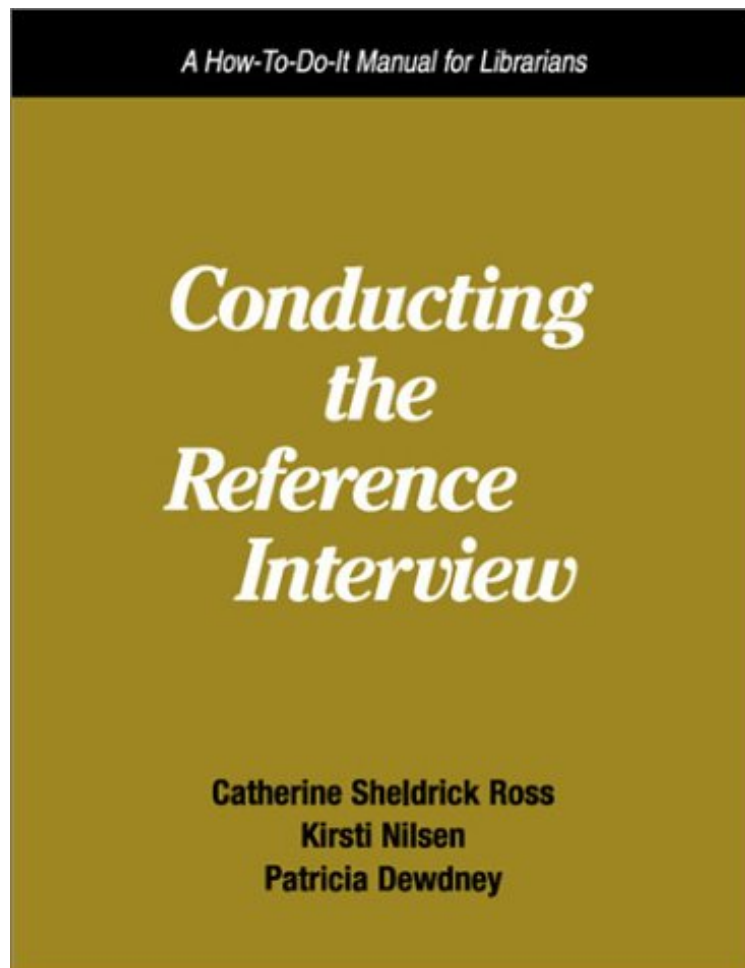


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Conducting the Reference Interview: A How-To-Do-It Manual for Librarians (How to Do It Manuals for Librarians)

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

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From Booklist Based on findings from workshops, projects, studies, and praxis, this manual provides librarians valuable insights into reference interviews and their use in determining and meeting users' information needs. It discusses reference interviewing in terms of theoretical foundations; initial contact; common problems and essential skills; adaptation for specific purposes, user groups, and environments; policy; and training. Each chapter includes explanatory material, illustrative examples, exercises, and an annotated bibliography. The work is laudable for its practicality, clarity, cogency, and supportive data. The exercises, in particular, are worthy of praise, as they are well conceived and have considerable applications in library schools. In short, an essential read for all current and future reference librarians. RBBCopyright American Library Association. All rights reserved An essential read for all current and future reference librarians. --Booklist Packed with practical advice for anyone who participates in reference -- Journal of Academic Libraries 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.