



Reference and Information Services in the 21st Century: An Introduction

Kay Ann Cassell, Uma Hiremath

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This innovative text features an all-new approach that will change the way you think about reference service. The only reference text to identify the top resources in major subject areas and genres, it shows students how to approach the reference query by matching specific types of question to the most appropriate format (when answering questions that require handy facts, for example, go first to ready reference sources; for questions about current events and issues, start with indexes). Guided by an advisory board and a focus group, the authors have achieved an ideal balance between practical elements and guiding principles. This landmark text is sure to be of interest to LIS educators, students, and both novice and experienced reference professionals.

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