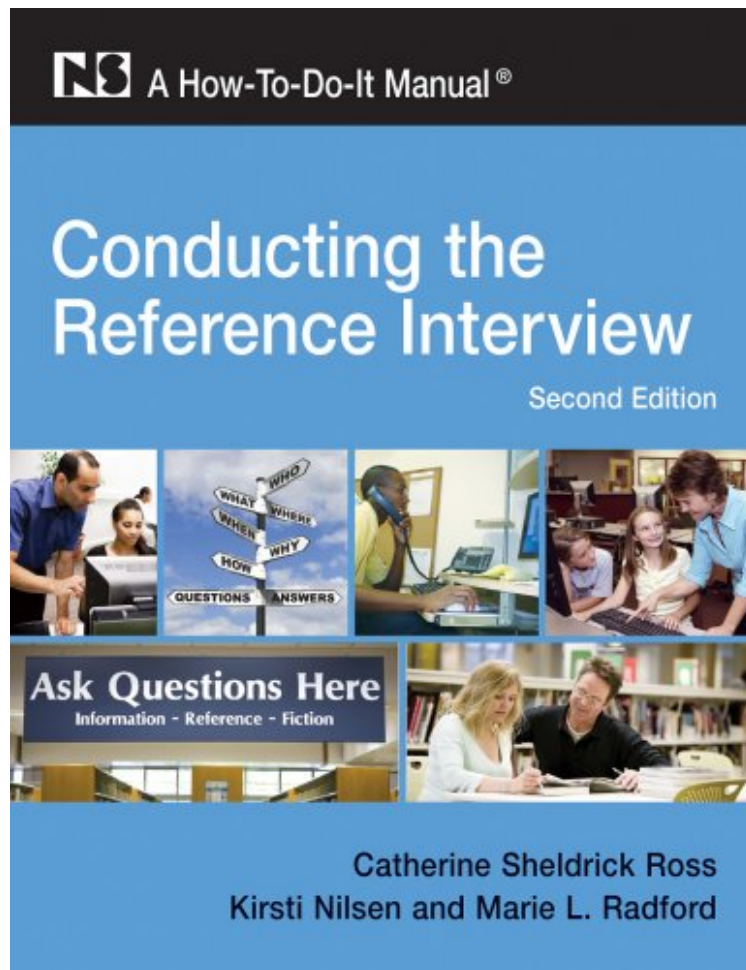


[Read download] Conducting the Reference Interview: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians)

Conducting the Reference Interview: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians)

Catherine Sheldrick Ross, Kirsti Nilsen, Marie L. Radford
*ebooks | Download PDF | *ePub | DOC | audiobook*



#822649 in Books Neal-Schuman Publishers 2009-06-30 Original language: English PDF # 1 11.02 x .64 x 8.50l, 1.85 #File Name: 155570655X290 pages | File size: 72.Mb

Catherine Sheldrick Ross, Kirsti Nilsen, Marie L. Radford : Conducting the Reference Interview: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Conducting the Reference Interview: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians):

0 of 0 people found the following review helpful. A Must for all reference Librarians and Students! By Gina M Hernandez Absolutely a MUST for current librarians or students in the MLIS program! It is jammed paced with ideas and web sites for all topics and explains what a real reference interview should be like. This book should be at every reference desk!!! 0 of 0 people found the following review helpful. This was a text book for library school By

Darren Good information and perfect as a text book. May not have bought it if it wasn't used as a text, but it is very informative and useful for any reference librarian. 0 of 4 people found the following review helpful. bought for a class By Mike1983 See my review of "Reference and Information services in the 21th century" since my observation and suggestion for the publisher is the same.

Find your bearings in this rapidly evolving hybrid reference environment through proven strategies, advice, exercises and research from three experts in the field. The revised second edition of this practical how-to for all types of librarians will teach you to understand the needs of public, academic and special library users across any virtual setting - email, text messaging, social networking websites - as well as in traditional and face-to-face models of communication. Based on the latest research in communication theory, the book includes new exercises and examples to help you practice effective reference transactions and avoid common pitfalls. Guidance for helping users with special language-related needs (such as speech and hearing disabilities and English Language Learners) and social difficulties is also included, as are updated chapters on readers' advisory interviewing and policy and training procedures. An extensively revised chapter on virtual reference features new sections on live chat and instant messaging services, as well as a discussion of Web 2.0 initiatives and updated information on e-mail reference. Pooling their wealth of experience, the authors share real-life interview examples alongside constructive critiques and practical suggestions to improve interviewing methods. "Booklist"'s praise of the previous edition holds true with this new edition: 'The work is laudable for its practicality, clarity, cogency, and supportive data...In short, an essential read for all current and future reference librarians'.

From Booklist This second edition is completely updated, with an all-new section on virtual reference. The section on the readers-advisory interview is now a full chapter. Marie Radford joins authors Ross and Kirsti Nilsen, bringing her expertise and research on virtual-reference services. All three authors have been involved in large and long-term research projects on reference and readers-advisory interviews, virtual and face-to-face, and their work informs all chapters of this book. Scenarios based on real library transactions illustrate many important ideas, and most also include comments and discussion questions, making it easy to adapt them for classes or workshops. Sidebars appear on nearly every page, with Did you know? research facts, short exercises, and Quick Tips. This outstanding work is highly recommended for all libraries and is essential reading for all LIS educators and librarians involved in staff training. --Jessica Moyer "Conducting the Reference Interview is essential reading for newcomers to the reference desk, as well as librarians who have served our profession for years. Supervisors will find it an effective tool for evaluating staff performance, librarians will find it helpful for day-to-day reference transaction analysis, and students will find it to be a pragmatic guide for assessing and enhancing their reference communication skills." --Reference User Services Quarterly, Summer 2010 "This outstanding work is highly recommended for all libraries and is essential reading for all LIS educators and librarians involved in staff training." --Booklist, November 15, 2009 "...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved..." --ARBA Online, July 1-September 1, 2009 "The most compelling reason to read this volume is the amount and quality of knowledge and expertise, based on both research and experience, which come through in just about every sentence...Every library school student should read this book, and it will be useful to many practicing librarians as a renewing and motivating refresher course in public service. It is most highly recommended." --J Med Libr Assoc 98(3), July 2010 "thorough, well-arranged book Conducting the Reference Interview would be an excellent text to use in reference courses in library schools and for further training for reference staffs in libraries." --Catholic Library World, March 2010 "The most compelling reason to read this volume is the amount and quality of knowledge and expertise, based on both research and experience, which come through in just about every sentence Every library school student should read this book, and it will be useful to many practicing librarians as a renewing and motivating refresher course in public service. It is most highly recommended." --J Med Libr Assoc 98(3), July 2010 "...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved..." --ARBA Online, July 1-September 1, 2009 "The text is a fast read, and the tips and techniques can be immediately applied to improve reference service. Well written and organized, Conducting the Reference Interview is sure to be a favorite among librarians. Bibliographic reference and an index are included." --Serials, 2010 "...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved..." --ARBA Online, July 1-September 1, 2009 "a good book about skills for the 21st century and deserves a place in most libraries." --The Australian Library Journal, August 2010 "...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved..." --ARBA Online, July 1-September 1, 2009 About the Author Dr Catherine Sheldrick Ross is Professor and Dean at the Faculty of Information and Media Studies, University of Western Ontario, Canada. Dr Kirsti Nilsen is Assistant Professor at the Faculty of Information and Media Studies, University of Western Ontario. Dr Patricia

Dewdney is Associate Professor at the Faculty of Information and Media Studies, University of Western Ontario.