



Reference Services

Selected materials available for loan from Georgia Public Library Service
(PINES policy name STATELIB-L; OCLC WorldCat Resource Sharing symbol GSL)

Cassell, Kay Ann, and Uma Hiremath. 2009. [Reference and information services in the 21st century: an introduction](#). 2nd ed. New York: Neal-Schuman Publishers.

[The desk and beyond: next generation reference services](#). 2008. Chicago: Association of College and Research Libraries.

Ford, Charlotte. 2008. [Crash course in reference](#). Westport, Conn: Libraries Unlimited.

Kern, M. Kathleen. 2009. [Virtual reference best practices: tailoring services to your library](#). Chicago: American Library Association.

Kovacs, Diane K. 2007. [The virtual reference handbook: interview and information delivery techniques for the chat and e-mail environments](#). New York: Neal-Schuman Publishers.

Morgan, Pamela J., and Julie Ann McDaniel. 2009. [Training paraprofessionals for reference service: a how-to-do-it manual for librarians](#). 2nd ed. New York: Neal-Schuman Publishers.

[The reference librarian's policies, forms, guidelines, and procedures handbook: with CD-ROM](#). 2006. New York: Neal-Schuman Publishers.

[Reference renaissance: current and future trends](#). 2010. New York: Neal-Schuman Publishers.

Ross, Catherine Sheldrick, Kirsti Nilsen, and Marie L. Radford. 2009. [Conducting the reference interview: a how-to-do-it manual for librarians](#). 2nd ed. New York: Neal-Schuman Publishers Inc.

Sauers, Michael P. 2009. [Searching 2.0](#). New York: Neal-Schuman Publishers.

Simpson, Jack. 2008. [Basics of genealogy reference: a librarian's guide](#). Westport, Conn: Libraries Unlimited.

Spatz, Michele. 2008. [Answering consumer health questions: the Medical Library Association guide for reference librarians](#). New York: Neal-Schuman Publishers.

[Virtual reference service: from competencies to assessment.](#) 2008. New York: Neal-Schuman Publishers.

Reference books - Bibliography

[American reference books annual.](#) 2010. Littleton, Colo: Libraries Unlimited.

O'Gorman, Jack. 2008. [Reference sources for small and medium-sized libraries.](#) 7th ed. Chicago: American Library Association.

[Recommended reference books for small and medium-sized libraries and media centers.](#) 2010. Littleton, Colo: Libraries Unlimited.

Selected Web resources

American Library Association. Reference and User Services Association. Accessed February 24, 2011. [http://www.ala.org/ala/mgrps/divs/rusa/index.cfm.](http://www.ala.org/ala/mgrps/divs/rusa/index.cfm)

Nebraska Library Commission. Nebraska STAR reference manual (Statewide Training for Accurate Reference). Accessed February 25, 2011. [http://www.nlc.state.ne.us/Ref/star/star.html.](http://www.nlc.state.ne.us/Ref/star/star.html)

Ohio Library Council. ORE (Ohio Reference Excellence) on the Web. Accessed February 25, 2011. [http://www.olc.org/ore/.](http://www.olc.org/ore/)

Collections of reference resources:

Drexel University. College of Information Science and Technology. ipl2: information you can trust. Accessed February 28, 2011. [http://www.ipl.org/.](http://www.ipl.org/)

StartSpot Mediaworks, Inc. LibrarySpot.com. Accessed February 28, 2011. [http://libraryspot.com/.](http://libraryspot.com/)

U. S. Library of Congress. Virtual reference shelf. Accessed February 28, 2011. [http://www.loc.gov/rr/askalib/virtualref.html.](http://www.loc.gov/rr/askalib/virtualref.html)

WWW Virtual Library. Accessed February 28, 2011. [http://vlib.org.](http://vlib.org)