

# Community College Reference Services: A Working Guide for and by Librarians

9780810826151 Scarecrow Press, 1992 1992 Bill Katz 356 pages

Librarians working in a special library, such as a law or corporate library, usually supplement a master's degree in library science with knowledge of their specialized field. They may earn a master's or professional degree or a Ph.D. in that subject. Librarians On the Job. They listen to what patrons are looking for and help them research the subject using both electronic and print resources. User services librarians also teach patrons how to use library resources to find information on their own. This may include familiarizing patrons with catalogs of print materials, helping them access and search digital libraries, or educating them on Internet search techniques. Technical Services Librarians get, prepare, and classify library materials. PDF | Reference and information services have always been the main component of library services. They provide personalized assistance to library users | Find, read and cite all the research you need on ResearchGate. reference works, etc. It has become necessary for the reference librarian to be involved in. research by facilitating access to information, such as finding, delivering and. summarizing information. instruction in their use. User also must be guided in selecting the books that best meet. their information needs. Green also highlighted the importance of human interaction in. Whether librarians are providing services in-person or virtually, reference has changed with the pandemic. For academic and public librarians alike, handling reference services during a pandemic has been tough, with challenges such as maintaining work-life balance and dealing with a high volume of queries. Princenthal says, "There's been a steady increase in email reference since March. We've grown from an average of 70 emails daily to nearly 200 emails." At Barnard College, part of Columbia University, many members of the library staff experienced furloughs over the summer. Neptune says that Barnard set up a chat reference and put it on the library's site, but had almost no takers, as most students chose to use Columbia's more well-known service.