UCLQG414: Reference and Information Services



1

S. P. Buss, The Reference Librarian, 2016, **57**, 265–271.

2

K. L. O'Neill and B. A. Guilfoyle, The Journal of Academic Librarianship, 2015, 41, 386–393.

3

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

4

S. S. Green, Library Journal, 1993, 118, S4-S5.

5

S. W. Brown, 2008, 1-8.

6

K. A. Cassell and U. Hiremath, Reference and information services: an introduction, Facet Publishing, London, Third edition., 2013.

7

Reference & User Services Association (RUSA), Guidelines for behavioral performance of reference and information service providers, http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral.

8

D. Harmeyer, The Reference Librarian, 2013, 54, 345-348.

9

N. J. Belkin, Canadian journal of information science.

10

D. Harmeyer, The Reference Librarian, 2010, 51, 358-362.

11

C. Palmer, portal: Libraries and the Academy, 2011, 11, 575-582.

12

C. Booth, in Reflective teaching, effective learning: instructional literacy for library educators, American Library Association, Chicago, 2011, pp. 3–15.

13

C. Emdin, 2013.

14

M. Rossiter, New Directions for Adult and Continuing Education.

15

Α.	Pritchard,	Ways of	learning:	learning	theories	and	learning	styles	in the	classr	oom,
Da	avid Fulton	, London	, 2008.								

16

S. McCutcheon, Indexer, 2009, 27, 62-65.

17

K. A. Cassell and U. Hiremath, Reference and information services: an introduction, Facet Publishing, London, Third edition., 2013.

18

J. H. Puacz, The Reference Librarian, 2005, 44, 39-51.

19

B. E. Coutts, C. Etkin, C. LaGuardia and B. J. Swoger, Library Journal.

20

W. Duff and A. Fox, Journal of the Society of Archivists, 2006, 27, 129-153.

21

Theimer, Kate, editor, Reference and access: innovative practices for archives and special collections, Rowman & Littlefield, Lanham, Maryland.

22

B. Battley and A. Wright, Journal of Archival Organization, 2012, 10, 107-136.

23

E. Yakel and D. A. Torres, The American Archivist.

24

T. A. Peters, The Reference Librarian, 2010, 52, 88-97.

25

J. Pomerantz, L. Luo and C. R. McClure, Library & Information Science Research, 2006, 28, 24–48.

26

P. Shachaf and S. Horowitz, Library & Information Science Research, 2006, 28, 501-520.

27

S. F. Phelps, Evidence Based Library and Information Practice, , DOI:10.18438/B85370.

28

J. D. Johnson, in Introduction to reference sources in the health sciences, eds. J. T. Huber and S. Swogger, Neal-Schuman, an imprint of the American Library Association, Chicago, Sixth edition, updated, revised, and expanded., 2014.

29

A. Taylor and J. Blackwell, in Introduction to reference sources in the health sciences, eds. J. T. Huber and S. Swogger, Neal-Schuman, an imprint of the American Library Association, Chicago, Sixth edition, updated, revised, and expanded., 2014.

30

K. Reed, Evidence Based Library and Information Practice, , DOI:10.18438/B8FP6Z.

31

G. J. Aulisio, Reference Services Review, 2013, 41, 566-575.

32

C. W. Bailey, Collection Management, 2007, 32, 351-383.

33

L. Wallis, The Serials Librarian, 2014, **67**, 52-60.

34

Library of Congress, Business reference services, https://www.loc.gov/rr/askalib/ask-business.html.