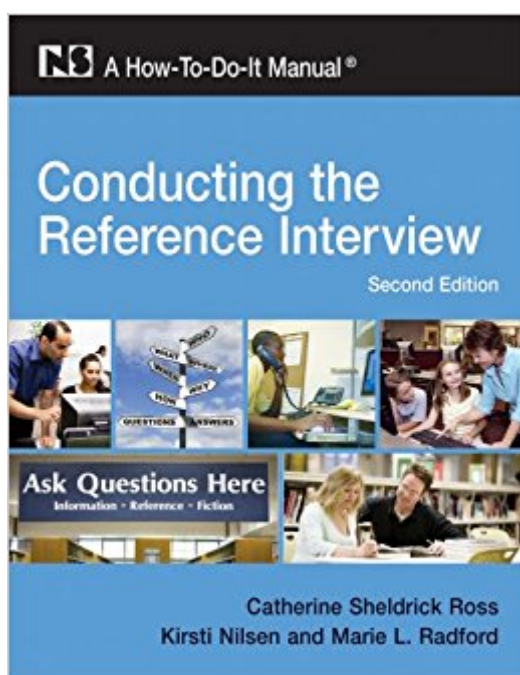


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# Conducting The Reference Interview: A How-To-Do-It Manual For Librarians, Second Edition (How To Do It Manuals For Librarians)



## Synopsis

Find your bearings in this rapidly evolving hybrid reference environment through proven strategies, advice, exercises and research from three experts in the field. The revised second edition of this practical how-to for all types of librarians will teach you to understand the needs of public, academic and special library users across any virtual setting - email, text messaging, social networking websites - as well as in traditional and face-to-face models of communication. Based on the latest research in communication theory, the book includes new exercises and examples to help you practice effective reference transactions and avoid common pitfalls. Guidance for helping users with special language-related needs (such as speech and hearing disabilities and English Language Learners) and social difficulties is also included, as are updated chapters on readers' advisory interviewing and policy and training procedures. An extensively revised chapter on virtual reference features new sections on live chat and instant messaging services, as well as a discussion of Web 2.0 initiatives and updated information on e-mail reference. Pooling their wealth of experience, the authors share real-life interview examples alongside constructive critiques and practical suggestions to improve interviewing methods. "Booklist"'s praise of the previous edition holds true with this new edition: 'The work is laudable for its practicality, clarity, cogency, and supportive data...In short, an essential read for all current and future reference librarians'.

## Book Information

Series: How-To-Do-It Manual for Librarians

Paperback: 290 pages

Publisher: Neal-Schuman Publishers; 2nd edition (June 30, 2009)

Language: English

ISBN-10: 155570655X

ISBN-13: 978-1555706555

Product Dimensions: 8.5 x 0.6 x 11 inches

Shipping Weight: 1.8 pounds (View shipping rates and policies)

Average Customer Review: 4.2 out of 5 stars 8 customer reviews

Best Sellers Rank: #207,684 in Books (See Top 100 in Books) #32 in [Books > Reference > Writing, Research & Publishing Guides > Publishing & Books > Bibliographies & Indexes > Science](#) #52 in [Books > Computers & Technology > Internet & Social Media > Online Searching](#) #78 in [Books > Textbooks > Humanities > Library & Information Science](#)

## Customer Reviews

This second edition is completely updated, with an all-new section on virtual reference. The section on the reader's advisory interview is now a full chapter. Marie Radford joins authors Ross and Kirsti Nilsen, bringing her expertise and research on virtual-reference services. All three authors have been involved in large and long-term research projects on reference and reader's advisory interviews, virtual and face-to-face, and their work informs all chapters of this book. Scenarios based on real library transactions illustrate many important ideas, and most also include comments and discussion questions, making it easy to adapt them for classes or workshops. Sidebars appear on nearly every page, with "Did you know?" research facts, short exercises, and "Quick Tips." This outstanding work is highly recommended for all libraries and is essential reading for all LIS educators and librarians involved in staff training. --Jessica Moyer

"Conducting the Reference Interview is essential reading for newcomers to the reference desk, as well as librarians who have served our profession for years. Supervisors will find it an effective tool for evaluating staff performance, librarians will find it helpful for day-to-day reference transaction analysis, and students will find it to be a pragmatic guide for assessing and enhancing their reference communication skills." --Reference & User Services Quarterly, Summer 2010

"This outstanding work is highly recommended for all libraries and is essential reading for all LIS educators and librarians involved in staff training." --Booklist, November 15, 2009

"...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved..." --ARBA Online, July 1-September 1, 2009

"The most compelling reason to read this volume is the amount and quality of knowledge and expertise, based on both research and experience, which come through in just about every sentence...Every library school student should read this book, and it will be useful to many practicing librarians as a renewing and motivating refresher course in public service. It is most highly recommended." --J Med Libr Assoc 98(3), July 2010

"thorough, well-arranged book

"Conducting the Reference Interview would be an excellent text to use in reference courses in library schools and for further training for reference staffs in libraries." --Catholic Library World, March 2010

"The most compelling reason to read this volume is the amount and quality of knowledge and expertise, based on both research and experience, which come through in just about every sentence

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98(3), July 2010...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved... --ARBA Online, July 1-September 1, 2009"The text is a fast read, and the tips and techniques can be immediately applied to improve reference service. Well written and organized, Conducting the Reference Interview is sure to be a favorite among librarians. Bibliographic reference and an index are included." --Serials Review, 2010...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved... --ARBA Online, July 1-September 1, 2009" --a good book about skills for the 21st century and deserves a place in most libraries." --The Australian Library Journal, August 2010...valuable to anyone learning to be a reference librarian in addition to the librarian wishing to know more about the reference interaction and how it can be improved... --ARBA Online, July 1-September 1, 2009

Absolutely a MUST for current librarians or students in the MLIS program! It is jammed paced with ideas and web sites for all topics and explains what a real reference interview should be like. This book should be at evry reference desk!!!

Good information and perfect as a text book. May not have bought it if it wasn't used as a text, but it is very informative and useful for any reference librarian.

See my review of "Reference and Information services in the 21th century" since my observation and suggestion for the publisher is the same.

CONDUCTING THE REFERENCE INTERVIEW isn't a bad book, but it's basically 280-some pages on how not to be a jerk. There wouldn't be anything inherently wrong about this except the book was quite expensive. I sort of think my graduate school was a little short-sighted in requiring this. I could've learned just as much by reading a journal article.

As I was preparing for paraprofessional librarian job interviews--I don't have formal training as a librarian--I found this book very helpful. It gave me both a general framework and lots of specifics. Anyone, not just librarians, trying to help people find information they need, but don't know how to ask for, would learn from this book. It also teaches some fabulous customer service skills. I felt like I'd taken a thorough crash course in helping people get their needs met.

This book is great for any reference librarian. There are detailed suggestions for improving service, with ample research to support the ideas presented. In addition, there are simple and easy practice exercises to try. The text makes for enjoyable reading, which is no easy feat given the nature of the material. A must read for those studying reference or working in a reference situation- whether public, private, corporate, or academic, this book covers countless situations and teaches the reader how to effectively handle those situations. An A+!

Collaboratively written by Catherine Shedrick Ross (Professor and Dean, who teaches graduate courses in reference services and readers' advisory work in the MLS program); Kirsti Nilsen (Assistant Professor, MLIS programs for the University of Western Ontario and the University of Toronto); and Patricia Dewdney (Associate Professor and librarian workshop instructor), *Conducting The Reference Interview: A How-To-Do-It Manual For Librarians* covers every aspect of properly and effectively conducting interviews when recruiting library staff and volunteers for academic, governmental, corporate, and community library system. *Conducting The Reference Interview* is an essential, core addition to any academic Library Science reference collection and highly recommended reading for anyone charged with the responsibility for interviewing applicants for library service.

I initially did not want to buy this new edition because of the price. Being student and all that. But just about to graduate with my library tech diploma and needed this book for the course. And it's excellent. Very well written, informative, witty! I can't believe some of the absurd examples of "how NOT to conduct a reference interview" You have to buy this book, I actually really enjoyed it.

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