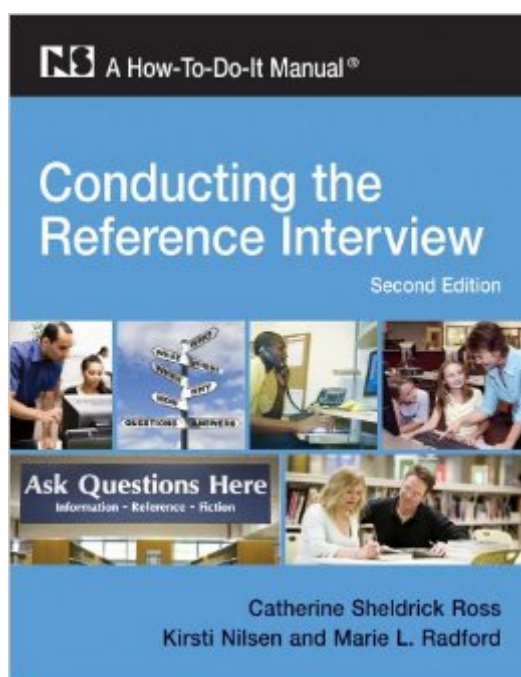


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# Conducting The Reference Interview: A How-To-Do-It Manual For Librarians, Second Edition (How To Do It Manuals For Librarians)



## 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: 4.5 out of 5 stars [See all reviews](#) (8 customer reviews)

Best Sellers Rank: #623,947 in Books (See Top 100 in Books) #117 in [Books > Reference > Writing, Research & Publishing Guides > Publishing & Books > Bibliographies & Indexes > Science](#) #158 in [Books > Computers & Technology > Internet & Social Media > Online Searching](#) #280 in [Books > Textbooks > Humanities > Library & Information Science](#)

## Customer Reviews

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.

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 every reference desk!!!

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+!

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