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The Reference Interview Today: Negotiating and Answering Questions Face to Face, on the Phone, and Virtually Harmeyer, Dave.

Publisher: Rowman & Littlefield, Lanham, MD (2014)**Price:** \$45.00**ISBN13/ISSN:**978-0-8108-8815-9**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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The Reference Interview Today: Negotiating and Answering Questions Face to Face, on the Phone, and Virtually successfully demonstrates that despite the internet and Google, the reference interview is not dead and reference librarians still provide vital services. This book provides 13 scenarios of reference interactions, ranging from more traditional reference services at the reference desk to virtual reference in synchronous chat environments and the online world of Second Life. These scenarios, set in both academic and public libraries, consist of anecdotal stories for how and why the reference interview is still relevant. These scenarios also offer some advice on best practices for reference interviews, such as keeping your text short and on point during online chat interactions and trying to incorporate information literacy instruction into any reference situation. Each scenario ends with reflective questions in the following areas: knowledge, comprehension, application, analysis, synthesis, and evaluation, which makes this book a helpful resource for library school students or those who are new to reference services. A brief index is included allowing readers to easily navigate to sections concerning specific topics, such as "university libraries" or "Internet." This book also includes a two-part literature review on the topic of reference interviews. The first part utilizes three bibliographic sources (WorldCat, Citation Indexes, and Google Scholar), while the second part covers three distinct types of reference interview (literature reviews, anecdotal observations, and inferential statistical studies). In addition, a study analyzing the accuracy of answers given during chat interactions is also included, including a literature review on this topic, methodology, findings, and conclusion. This book is more of a practical, how-to resource on providing reference services using traditional (in-person and over the phone) and nontraditional (e-mail, chat, Second Life) methods, explained through the utilization of anecdotal scenarios. Every type of reference interaction is not included in this book, as there is no mention of texting services, which is an increasingly popular way to offer reference services. Despite this limitation, this book could be a helpful learning tool to those who are new at reference or those who are looking to learn more about how other librarians are keeping the reference interview alive.