

The Reference Interview: Time for a Tune-up

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Presenters: Ashley Burdick, Hildie Kraus, Liz Ruhland

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>