Reference and Information Services: An Introduction, 5th Edition By Linda Smith & Melissa Wong

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Reference and Information Services are known as the core services of libraries. No library can get a good impression in the eyes of the users and community without offering reference services. These are of great value. This book covers important aspects of modern reference and information services. This book covers digital reference services too that have become a dire need of the present age. Qualities of reference librarians have also been mentioned. The book is a comprehensive guide covering all concepts and aspects of reference resources and services.

The book provides a comprehensive text of reference services. It has been edited by two highly renowned experts in reference and academic librarianship. The book shows the latest approaches that are being used by leading libraries to satisfy the information needs of the users. This book shows the essential role of librarians too. In this age of information and communication technologies, library professionals play the role of information selectors, organizers, and teachers. The goal of reference services is to provide relevant information to the clients. The library should make available user aids in appropriate formats to assist the users to recognize items in the collection which have relevance to their needs.

The book brings out that the libraries should develop reference and information services keeping in view the goals of the institution. The reference librarians should conduct orientations related to the best usage of reference services in line with the users’ needs. Reference librarians must avail all the latest web technologies to better serve library’s users to enhance functionality of reference sections.