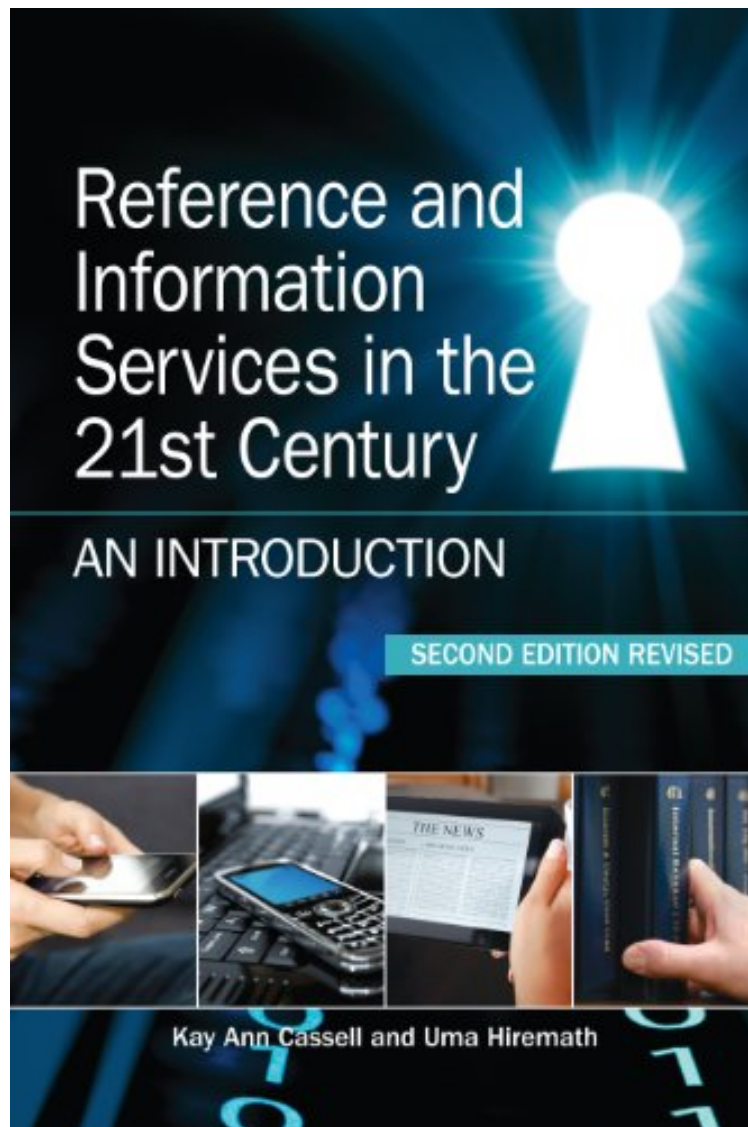


Reference and Information Services in the 21st Century, Second Edition Revised

Kay Ann Cassell, Uma Hiremath

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Kay Ann Cassell, Uma Hiremath : Reference and Information Services in the 21st Century, Second Edition Revised before purchasing it in order to gage whether or not it would be worth my time, and all praised Reference and Information Services in the 21st Century, Second Edition Revised:

2 of 2 people found the following review helpful. from [...]By Miss PrintReference and Information Services in the 21st Century by Kay Ann Cassell and Uma Hiremath was my assigned textbook for my required reference class

toward my master's degree in library and information science. Having completed a semester of library school I have realized that a lot of writing about the ins and outs of libraries can be quite dry. (I tell my mother the titles of books I need to read and she starts to laugh nervously. For a really long time.) That said, this one is not as bad as it could be. While the writing follows a very clear formula, it is still informative. The writing is also not so redundant as to render the text into nonsensical gibberish. Some of the information, if you have spent any time with libraries in your own life, will be redundant. Some pieces of information will be pure gold. Unfortunately, I suspect that is often the way with textbooks. The sections on readers advisory and the reference interview were both well put together but the text spends just as much time with more specific topics like maps. I enjoyed the chapter on dictionaries but that might say more about me than the book. That aside, I am forced to underscore the fact that Cassell and Hiremath's treatment of numerous sources for each topic, while undoubtedly informative, did start to feel very repetitive. I like this book for three big reasons. First because the book is dedicated to me. Not to me specifically, but to me and all of the other intrepid librarians of the twenty-first century. I also like that the book does focus on electronic resources which, let's face it, are a really big part of library reference work nowadays. Finally, I am forever indebted to this book for introducing me to KDL's What's Next Database--a searchable database to find series titles, order of books, and authors. I've known about the site for a couple of months and it still feels like a dream come true.

2 of 2 people found the following review helpful. Good textbook
By Walter G. Cook Jr. This is a good textbook which identifies many types of reference sources. I'm using it in a library science course in reference transactions, and it is proving to be a handy tool. I'll keep it handy long after I finish my course. Recommended.
4 of 4 people found the following review helpful. Good reading
By R. Dooley For a Reference class textbook, I have found this book to be very good. The chapters are not extremely long and the reading is quite easy to take in and understand. There is a lot of recommended reading that is very helpful and has been assigned in my class several times. I have definitely gotten a lot out of the recommended reading articles.

If you're using the older edition, it's out of date! This newly revised edition contains more than 300 updates for major reference resources. Don't try to do good reference without it! Kay Ann Cassell and Uma Hiremath have revised the second edition of their landmark text to deliver new information and reflect the changes in reference services since their last edition was published. This practical guide teaches failsafe methods for identifying important materials by matching specific types of questions to the best available sources, regardless of format. Information on more than 300 sources has been updated to provide you high quality information, including the information needed to work with newly digitized government documents. Many of these new sources focus on innovative Reference 2.0 tools like Google Books, Twitter, and Second Life. Designed to complement every introductory library reference course, it's the perfect text for students and librarians looking to expand their personal reference knowledge. Chapters on fundamental concepts, major reference sources and special topics in reference provide the basics you want with fresh insight you need on new issues in reference services and technology, including website development and maintenance, RSS feeds, social networking, and delivering reference services across multiple platforms. The companion website features new readings for each chapter and information about changes in reference tools described in these pages, as well as important new ones. As we enter a changing climate for all information services professionals, this book provides the tools you need to manage the ebb and flow of changing reference services in the 21st century. Guided by a national advisory board of educators and practitioners comprised of Marie L. Radford, Anita Ondrusek, Cheryl Knott Malone, and Stephanie Maata, this text expertly keeps up with new technologies and practices while still grounding you in the basics of reference work.

From Booklist Starting out with the premise that the professional reference librarian must commit to an ongoing understanding of the fundamental concepts, essential resources, search techniques, and managerial tasks inherent to reference, this book is an updated handbook of library reference work in the U.S. today. The fact that it comes just three years after the first edition is an indication of how fast reference is changing, and there is a new chapter on reference 2.0 tools as well as greater emphasis on virtual reference and free Web sources. All of the lists of resources have been revised and expanded as needed, and there is a new appendix listing RUSA Outstanding Reference Sources 2005-2009. A companion Web site (www.neal-schuman.com/reference21st2nd) keeps the content up-to-date. --Susan Awe "This 2nd edition again provides a well-rounded grounding in fundamental concepts of reference, an overview of the major resources used in reference services, sections on special topics...and tools to help develop and manage the reference collection and department." --ARBA Online, March 2010 "The text is clear and briskly written conveying an enthusiasm for reference work which can be infectious....undoubtedly contains a great deal of accurate and useful information on individual titles and management of reference services." --Multimedia Information and Technology, February 2010 "...provides a wealth of resources for information professionals to draw on...a worthy addition to the shelves for those engaged in reference services..." --The Higher Education Academy Subject Centre for Information and Computer Sciences, December 2009 "The second edition...updates and expands on the excellent foundation provided in the first edition and continues to ground the reader in real-world practices...This book is highly

recommended for all individuals seeking a core reference services text. It will be useful not only for students and new reference librarians, but also for seasoned reference librarians to be aware of the latest tools and resources." --J Med Libr Assoc 98(3), July 2010"...provides a wealth of resources for information professionals to draw on...a worthy addition to the shelves for those engaged in reference services..." --The Higher Education Academy Subject Centre for Information and Computer Sciences, December 2009

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"The volume is written in a clear, direct, and concise manner, and includes practical examples of the concepts introduced

Given the range of topics covered, this volume would be useful for both information science students as well as practitioners." --The Library Quarterly, October 2010...provides a wealth of resources for information professionals to draw on...a worthy addition to the shelves for those engaged in reference services... --The Higher Education Academy Subject Centre for Information and Computer Sciences, December 2009