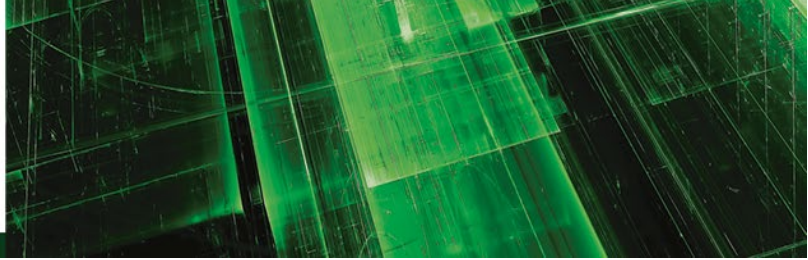


SEVENTH EDITION

Reference and Information Services

AN INTRODUCTION

Melissa A. Wong and Laura Saunders, Editors



Chapter 5: Models of Reference Service

Lili Luo

Review Questions

1. How can the information services outlined in this chapter be further developed to be more accessible?
2. How can being flexible, prepared, and creative help libraries and librarians adapt to the rapidly developing needs of their patrons?
3. Describe the “ping-pong effect” in your own words. How can it create an accessibility issue for those seeking information services?

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 5.2 Selecting a Virtual Reference Option on page 128.