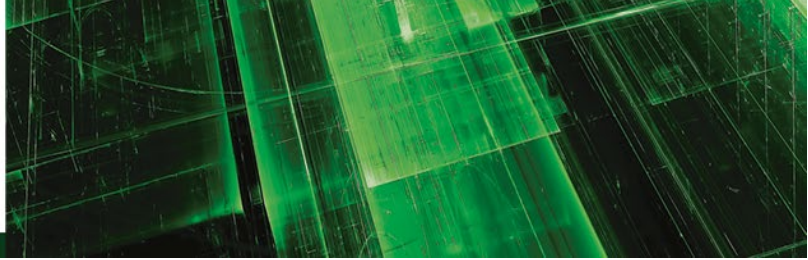


SEVENTH EDITION

Reference and Information Services

AN INTRODUCTION

Melissa A. Wong and Laura Saunders, Editors



Chapter 25: Creating the Future of Reference Service

Amy VanScoy

Review Questions

1. In what ways is the user/professional relationship at the core of reference service? What interpersonal skills can librarians work on to better their interactions with patrons?
2. How does reference librarianship transcend the confines of a physical space or desk?

Strengthen Your Understanding

To strengthen your understanding of this chapter, be sure to complete the activities and answer the questions for reflection and discussion in Box 25.3 What Is Your Reference Philosophy? on page 690 and Box 25.4 Create a Reference Service Portfolio on page 691, and Box 25.5 Creating Your Professional Brand on page 693.