UCLQG414: Reference and Information Services

View Online

Aulisio, George J., 'Copyright in Light of Ethics', Reference Services Review, 41.3 (2013), 566–75 <https://search-proquest-com.libproxy.ucl.ac.uk/docview/1430544400?OpenUrlRefId=info: xri/sid:primo&accountid=14511>

Bailey, Charles W., 'Open Access and Libraries', Collection Management, 32.3–4 (2007), 351–83 <https://doi.org/10.1300/J105v32n03_07>

Battley, Belinda, and Alicia Wright, 'Finding and Addressing the Gaps: Two Evaluations of Archival Reference Services', Journal of Archival Organization, 10.2 (2012), 107–36 <https://doi.org/10.1080/15332748.2012.726899>

Belkin, Nicholas J., 'Anomalous States of Knowledge as a Basis for Information Retrieval', Canadian Journal of Information Science, 5.1 (1980) <http://faculty.washington.edu/harryb/courses/INFO310/Belkin1980_ASK.pdf>

Booth, Char, 'Teaching Effectiveness', in Reflective Teaching, Effective Learning: Instructional Literacy for Library Educators (Chicago: American Library Association, 2011), pp. 3–15 <https://books.google.com/books?id=4xu20384p4AC&lpg=PP1&pg=PA3#v=one page&q&f=false>

Brown, Stephanie Willen, 'The Reference Interview: Theories and Practice' (OpenCommons@UConn - University of Connecticut, 2008), pp. 1–8 <https://opencommons.uconn.edu/libr_pubs/13/>

Buss, Stephen P., 'Do We Still Need Reference Services in the Age of Google and Wikipedia?', The Reference Librarian, 57.4 (2016), 265–71 <https://doi.org/10.1080/02763877.2015.1134377>

Cassell, Kay Ann, and Uma Hiremath, Reference and Information Services: An Introduction, Third edition (London: Facet Publishing, 2013)

———, Reference and Information Services: An Introduction, Third edition (London: Facet Publishing, 2013)

Coutts, Brian E, Cynthia Etkin, Cheryl LaGuardia, and Bonnie JM Swoger, 'Best Reference 2015', Library Journal, 141.4 (2016) <https://search-proquest-com.libproxy.ucl.ac.uk/docview/1765657701?rfr_id=info%3Axri% 2Fsid%3Aprimo>

Duff, Wendy, and Allyson Fox, '"You're a Guide Rather than an Expert": Archival Reference from an Archivist's Point of View', Journal of the Society of Archivists, 27.2 (2006), 129–53 <https://doi.org/10.1080/00379810601075943>

Emdin, Christopher, 'Teach Teachers How to Create Magic' (TED.com, 2013) <https://www.ted.com/talks/christopher_emdin_teach_teachers_how_to_create_magic>

Green, Samuel Swett, 'Personal Relations between Librarians and Readers', Library Journal , 118.11 (1993), S4–5 <http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=lls &AN=502787199&site=ehost-live&scope=site>

Harmeyer, Dave, 'Hybrid Reference: Blending the Reference Interview and Information Literacy', The Reference Librarian, 51.4 (2010), 358–62 <https://doi.org/10.1080/02763877.2010.503316>

———, 'The Reference Interview Thrives', The Reference Librarian, 54.4 (2013), 345–48 <https://doi.org/10.1080/02763877.2013.820533>

Johnson, J. David, 'Health Information Seeking Behaviors', in Introduction to Reference Sources in the Health Sciences, ed. by Jeffrey T. Huber and Susan Swogger, Sixth edition, updated, revised, and expanded (Chicago: Neal-Schuman, an imprint of the American Library Association, 2014) <http://search.ebscohost.com.libproxy.ucl.ac.uk/login.aspx?direct=true&AuthType=ip ,shib&db=nlebk&AN=813770&site=ehost-live&scope=site&ebv= EB&ppid=pp_3>

Library of Congress, 'Business Reference Services' <https://www.loc.gov/rr/askalib/ask-business.html>

McCutcheon, Sevim, 'Keyword vs Controlled Vocabulary Searching: The One with the Most Tools Wins', Indexer, 27.2 (2009), 62–65 <http://search.ebscohost.com/login.aspx?direct=true&AuthType=ip,shib&db=lls &AN=502979266&site=ehost-live&scope=site>

O'Neill, Kimberly L., and Brooke A. Guilfoyle, 'Sign, Sign, Everywhere a Sign: What Does "reference" Mean to Academic Library Users?', The Journal of Academic Librarianship, 41.4 (2015), 386–93 <https://doi.org/10.1016/j.acalib.2015.05.007>

Palmer, Catherine, 'This I Believe…all Libraries Should Be Teaching Libraries', Portal: Libraries and the Academy, 11.1 (2011), 575–82 <https://muse-jhu-edu.libproxy.ucl.ac.uk/article/409894>

Peters, Thomas A., 'Left to Their Own Devices: The Future of Reference Services on Sersonal, Sortable Information, Communication, and Entertainment Devices', The Reference Librarian, 52.1–2 (2010), 88–97 <https://doi.org/10.1080/02763877.2011.520110>

Phelps, Sue F., 'Implementation of Proactive Chat Increases Number and Complexity of Reference Questions', Evidence Based Library and Information Practice, 12.2 (2017) <https://doi.org/10.18438/B85370>

Pomerantz, Jeffrey, Lili Luo, and Charles R. McClure, 'Peer Review of Chat Reference Transcripts: Approaches and Strategies', Library & Information Science Research, 28.1 (2006), 24–48 <https://doi.org/10.1016/j.lisr.2005.11.004>

Pritchard, Alan, Ways of Learning: Learning Theories and Learning Styles in the Classroom (London: David Fulton, 2008) <http://libproxy.ucl.ac.uk/login?url=http://www.dawsonera.com/depp/reader/protected/external/AbstractView/S9780203887240>

Puacz, Jeanne Holba, 'Electronic vs. Print Reference Sources in Public Library Collections', The Reference Librarian, 44.91–92 (2005), 39–51 <https://doi.org/10.1300/J120v44n91_04>

Reed, Kathleen, 'Without Library Resources and Services, the Scholarly Activity of Medical Faculty and Residents Would Register a Code Blue', Evidence Based Library and Information Practice, 12.1 (2017) <https://doi.org/10.18438/B8FP6Z>

Reference & User Services Association (RUSA), 'Guidelines for Behavioral Performance of Reference and Information Service Providers' <http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral>

Reference and User Services Association (RUSA), 'Definitions of Reference' <http://www.ala.org/rusa/guidelines/definitionsreference>

Rossiter, Marsha, 'Possible Selves: An Adult Education Perspective', New Directions for Adult and Continuing Education, 114, 2007 <http://onlinelibrary.wiley.com.libproxy.ucl.ac.uk/doi/10.1002/ace.252/epdf>

Shachaf, Pnina, and Sarah Horowitz, 'Are Virtual Reference Services Color Blind?', Library & Information Science Research, 28.4 (2006), 501–20 <https://doi.org/10.1016/j.lisr.2006.08.009>

Taylor, Anneliese, and Jean Blackwell, 'Organization and Management of the Reference Collection', in Introduction to Reference Sources in the Health Sciences, ed. by Jeffrey T. Huber and Susan Swogger, Sixth edition, updated, revised, and expanded (Chicago: Neal-Schuman, an imprint of the American Library Association, 2014) <http://search.ebscohost.com.libproxy.ucl.ac.uk/login.aspx?direct=true&AuthType=ip,shib&db=nlebk&AN=813770&site=ehost-live&scope=site&ebv=EB&ppid=pp_25>

Theimer, Kate, editor, Reference and Access: Innovative Practices for Archives and Special Collections, ed. by Kate Theimer (Lanham, Maryland: Rowman & Littlefield) <https://www-dawsonera-com.libproxy.ucl.ac.uk/abstract/9780810890923>

Wallis, Lauren, 'Building a Virtual Reference Shelf', The Serials Librarian, 67.1 (2014), 52–60 <https://doi.org/10.1080/0361526X.2014.899291>

Yakel, Elizabeth, and Deborah A. Torres, 'AI: Archival Intelligence and User Expertise', The American Archivist, 66.1 (2003) <http://www.jstor.org.libproxy.ucl.ac.uk/stable/40294217>