

# UCLQG414: Reference and Information Services

View Online



---

1.

Buss, S.P.: Do we still need reference services in the age of Google and Wikipedia? *The Reference Librarian*. 57, 265–271 (2016).  
<https://doi.org/10.1080/02763877.2015.1134377>.

2.

O'Neill, K.L., Guilfoyle, B.A.: Sign, sign, everywhere a sign: what does "reference" mean to academic library users? *The Journal of Academic Librarianship*. 41, 386–393 (2015).  
<https://doi.org/10.1016/j.acalib.2015.05.007>.

3.

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

4.

Green, S.S.: Personal relations between librarians and readers. *Library Journal*. 118, S4–S5 (1993).

5.

Brown, S.W.: The reference interview: Theories and practice,  
[https://opencommons.uconn.edu/libr\\_pubs/13/](https://opencommons.uconn.edu/libr_pubs/13/), (2008).

6.

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

Harmeyer, D.: The Reference interview thrives. *The Reference Librarian*. 54, 345–348 (2013). <https://doi.org/10.1080/02763877.2013.820533>.

9.

Belkin, N.J.: Anomalous states of knowledge as a basis for information retrieval. *Canadian journal of information science*. 5, (1980).

10.

Harmeyer, D.: Hybrid reference: blending the reference interview and information literacy. *The Reference Librarian*. 51, 358–362 (2010). <https://doi.org/10.1080/02763877.2010.503316>.

11.

Palmer, C.: This I believe...all libraries should be teaching libraries. *portal: Libraries and the Academy*. 11, 575–582 (2011).

12.

Booth, C.: Teaching effectiveness. In: *Reflective teaching, effective learning: instructional literacy for library educators*. pp. 3–15. American Library Association, Chicago (2011).

13.

Emdin, C.: Teach teachers how to create magic,

[https://www.ted.com/talks/christopher\\_emdin\\_teach\\_teachers\\_how\\_to\\_create\\_magic](https://www.ted.com/talks/christopher_emdin_teach_teachers_how_to_create_magic), (2013).

14.

Rossiter, M.: Possible selves: an adult education perspective. *New Directions for Adult and Continuing Education*. (2007).

15.

Pritchard, A.: *Ways of learning: learning theories and learning styles in the classroom*. David Fulton, London (2008).

16.

McCutcheon, S.: Keyword vs controlled vocabulary searching: the one with the most tools wins. *Indexer*. 27, 62–65 (2009).

17.

Cassell, K.A., Hiremath, U.: *Reference and information services: an introduction*. Facet Publishing, London (2013).

18.

Puacz, J.H.: Electronic vs. print reference sources in public library collections. *The Reference Librarian*. 44, 39–51 (2005). [https://doi.org/10.1300/J120v44n91\\_04](https://doi.org/10.1300/J120v44n91_04).

19.

Coutts, B.E., Etkin, C., LaGuardia, C., Swoger, B.J.: Best Reference 2015. *Library Journal*. 141, (2016).

20.

Duff, W., Fox, A.: 'You're a guide rather than an expert': archival reference from an archivist's point of view. *Journal of the Society of Archivists*. 27, 129–153 (2006). <https://doi.org/10.1080/00379810601075943>.

21.

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

22.

Battley, B., Wright, A.: Finding and addressing the gaps: two evaluations of archival reference services. *Journal of Archival Organization*. 10, 107–136 (2012).  
<https://doi.org/10.1080/15332748.2012.726899>.

23.

Yakel, E., Torres, D.A.: AI: archival intelligence and user expertise. *The American Archivist*. 66, (2003).

24.

Peters, T.A.: Left to their own devices: the future of reference services on personal, sortable information, communication, and entertainment devices. *The Reference Librarian*. 52, 88–97 (2010). <https://doi.org/10.1080/02763877.2011.520110>.

25.

Pomerantz, J., Luo, L., McClure, C.R.: Peer review of chat reference transcripts: approaches and strategies. *Library & Information Science Research*. 28, 24–48 (2006).  
<https://doi.org/10.1016/j.lisr.2005.11.004>.

26.

Shachaf, P., Horowitz, S.: Are virtual reference services color blind? *Library & Information Science Research*. 28, 501–520 (2006). <https://doi.org/10.1016/j.lisr.2006.08.009>.

27.

Phelps, S.F.: Implementation of proactive chat Increases number and complexity of reference questions. *Evidence Based Library and Information Practice*. 12, (2017).  
<https://doi.org/10.18438/B85370>.

28.

Johnson, J.D.: Health information seeking behaviors. In: Huber, J.T. and Swogger, S. (eds.) Introduction to reference sources in the health sciences. Neal-Schuman, an imprint of the American Library Association, Chicago (2014).

29.

Taylor, A., Blackwell, J.: Organization and management of the reference collection. In: Huber, J.T. and Swogger, S. (eds.) Introduction to reference sources in the health sciences. Neal-Schuman, an imprint of the American Library Association, Chicago (2014).

30.

Reed, K.: 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, (2017). <https://doi.org/10.18438/B8FP6Z>.

31.

Aulisio, G.J.: Copyright in light of ethics. Reference Services Review. 41, 566-575 (2013).

32.

Bailey, C.W.: Open access and libraries. Collection Management. 32, 351-383 (2007). [https://doi.org/10.1300/J105v32n03\\_07](https://doi.org/10.1300/J105v32n03_07).

33.

Wallis, L.: Building a virtual reference shelf. The Serials Librarian. 67, 52-60 (2014). <https://doi.org/10.1080/0361526X.2014.899291>.

34.

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