

# Conducting the reference interview: a how-to-do-it-manual for librarians

- 
- Browse Items by:
  - [Issue Date](#)
  - [Author](#)
  - [Title](#)
  - [Subject](#)
- [Help](#)
  
- [Sign on to:](#)
  - [My DSpace](#)
  - [Receive email updates](#)
  - [Edit Profile](#)

Enter keywords/ Nhập từ khóa

The reference interview is structured to help the librarian provide answers to the library user. In general, the interview is composed of the following stages.[3]. Welcoming. Gathering general information from the user and getting an overview of the problem. Confirming the exact question. Intervention, such as giving information, advice or instructions. Finishing, including feedback and summary. Conducting the Reference Interview: A How-To-Do-It Manual for Librarians. London: Facet Publishing. Ross, S. R (2009). Why bother with a reference interview?. London: London, Facet. pp. 1–37. Ryan, S. (2008). "Reference Transactions Analysis: The Cost-effectiveness of Staffing a Traditional Academic Reference Desk". Series: How-to-do-it manuals for libraries, no. 166. File Type: pdf. Download (pdf, 15.33 MB) Read online. Send-to-Kindle or Email. Please login to your account first. The file will be sent to selected email address. It may takes up to 1-5 minutes before you received it. The file will be sent to your Kindle account. It may takes up to 1-5 minutes before you received it. Please note you've to add our email mailer@bookmail.org to approved e-mail addresses. Read more. Post a Review. You can write a book review and share your experiences. Other readers will always be interested in your opinio Book's title: Conducting the reference interview : a how-to-do-it manual for librarians Catherine Sheldrick Ross, Kirsti Nilsen, and Marie L. Radford. Library of Congress Control Number: 2009017660. International Standard Book Number (ISBN) Setting the stage for the reference interview : the first thirty seconds Finding out what they really want to know Beyond negative closure Special contexts for the reference interview The reference encounter in virtual environments The readers' advisory interview Establishing policy and training for the reference interview.

1. [dspace.gdulib](#)
2. [Giáo trình - Tài liệu tham khảo \(Textbooks & Reference books\)](#)
3. [000. Tin học, Thông tin & Tác phẩm tổng quát \(Computer science, Information & General works\)](#)
4. [Thư mục học - Khoa học Thư viện \(Bibliography - Library Science\)](#)

Please use this identifier to cite or link to this item: [http://125.234.102.146:8080/dspace/handle/DNULIB\\_52011/2197](http://125.234.102.146:8080/dspace/handle/DNULIB_52011/2197)

Title: Conducting the reference interview: a how-to-do-it-manual for librarians

[Ross, Catherine Sheldrick](#)

Authors: [Radford, Marie L.](#)

[Nilsen, Kirsti](#)

Keywords: Reference services;Electronic reference services;Interviewing.;Library

Issue Date: 2009

Publisher: Neal-Schuman Publishers, Inc.

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 librarian.

Abstract:

Description: 308p.

URI: [http://115.78.239.30:8080/dspace/handle/DNULIB\\_52011/2197](http://115.78.239.30:8080/dspace/handle/DNULIB_52011/2197)

ISBN: 978-1-55570-655-5

Appears in  
Collections: [Thư mục học - Khoa học Thư viện \(Bibliography - Library Science\)](#)

Files in This Item:

| File  | Description | Size    | Format   |
|---|-------------|---------|--|
| <a href="#">conducting_the_reference_interview_2009.pdf</a> |             | 15.8 MB | Adobe PDF <a href="#">Full-text</a> <a href="#">Request a copy</a> |

[Show full item record](#) [View statistics](#)

Items in DSpace are protected by copyright, with all rights reserved, unless otherwise indicated.

Built & developed by Pham Hong Thai - Tel: 0613894457 - Email: [hthaip@dnulib.edu.vn](mailto:hthaip@dnulib.edu.vn)

© 2002 - 2015 [dspace.dnulib](#) From open software [DSpace - Version 5.3](#) [Feedback](#)

The reference interview is structured to help the librarian provide answers to the library user. In general, the interview is composed of the following stages.[3].  
Welcoming. Gathering general information from the user and getting an overview of the problem. Confirming the exact question. Intervention, such as giving information, advice or instructions. Finishing, including feedback and summary. Conducting the Reference Interview: A How-To-Do-It Manual for Librarians. London: Facet Publishing. Ross, S. R (2009). Why bother with a reference interview?. London: London, Facet. pp. 1–37. Ryan, S. (2008). "Reference Transactions Analysis: The Cost-effectiveness of Staffing a Traditional Academic Reference Desk". Series: How-to-do-it manuals for libraries, no. 166. File Type: pdf. Download (pdf, 15.33 MB) Read online. Send-to-Kindle or Email. Please login to your account first. The file will be sent to selected email address. It may takes up to 1-5 minutes before you received it. The file will be sent to your Kindle account. It may takes up to 1-5 minutes before you received it. Please note you've to add our email [mailer@bookmail.org](mailto:mailer@bookmail.org) to approved e-mail addresses. Read more. Post a Review. You can write a book review and share your experiences. Other readers will always be interested in your opinio Book's title: Conducting the reference interview : a how-to-do-it manual for librarians Catherine Sheldrick Ross, Kirsti Nilsen, and Marie L. Radford. Library of Congress Control Number: 2009017660. International Standard Book Number (ISBN) Setting the stage for the reference interview : the first thirty seconds Finding out what they really want to know Beyond negative closure Special contexts for the reference interview The reference encounter in virtual environments The readers' advisory interview Establishing policy and training for the reference interview.