**Books:**

Ford, C. (2008). *Crash Course in Reference*. Santa Barbara, CA: Libraries Unlimited

Ross, C., Nilsen, K., & Radford, M. (2009). *Conducting the Reference Interview: A How-to-Do-It Manual for Librarians*, 2nd ed. New York: Neal-Schuman.

Wolfe, L. (2005). *Library Public Relations, Promotions, and Communications*, 2nd ed. New York: Neal-Schuman.

**Articles:**

Gross, M. (2001). Imposed information seeking in public libraries and school library media centres: a common behaviour? *Information Research , 6* . Retrieved from <http://informationr.net/ir/6-2/paper100.html>

Kwon, N., & Gregory, V. (2008). The Effects of Librarians’ Behavioral Performance on User Satisfaction in Chat Reference Services. *Reference and User Services Quarterly, 47*, 138-148. Retrieved from <http://www.rusq.org/2008/01/06/the-effects-of-librarians-behavioral-performance-on-user-satisfaction-in-chat-reference-services-2/>

Nemer, R. (2010). The Only Constant Is Change: A Narrative on Ten Years of Collaborative Chat Reference Service at San Jose Public Library. *Collaborative Librarianship, 2*, 135-146. Retrieved from <http://www.collaborativelibrarianship.org/index.php/jocl/article/viewFile/90/61>

Wyatt, N. (2010). Kissing cousins: sometimes cast as a competitive face-off, readers’ advisory and reference actually go hand in hand. *Library Journal, 135,* 28-32. Retrieved from <http://www.libraryjournal.com/lj/ljinprintcurrentissue/883214-403/lj_series_redefining_readers_advisory.html.csp>

**Online:**

ALA Reference & Users Service Association Guidelines, Standards, and Definitions

<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/index.cfm>

Entertaining and instructive YouTube video about teen reference

<http://www.youtube.com/watch?v=pfd3wPpH1t0>

**Blogs**

<http://librarianinblack.net>

<http://www.swissarmylibrarian.net/>

<http://theubiquitouslibrarian.typepad.com>