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### Reference and Access: Innovative Practices for Archives and Special Collections

Kate Theimer, ed.

**Publisher:** Rowman & Littlefield, Lanham, MD (2014)**Price:** \$55.00pa.; \$54.99 (e-book)**ISBN13/ISSN:**978-0-8108-9091-6, 978-0-8108-90**Content** [REFERENCE SERVICES](#)**Area:** [Reference Services](#); [Special Topics](#); [Library and Information Science](#); [Library and Information Science and Publishing and Bookselling](#)**Julia Frankosky** - Government Information Librarian, Michigan State University, East Lansing, Michigan

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*Reference and Access: Innovative Practices for Archives and Special Collections*, edited by Kate Theimer, is part of the Innovative Practices for Archives and Special Collections series, which strives to offer case studies of practical and scalable practices that can be modified and applied to any archive or special collection. The *Reference and Access* book in this series provides 12 case studies from 11 U.S. and one U.K. based archives and special collections units of various sizes and budgets. The case studies include topics such as implementing changes to reference services and processes on a limited budget, using iPads in the reading room, new ways of training reference staff, the use of usability studies to improve Web design, and improving Website accessibility for persons with disabilities. The intention of these case studies is to provide examples of what others are doing that can then be modified depending on size and budget of individual institution to implement their own version using the ideas and principles highlighted in a case study. Each case study provides the problem and background issues they faced, planning, implementation, the outcome, lessons learned, and an overall conclusion. The practical nature of this book and case studies about modifying and updating access and reference services makes it a helpful resource for archives, historical societies, special collections, or anyone interested in working in these types of institutions.