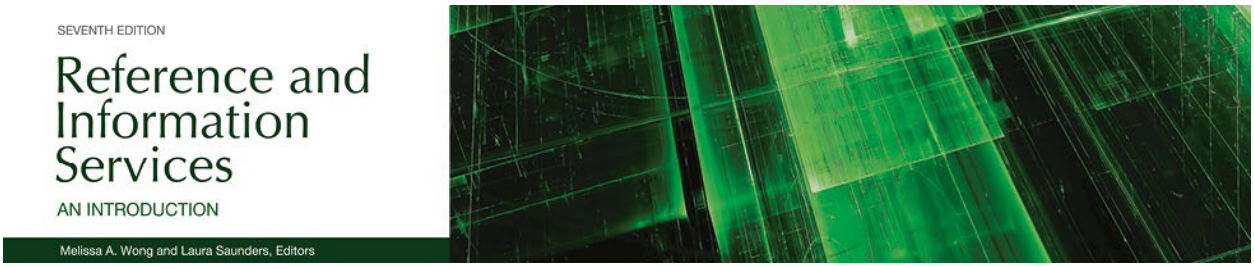

Chapter 3: Equity in Reference Services

Nicole A. Cooke and Mónica Cólon-Aquirre

Review Questions

1. What components are necessary to creating an equitable and responsive service model for RMO populations? Choose one step and, in your own words, elaborate on what employing one of these steps would do to create equity among RMO populations.
2. What is an example of what a "one-size-fits-all" approach would be to address RMO populations, and why would that not be adequate to solving inequities among reference information accessibility?
3. What can librarians do to keep up with or anticipate changes in their library population, as well as library technology?

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 3.2 Community Analysis on page 58, Box 3.3 Avoiding the Reference Desk—Stereotype Threat on page 59, and Box 3.4 Books to Prisoners on page 65.

Review questions created for Melissa A. Wong and Laura Saunders, eds. *Reference and Information Services: An Introduction*, Seventh Edition. New York: Bloomsbury Publishing Plc, 2025. https://bloomsbury.pub/reference-information-services-7e