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General Reference

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General Reference

JACK O'GORMAN, BARBARA M. BIBEL,
AND CAROLYN M. MULAC

This chapter stands out from the other chapters in this book. Whereas chapters 2–19 are arranged by subject, this one is a general reference resource guide. It includes almanacs, bibliographies, and guides to the literature, biographical sources (formerly a stand-alone chapter), general-purpose databases, and Internet search sites. Library search tools such as discovery layers are also described here. The Internet continues to have a huge impact on reference services. Some of that influence is via search interfaces like Oxford Reference or general databases like Academic Search Complete. It can also be seen with Internet sources that go beyond the library, like Google Search or Facebook. This chapter hopes to guide reference librarians by describing these changes.

Almanacs and Fact Books

1 Canadian almanac and directory.
Grey House, Canada. Annual. CP$
971.00   AY414
This is the source for all things Canadian. It includes business and government information, maps and charts, traditional almanac features such

as a perpetual calendar and weights and measures, and listings for associations.

2 CQ researcher. CQ Press. Weekly. CP$
CQ Researcher offers comprehensive, original reporting and analysis of the major issues in the world. Weekly reports on topics such as the changing demographics of the Unites States and vanishing biodiversity in the world provide information on all sides of the issue. The researcher also covers U.S. elections and the proceedings of Congress. The print issues include an annual bound volume. This is an essential resource for academic, school, and larger public libraries.

3 Guinness world records. Guinness
World Records. Annual. $
032   AG243
This is a guide to the world's superlatives, both natural and human. It commemorates the tallest, shortest, biggest, smallest, and so on, with charts, graphs, and color photographs. It has a detailed index.

**4 Statistical abstract of the United
States.** U.S. Census Bureau, U.S.
Government Printing Office, 1878–2012.
Annual. $
317.3   HA202
The 2012 issue of this indispensable resource is the last one published by the Government Printing

Office and the Census Bureau. ProQuest and Bernan will continue to publish it online and in print, respectively. Contact the new publishers for pricing information. The *Statistical Abstract* contains a wealth of information about all aspects of life in the United States as well as a section on international statistics. Since all tables cite their sources, libraries may want to retain the last edition as a finding aid to other government statistical resources. The volume is arranged by subject area and contains a detailed index.

**5   The world almanac and book of
facts.** World Almanac. Annual. $
317   AY67

Containing a wealth of statistical material, this title is an excellent ready reference. It includes information for current and preceding years, astronomical information, and quick facts about major events, states and countries, and associations and societies. The publisher offers free "bonus content" at www .worldalmanac.com.

Bibliographies and Guides

Readers' Advisory

**6   Book lust: Recommended reading for
every mood, moment, and reason.**
Nancy Pearl. 287p. Sasquatch Books,
2003. $
011   Z1035

**More book lust: Recommended reading for every mood, moment, and
reason.** Nancy Pearl. 286p. Sasquatch
Books, 2005. $
011   Z1035

**Book crush: For kids and teens: Recommended reading for every mood,
moment, and interest.** Nancy Pearl.
288p. Sasquatch Books, 2007. $
028.5   Z1037

**Book lust to go: Recommended reading for travelers, vagabonds, and
dreamers.** Nancy Pearl. 301p. Sasquatch
Books, 2010. $
011.6   Z6004

The author of these titles is the well-known readers' advisory librarian Nancy Pearl. They can be fun for patrons looking for something to read and for librarians wishing to expand their reading interests. Chapters are by categories, which can be whimsical. There is a title index for serious folk, but everybody else can enjoy browsing through "Chick Lit," "Dreaming of Africa," "Here Be Dragons," or "Zero: This Will Mean Nothing to You." Recommendations come in the text or in lists. The second title, *More Book Lust*, is, according to the author, more of a companion than a sequel and consists of titles that the author had to leave out of the first volume along with suggestions from librarians, readers, and friends. Some categories include "Other People's Shoes," "Gone Fishin'," and "Fractured Fairy Tales." *Book Crush* includes titles recommended for kids and teen readers, and *Book Lust to Go* recommends titles for both armchair travelers and adventurers.

**7   Great books for girls: More than 600
books to inspire today's girls and
tomorrow's women.** Rev. ed. Kathleen
Odean. 420p. Ballantine, 2002. $
028.1   Z1037

Mary Pipher, author of *Reviving Ophelia*, states about this title: "I recommend it for all those who want girls to grow up strong, free, bold, and kind." The revised edition includes 294 new books and more than 600 total books portraying girls in a positive light. The author draws on her experience as a children's librarian to find stories of girls and women "who face the world with courage, either from the first or after overcoming their fears." The chapters include picture books and storybooks, folktales, books for beginning readers, books for middle readers, books for older readers, and poetry. Entries contain author, title, illustrator, publishing information, age range, and annotation. If titles were Newbery or Caldecott winners, this is mentioned in the annotation. Magazines and websites for girls are included along with author and title indexes.

**8   1001 children's books you must read
before you grow up.** Julia Eccleshare.
960p. Universe, 2009. $
011.62   Z1037

This source is a guide to recommended children's literature. Arranged by age group, each entry includes a colorful graphic from the book,

bibliographic information, and a summary of the work. It is highly browsable and includes many classics of children's literature. Great to help young readers find books to read, and for adults to remember the classics of their youth.

9 **Quick and popular reads for teens.**
Pam Spencer Holley. 228p. American
Library Association, 2009. $
028.5   Z1037

The Young Adult Library Services Association has a long history of readers' advisory for teenage readers. This book comes from the Quick Picks for Reluctant Readers and Popular Paperbacks for Young Adult programs. Its purpose is to provide librarians and others interested in teen literature with "quick and popular" titles. This title will be useful in libraries serving teen readers.

10 **Serving boys through readers'**
advisory. Michael Sullivan. 152p.
American Library Association, 2010. $
028.5   Z1039

This guide by a children's librarian and teachers helps librarians reach boys as readers. It includes lists of great authors for boys and has more than 500 books to recommend. There is a chapter called "If your first thought is . . ." Instead of recommending *Old Yeller*, it suggests *Rescue Josh McGuire* by Ben Mikaelsen. This guide can help you help boys become successful readers.
See also "Children's Literature," in chapter 17.

Reference Guides

11 **Guide to reference.** 12th ed. Robert
Kieft, ed. American Library Association,
2008. www.guidetoreference.com. CP$
011   Z1035

Since its publication in 1902, *Guide to Reference Books* has become the standard resource for reference sources and is used to answer users' questions, train staff, educate library science students, create local bibliographic materials, and develop collections. *Guide to Reference* is the first online edition and the first to incorporate Internet sources. It is organized by academic disciplines and contains new categories such as "Interdisciplinary Fields," "The Web as Reference Tool," and "Online

General Reference Libraries." Content and internal category organization were significantly revised for this edition to reflect new sources and changes in publishing and information-seeking behavior. The interface affords multiple browse and search functions and interactive features.

12 **Introduction to reference work.** 8th ed.
William A. Katz. 2v. McGraw-Hill, 2002. $
025.5   Z711

Frequently used as a text, this title has the beginning or inexperienced reference librarian as its audience. Volume 1 deals with basic information sources and is arranged by form of materials. Volume 2 covers reference sources, processes, evaluation, and techniques, including online reference. It addresses not only printed sources but electronic ones, where the reference librarian acts as a "key professional information expert."

13 **Magazines for libraries.** 20th ed.
Cheryl LaGuardia, ed. Bill Katz, creator.
898p. ProQuest, 2012. $$$

This annual title is an important selection tool with an annotated listing of journals recommended by subject specialists. It can help libraries determine which periodicals or databases they should subscribe to. Entries are listed alphabetically by title within subject categories and include information about intended audience and publication details—for instance, where the journal is indexed and whether it is peer reviewed. About 5,500 annotations of recommended journals for public and academic libraries are listed. The introduction includes a discussion of library journal trends, including the end of the "big deal" and progress with discovery tools. Available electronically, but this source is still viable in print.

14 **The Oxford guide to library research.**
3rd ed. Thomas Mann. 293p. Oxford,
2005. $
025.5   Z710

The third edition of this title presents what research libraries can offer that the Internet cannot. The author has a PhD and is a former private investigator. He has also worked as a reference librarian at the Library of Congress Reading Room. The audience is readers who need to know about modern research methods. It could be an excellent text for

library science students or for university research-methodology classes. It focuses on books and other resources available to large research libraries and has a structure around nine methods of subject searching: controlled-vocabulary searching, subject-classified book stacks, keyword searching, citation searching, related-record searching, subject bibliographies, Boolean searching, using the subject expertise of people, and type-of-literature searching. It also covers encyclopedias, indexes to journal articles, review articles, published bibliographies, search limiters, finding materials in other libraries, reference sources, and special subjects and formats. Interestingly, there is an appendix on wisdom.

15   Resources for college libraries. American Library Association and R. R. Bowker, 2007. www.RCLweb.net. CP$

This source presents a core collection for undergraduate libraries, including recommended reference titles and web resources. It is organized into broadly defined subject areas such as humanities, languages and literature, history, social sciences and professional studies, science and technology, and interdisciplinary and area studies. Entries indicate if they have previously appeared in *Books for College Libraries* or *Choice*. The print version of the 2007 edition is also available. For the electronic edition, pricing is based on FTE enrollment.

Reference Review Journals

16   Choice reviews online. American Library Association. www.cro2.org. CP$

This resource, required for all academic libraries, is also valuable to medium-sized and larger public libraries. Each issue includes reviews of a sizable number of reference sources appropriate for the undergraduate library. The reviews are brief, critical, comparative, and signed. Each May issue features "Outstanding Academic Books and Nonbook Materials." *Choice Reviews Online* supports advanced searching and includes My Monthly Reviews and My Lists features. Users can browse, e-mail, print, and download any reviews, bibliographic essays, forthcoming title lists, or outstanding title lists.

17   Library journal. Library Journal, 1976–. $$
020   Z671

This journal is useful even in the smallest library. A good part of each issue is devoted to current events in libraries and book reviews, including reference books. The reviews are brief, signed, timely, and critical. Online databases are frequently discussed in articles and columns, and the use of technology in libraries is a focus of the journal.

18   Reference and user services quarterly. Reference and User Services Association, 1997–. $
025.5   Z671

The "Sources" section of this journal contains reviews of databases, reference books, and professional reading. The reviews are critical, comparative, and written by practicing librarians or educators. Useful for the evaluation and selection of reference sources and to keep up with topics in reference.

19   Reference services review: RSR. Pierian Press, 1973–. $$
011   Z1035

This journal is a timely acquisition for medium-sized to larger reference departments. Rather than isolated reviews of just-published books, *RSR* provides a generous number of review essays, most focusing on a particular subject or type of reference source. Whether the articles are literature surveys, comparative reviews, core collections, or examinations of databases, they are highly informative and cover a broad range of issues and sources important to reference services.

20   School library journal. Reed Business Information, 1961–. $$
027.8   Z675

One of the standard selection tools for libraries serving children and young adults. Approximately half of each issue is devoted to reviews, including audiovisual materials, computer software, and about 3,000 books each year. Because so few reference sources are published for young people, however, most of these reviews are for circulating books. Of particular interest to reference librarians is the annual "Reference Books Roundup" in the May issue.

21   Voice of youth advocates. E. L. Kurdyla Publishing, 1978–. $
027.62   Z718

This journal is an essential purchase for libraries serving young adults. It contains up-to-date features about teen activities and practical articles about dealing with teens in the library. In addition to news, comments, and features, *VOYA* is also useful for its reviews and collection development articles. The journal examines a variety of materials, including reference sources. The reviews are usually two to three paragraphs long and evaluate the sources in light of their value and appeal to young adults.

Biography

22   American national biography online.
American Council of Learned Societies and Oxford. www.anb.org. CP$
Oxford University Press and the American Council of Learned Societies published the *ANB* in 1999 as both a print and electronic resource. Includes 19,000 biographies of women and men from colonial times to the present. Entries are for deceased individuals only and include bibliography, cross-references, and some photos. The online version includes the *Oxford Companion to United States History* and links to the *Oxford Dictionary of National Biography*.

23   Biography and genealogy master index. Gale Cengage. www.gale.com. CP$
Originally a print product, this source functions very well as a subscription database. Searchable by multiple entry points, including name, dates, portrait, and source. More than 15 million biographies are included from ninety sources.

24   Biography in context. Gale Cengage. www.gale.com. CP$
More than 600,000 biographies drawn from nearly 200 Gale reference titles are available in this rich subscription database. Tip sheets, video tutorials, free lesson plans, and downloadable apps are available.

25   Biography source. EBSCO. www.ebsco host.com/us-high-schools/biography -collection-complete. CP$
This database, which debuted in 2013, includes more than 600,000 biographies and obituaries

drawn from a variety of titles, including *Notable American Women*, the *Cambridge Dictionary of American Biography*, and *Current Biography*.

26   The Cambridge biographical encyclopedia. 2nd ed. David Crystal. 1179p. Cambridge, 1998. OP
920   CT103
Although currently out of print, this is one title to retain. Its 16,000 entries are cross-referenced and include pronunciation guides. Some 150 pages of lists, of popes, kings, Nobel Prize winners, and the like, are useful for ready reference.

27   Current biography illustrated.
EBSCO. www.ebscohost.com/academic/ current-biography-illustrated. CP$
A searchable database comprising of the content of the printed *Current Biography* magazine, first published in 1955 by H. W. Wilson. Includes more than 25,000 articles and obituaries and more than 19,500 images. Also available in print through Salem Press (www.salempress.com).
Encyclopedia of women in today's world, see **292.**

28   Encyclopedia of world biography. 2nd ed. Gale Cengage, 1998–. $$$$
920   CT103
A well-known biographical reference source with thousands of biographies of world leaders. Entries include portrait, biography, and bibliography. Entrants were chosen "for their contributions to human culture and society [and] reputations that stand the test of time." Although older, this resource is useful for biographies of historical individuals.

29   Marquis who's who on the web. Marquis Who's Who. www. marquiswhoswho.com. CP$
The site includes 1.5 million entries of persons who have been listed in any Marquis publication since 1985. This comprehensive resource, which includes the birth and death dates, background, education, and career of its biographees, is updated daily.

30   The Nobel Prize. Nobel Media. www .nobelprize.org. Free
The official Nobel Prize website lists all the winners of each prize and includes their biographies and

acceptance speeches as well as general information about the prizes and how the winners are selected.

31 Oxford dictionary of national biography. Oxford. www.oxforddnb .com. CP$

Contains 58,326 biographies and 10,972 portraits of people who "shaped the history of the British Isles and beyond." This means that George Washington is included, but the point of view is quite different. The entries include cross-references and bibliographies. The bibliography feature will search local library catalogs.

Databases and Indexes

32 Academic search premier. EBSCO. www.ebscohost.com/academic/academic -search-premier. CP$
InfoTrac. Cengage Learning. http://info trac.thomsonlearning.com. CP$
ProQuest 5000. ProQuest. www.pro quest.com/en-US/catalogs/databases/ detail/pq_5000.shtml. CP$

Every library needs a general-purpose database. The ones that come to mind are EBSCO's Academic Search Premier, Gale Cengage's InfoTrac, and ProQuest 5000. Librarians should evaluate these options according to coverage, indexing, interface, ease of use, and limiters. Access should be to PDF full text, and the preferred database should be OpenURL link enabled. The database that a library chooses is up to the library and its consortium. Reference librarians should be very familiar with their multipurpose database and its functionality.

Directories

33 American library directory: A classified list of libraries in the United States and Canada, with personnel and statistical data.
Information Today, 1923–. $$
021   Z731
This directory includes U.S. and Canadian public, academic, and special libraries arranged by state or province, city, and institution. Entries include

name and address of school, key personnel, and library holdings. Income expenditures, e-mail addresses, subject specialties, automation, publications, and a code for type of library are also included. Additional sections include listings of networks and consortia; library schools; library systems; libraries for the blind, deaf, and disabled; state and provincial public library agencies; the interlibrary loan code; and armed forces libraries overseas. Includes an organizational and personnel index.

Annual register of grant support: A directory of funding sources, see **310.**

34 Directories in print. 2v. Gale, 1989–.
$$$
300   Z5771
Describes and indexes 16,000 directories of all kinds, arranged in twenty-six broad subject categories. A detailed subject index and thesaurus has more than 4,700 terms and cross-references. Entries give title, subtitle, publisher's address, telephone number, description of contents, arrangement, coverage, frequency, usual month of publication, pages, indexes, price, editor's name, and ISBN, GPO, or other pertinent numbers. Volume 1 covers descriptive listings; volume 2 contains the subject and title and keyword indexes. Includes supplements as they appear. Available in electronic format as part of Gale's Ready Reference Shelf.

35 Encyclopedia of associations.
Frederick G. Ruffner, Margaret Fisk, and Gale Research Company. 5v. Gale, 1961–.
$$$
060   AS22
Contains essential information on more than 22,000 national membership organizations representing numerous business, social, educational, religious, fraternal, ethnic, and vocational interests. Convention and meeting dates and locations and titles of organizations' directories and publications are included in the entries. There are also international and regional volumes. Volume 1 covers the Great Lakes states; volume 2, Northeastern states; volume 3, Southern and Middle Atlantic states; volume 4, South Central and Great Plains states; and volume 5, the Western states. Libraries should subscribe to the national and at least their

regional directory. Available online as part of the Gale Directory Library.

36   The Foundation directory. Foundation Center, 1960–. CP$

061   AS911

The Foundation Center publishes *The Foundation Directory, Foundation Grants to Individuals,* and *Directory of Corporate Giving.* These guides offer information about grants and grant makers as well as companies with philanthropic programs. The online directory is updated weekly. The website also includes news, blogs, webinars, tutorials, live chat, and a mobile app. Libraries may apply to become affiliate collections and receive these products at a lower price. The directories are arranged by state with four indexes: state and city; donors, trustees, and administrators; foundation name; and fields of interest. Contact the publisher for pricing and affiliation arrangements.

37   Gale directory of publications and broadcast media. 5v. Gale, 1990–. $$$

302.23   Z6951

This is a geographical listing of newspapers, magazines, radio stations, and other publications in the United States and abroad. The first two volumes include the United States and Canada. Volume 3 contains the indexes, while volume 4 has regional market indexes. Volume 5 includes international coverage. Indexes include a subject index, agricultural publications, foreign-language publications, fraternal publications, magazines, newspapers, trade and professional publications, and a master index. Newsletters and directories are excluded. Defunct organizations are removed from entries and listed in the index as ceased or unable to locate. Entries include title, publisher contact information, e-mail address, description, subtitle, date founded, frequency, circulation, online availability, ad rates, and editors. Great for finding local newspapers and radio stations. It is also part of the Gale Directory Library.

38   International directory of little magazines and small presses.

Dustbooks, 1974–. www.dustbooks.com. $

070.5   Z6944

This directory is now online and includes *The International Directory of Little Magazines and*

Small Presses, The Directory of Poetry Publishers, The Directory of Small Press/Magazine Editors and Publishers, and *The Small Press Record of Books in Print.* It is a great resource for aspiring authors and librarians who support them.

39   Ulrich's periodicals directory. 4v. Bowker/ProQuest, 1932–. $$$$

Provides directory information on more than 220,000 regular and irregular serials worldwide. Entries include information about where the titles are indexed and whether they are peer reviewed. The directory also includes a list of titles that have ceased publication and a list of publications that are available online. Also available online.

Postal Directories

40   Canada Post. Canada Post Corporation. www.canadapost.ca. Free

This is the official site for Canada Post. It offers information about postal codes, calculating postage rates, finding a post office, or filing a change of address. The site is available in English and French.

41   Correos de México. www.sepomex.gob .mx. Free

The Mexican Postal Service website provides information about postal codes and rates, stamp collecting, package tracking, money orders, and international mail. The site is in Spanish, but parts of it are also available in English.

42   United States Postal Service. USPS. www.usps.com. Free

The U.S. Postal service site provides a zip code directory, information about postal rates and regulations, and a post office look-up tool. Customers with accounts may also arrange for a pickup, print shipping labels, track packages, and buy stamps online.

Electronic Reference Sources

43   ABC-CLIO ebook collection. ABC-CLIO. http://ebooks.abc-clio.com. CP$

According to their website, this collection includes "7,000 encyclopedias, dictionaries, handbooks,

and guides from ABC-CLIO, Greenwood Press, Libraries Unlimited, and Praeger." The interface is user-friendly, with many features, including bookmarks, user profiles, and unlimited simultaneous users. It includes a citation formatter for MLA, APA, Chicago, and Harvard styles. It also has a dictionary link to the fourth edition of the *American Heritage College Dictionary*. The OPAC can function as a portal to multiple e-book interfaces that will return the content users are seeking. Public, academic, and school libraries can use this interface for the books from ABC-CLIO and its partners.

44 Credo reference. Credo Reference. http://corp.credoreference.com. CP$

Credo Reference is an online subscription reference service with more than 3.5 million entries from 11,300 reference titles. Its focus is on ready-reference content, and it includes subject dictionaries, biographical data, statistics, quotations, and more. Subscribers can customize pages with library logos and links, create user guides, and generate usage statistics. All the reference titles included are automatically updated and cross-referenced across titles, publishers, and topics.

45 Gale virtual reference library. Gale. www.gale.com/gvrl/. CP$

This interface makes available thousands of reference titles from Gale Cengage and twenty other publishers. Content will depend on what titles your library purchases. Results can be ranked by relevance, document title, publication title, or publication date. A single title or multiple titles can be searched simultaneously. Articles, with photos, are presented in web format, and a citation and URL are included. This interface has continued to mature and develop since the last edition of *Reference Sources for Small and Medium-Sized Libraries*. For example, searches can be performed and content can be automatically translated in fourteen languages, including Chinese. Articles can be downloaded in MP3 format or can be read aloud. Access can be via the library's OPAC or directly through the Gale Virtual Reference Library. Includes a search tab for *Merriam-Webster's Collegiate Dictionary*. This reliable interface is the platform by which much reference content can be made available.

46 LibGuides. Springshare. http://spring share.com/libguides. CP$

LibGuides are today's version of the pathfinders that academic and public librarians have long created. With LibGuides you can create research portals, library instruction modules, course guides, book club pages, and other kinds of customized content geared to meet the reference needs of your patrons. Examples of publicly accessible guides can be found at LibGuides Community (http://libguides.com/community.php), which indexes sites by title, author, institution, and so forth. There is also a special website, Best of LibGuides (http://bestof.libguides.com), where Springshare features a selection of LibGuides created by its clients.

47 Oxford reference. Oxford. www.oxford reference.com. CP$

According to its promotional literature, this product "brings together 2 million-plus entries into a single cross-searchable resource." It includes Oxford Quick Reference, with about 125 dictionaries, and Oxford Reference Library, with about 180 Oxford University Press titles. These titles can be purchased by institutions on a title-by-title basis. Content includes timelines and illustrations, and the interface has a library widget for searching within a browser. Individual entries include full text and illustrations if available. More on this topic and related content is available from the side navigation bars. Content can be printed and saved, and cited in APA, MLA, or Chicago format. It can also be shared via social media. A reference librarian can use this resource for quick definitions from multiple disciplines or for longer encyclopedia articles.

48 Reference universe. Paratext. http:// reference.paratext.com. CP$

This product searches the article titles and indexes of electronic and print encyclopedias, giving librarians and researchers access to content that is not available via the OPAC. Searching is by either keyword or browsing, with the option to show nonlocal results. Advanced searching is also available. Electronic collections searched by Reference Universe include ABC-CLIO eBooks, Credo Reference, Oxford Reference, and Gale Virtual Reference Library. Titles are linked to the library catalog for

quick access. Titles owned or leased by the subscribing library are linked to at the title and article level, allowing the library to more fully utilize its existing reference collection.

49   SAGE knowledge platform. SAGE. www.sagepub.com/knowledge.sp. CP$
According to the publisher, this interface is a "social sciences digital library for students, researchers, and faculty." Includes more than 2,500 titles, covering a wide range of SAGE reference content. It can be used as the interface for electronic access to SAGE encyclopedias and guides.

50   Sharpe online reference. www.sharpe -online.com. CP$
This is an electronic interface for reference works published by M. E. Sharpe. Features include an image gallery, primary source archives, web links, and teacher resources. Content can be e-mailed, printed, or bookmarked.

Encyclopedias

Print

51   The World Book encyclopedia. 22v. World Book. Annual. $$$
031   AE5
This is the only remaining print encyclopedia published in the United States. It is appropriate for elementary grades through high school and for general use in the home. Reference librarians rely on it, too. Thousands of signed articles with numerous cross-references, lots of color illustrations and maps, and an index and research guide make it easy for users to find current information on the social sciences, arts, humanities, and physical and life sciences.

Electronic

52   Encyclopedia Britannica. Britannica. www.britannica.com. CP$
The last print edition of this venerable resource appeared in 2010. It is now available only online, with versions suitable for school, public, and academic libraries, as well as versions

in French, Spanish, Japanese, Korean, and simplified Chinese. The site includes a dictionary, audio and video material, access to periodical articles and e-books, and an atlas. It is updated biweekly with selected content updated daily. The site provides limited free access. Individual subscriptions with full access are about $70 per year. Institutional subscribers should contact publisher for pricing.

53   Grolier online. Scholastic. www.grolier .com. CP$
Grolier Online offers access to *The New Book of Knowledge*, *The Grolier Multimedia Encyclopedia*, *Encyclopedia Americana*, and *Nueva Enciclopedia Cumbre*, as well as other sources for students. It includes a world newspaper feature, an atlas, a dictionary, and access to periodical articles and websites. There are separate interfaces for elementary school, middle school, high school/adult, and librarian/educator users.

54   Wikipedia. Wikimedia Foundation. www.wikipedia.org. Free
This free encyclopedia is available online in many languages. Although there has been an increase in oversight, there is still no editorial or authority control. Anyone may contribute an article or edit an existing entry. Content must be "verifiable," without copyright restrictions, and cannot consist of original research. The articles are mostly unsigned. There is lots of good information on arcane subjects, but users should be careful and verify what they find with another reliable source.

55   World Book online. World Book. www .worldbookonline.com. CP$
World Book Online offers authoritative content covering the arts, humanities, sciences and technologies, along with a selection of e-books, periodical articles, and web links. There are audio and video files, maps, an atlas, and a dictionary as well. A variety of interfaces provide options for children, middle and high school students, adults and college students, and those with learning disabilities. There are also French- and Spanish-language versions. The encyclopedia now has a mobile app, too. *World Book Online* is the electronic equivalent of the *World Book Encyclopedia*.

Internet Sources

56 Alibris. Alibris. www.alibris.com. Free
Alibris is a website dedicated to the sale of books, movies, and music. It also acts as a middleman for out-of-print and older in-print titles and titles unavailable via other channels. When you search for a title in its huge inventory, you see the available copies, their prices, and a ranking of the reliability of the seller. Alibris for Libraries (http://library.alibris.com) offers collection development support, consolidated shipping, and other features such as wish lists and book fetch.

57 Amazon.com. Amazon.com. www .amazon.com. Free
Amazon.com began as an Internet-based bookstore but has expanded into numerous other retail areas. It is particularly useful for verifying titles and determining their availability. In addition to offering titles currently in print, Amazon.com also functions as a middleman for the sale of used books from third-party vendors. The editorial reviews (from *Library Journal, Booklist,* and *Publishers Weekly*) and "search inside this book" feature are also quite helpful.

58 Bing. Microsoft. www.bing.com. Free
Bing is the second most popular Internet search engine. Yahoo! Search also uses Bing for its searching. Bing comes as the default search engine on Microsoft Internet Explorer and for Microsoft mobile devices. It has a simple search interface with colorful graphics and links to Outlook.com and Bing Maps. Ties to Internet searching on Facebook give Bing a strong social connection.

59 Books in print. R. R. Bowker, 1948–. www.booksinprint.com/bip/. CP$
This large web-based bibliographic database contains more than 20 million records of print, out-of-print, and forthcoming titles (books, e-books, audiobooks, and videos). It provides full-text reviews and tables of contents as well as contact information for publishers, distributors, and wholesalers. Searching is easy and includes such special features as "The Complete Connection," where you can search for similar titles and also explore titles by topic, genre, setting,

character, location, and time frame. Although there are two subscription levels available, small libraries or those with very limited budgets may opt to use other Internet-based book resources.

60 Directory of open access journals. Infrastructure Services for Open Access. www.doaj.org. Free
According to its site, the Directory of Open Access Journals (DOAJ), founded in 2003 at Lund University in Sweden, "aims to be comprehensive and cover all open access scientific and scholarly journals that use an appropriate quality control system, and it will not be limited to particular languages or subject area." A link to the Budapest Open Access Initiative (www.budapestopenaccessinitiative.org), an international organization that supports the publication and creation of open access scientific and scholarly journals, explains the concept of open access. Basically, open access journals are journals that make their content freely available on the Internet, with the consent of the copyright holder. Journals listed in DOAJ are peer reviewed, and publishers are required to make the editorial boards of these journals transparent. DOAJ catalogs its resources on the level of journal title and encourages journals to supply article metadata to make its content searchable. As of 2013, there were nearly 10,000 journals listed in DOAJ. This free, online resource can supplement a library's subscriptions and make more articles available to readers. Libraries should also take a look at the Directory of Open Access Books (www.doabooks.org). As of 2013 it included just more than 1,500 titles, but it may continue to grow.

61 The extreme searcher's Internet handbook: A guide for the serious searcher. 3rd ed. Randolph Hock. 339p. CyberAge Books, 2010. $
025.04   ZA4230
Okay, so a printed book about Internet searching is a little bit anachronistic, but this guide can get the casual searcher up to speed and searching like an information scientist. It contains chapters on searching basics, portals, specialized directories, search engines, mailing lists, and creating an Internet reference shelf. Sights and sounds, news, online shopping, and Internet publishing and netiquette round out this source.

62 Facebook. Facebook. facebook.com. Free
Facebook has become a phenomenon on the Internet. But how would you use it in reference? One use is to find people, but librarians will want patrons to do their own searching. Your patrons can log in to it to find long-lost classmates, old neighbors, or friends. Other sites that are useful to find people are AnyWho, Switchboard, and Yahoo! People Search. Facebook can also be used to find out about events, through a program sponsor's Facebook page. As the demographic for Facebook ages and becomes more corporate, younger users may move on to alternative services such as Pinterest or Path.

63 Google search. Google. www.google.com.
     Free
Google is not a search engine. It is an advertising company that provides search results and a suite of technology products. According to Google's annual report of January 19, 2012, 96 percent of its revenue for 2011 was from its sale of ads. And in spite of its phenomenal growth and number one ranking among Internet sites, many users have voiced concerns about Google's policies related to privacy, copyright, and censorship. Nonetheless, "google" has become synonymous with search. Google Search incorporates dozens of features, including results for weather and sports, units and currency conversion, a dictionary, maps, flight status, movie times, and package tracking. Google uses Boolean logic to limit searches and includes a number of advanced options—for example, to search a specific domain such as census.gov.

Everybody uses Google Search, but what can librarians add to the mix? How can they use it better, and how can they help users understand what they find? At the very least, librarians should learn how to incorporate advanced search terms and other advanced features to help their clientele go beyond ordinary keyword searching. And it is part of a librarian's role to help users to critically evaluate information. Librarians can teach patrons to consider a source's authority, content, point of view, and other factors in evaluating content.

In addition to Google Search, there are many other useful products from Google. They include Google Earth, Google Books, Google Scholar, Google Images, and YouTube. Google Scholar is OpenURL link enabled and thus allows users to see which libraries subscribe to materials found in a search. Libraries should configure their browsers to allow this feature. YouTube has many useful how-to videos. Google Chrome is a web browser. Google Goggles is imaging software, and Google Wallet is an application for using a cell phone to make purchases. Google Patent is developed in partnership with the United States Patent and Trademark Office. Google is also developing Google literacy lesson plans. Google.org is the philanthropic branch of the company. There is even an interactive Google PAC-MAN Doodle (www.google.com/pacman).

With its many features and products, it seems as if Google has begun to realize the dream Vannevar Bush described in his article "As We May Think" (*Atlantic*, July 1945). Even so, users of this product should remember one of Ronald Reagan's favorite adages, "Trust, but verify."

**64 The Internet: A historical
     encyclopedia.** Hilary W. Poole et al. 3v.
     ABC-CLIO, 2005. $$
     004.67   TK5105.875
The three volumes of this source contain biographies, a chronology, and essays on issues related to the Internet and its history. Forty-four leaders are chronicled in the biography section; most are still living and working in their fields. Sample topics include content filtering, the digital divide, and spam. The index is done volume by volume. Because this resource is appropriate for high school, college, and general readers, it will be useful.

65 Twitter. Twitter. https://twitter.com. Free
Perhaps this annotation should be only 140 characters, the length of a Twitter post, or tweet. Twitter is useful for what is happening right now. It has millions of users updating and posting in real time. It can also be monitored by library staff to see what users are saying about the library. As more students use Twitter, librarians can expect to see reference questions tweeted. This technology will be an opportunity for libraries to reach a different patron base.

66 Tumblr. Yahoo! www.tumblr.com. Free
Founded in 2007 by David Karp, Tumblr is a social networking website and microblogging platform where you can "follow the world's creators." According to the site, you can "post text, photos, quotes, links, music, and videos from your browser,

phone, desktop, email or wherever you happen to be." With more than 100 million blogs and 50 billion posts, you and your patrons are sure to find something of interest.

67   Wolfram|Alpha. Wolfram Research. www.wolframalpha.com. Free

Rather than calling itself a search engine, this site calls itself a computational knowledge engine. It can be very useful for scientific and mathematical communication, but use it with caution for other topics. What this site does well is computation and quick lookups. If you'd like to know what time the dawn was on a particular day, or what time it is in Hawaii right now, this is a great site. You can determine if a number is prime, or look up the Reynolds number. The word usage pattern is very nice, as are the crossword puzzle clues. Two other examples: finding a CAS Registry Number or converting a color from RGB scale to hexadecimal. If the system does not understand your query, the answer is less good. Wolfram|Alpha Pro is available on a subscription basis. Apps for mobile devices are also available, for a small fee. A criticism of this product is that it tends to cite itself as a source. In September 2012, O'Gorman queried it about the population of the Earth. It gave a 2009 estimate, but failed to cite a source (other than itself). A handy site for helping patrons at the reference desk, as long as its limitations are understood.

68   WorldCat. OCLC (Online Computer Library Center). www.worldcat.org. Free

OCLC's WorldCat is "the world's largest network of library content and services" and offers access to more than one billion items in 10,000 libraries worldwide. Users may search for books, music, videos, and digital items and find a library nearby or around the world that owns them. The World-Cat database can be accessed directly or through a local participating library's website. There is now a mobile app (http://worldcatmobile.org) for searching on the go.

69   Yahoo! Yahoo! www.yahoo.com. Free

Begun by two graduate students at Stanford University, Yahoo! was originally based on the Gopher directory at the University of Michigan Library. Yahoo! is a popular e-mail, chat, game, news, and entertainment site. It includes search capability for video, audio, news, directory, shopping, and more. Yahoo! Search is a popular feature that now runs on the Bing search platform. Entertainment, news, and directory information are strengths of Yahoo! The site functions as a portal to help users organize and make sense of the web for popular news topics, videos of dogs on trampolines, or whatever the user may be looking for.

See also "Computer Science," in chapter 9.

Library Science

70   ALA glossary of library and information science. 4th ed. Michael Levine-Clark and Toni M. Carter, eds. 288p. American Library Association, 2012. $
020.3   Z1006

Librarianship has its own technical vocabulary, and library science students and seasoned practitioners alike often need a little help in deciphering acronyms and arcane expressions. This concise guide has been updated to include the latest terms in technology and the current processes and systems in use today.

71   Copyright law for librarians and educators. 3rd ed. Kenneth D. Crews. 208p. American Library Association, 2012. $
346.73   KF2995

Copyright law has never been an easy subject to grasp, and with the advent of digital information, it is harder than ever to stay informed about current developments in this area. Crews explains the basics of copyright, rights of ownership, and fair use and discusses the Digital Millennium Copyright Act and its interpretation. Provides useful checklists related to fair use, the TEACH Act and distance education, and making copies for preservation or replacement or for private study, as well as a model letter for permission requests. Also available as an e-book or in a print/e-book bundle.

72   Encyclopedia of library and information sciences. 3rd ed. 5742p. Taylor and Francis, CRC Press, 2010. $$$$
020   Z1006

A comprehensive treatment of the field available electronically as well as in print. Signed articles address archives, information systems, bibliography, records management, knowledge management, informatics, museum studies, and much more. The online subscription offers citation tracking and alerts as well as HTML and PDF format options. This title may be an optional choice for smaller libraries or those on a tight budget.

73 **Fundamentals of managing reference collections.** Carol A. Singer. 184p. American Library Association, 2012. $
025.2   Z711

Part of the ALA Fundamentals series, this practical guide for any size reference collection covers best practices for collection management, including selection, weeding, staffing, licenses, polices, and more. The reference collection development policy template that appears as an appendix is available at www.alaeditions.org/files/Singer_Reference-Collection-Development-Policy-Template.docx. Also available as an e-book or in a print/e-book bundle.

74 **Fundamentals of reference.** Carolyn M. Mulac. 131p. American Library Association, 2012. $
025.5   Z711

The newest volume in the ALA Fundamentals series provides a concise yet thorough overview of reference services in the contemporary library. The author covers the major sources that a reference collection should have, the reference interview, telephone and online service, and service to children and young adults. She also discusses reference service for specialized subjects such as law, business, and medicine, reference policies and standards, and the evaluation of reference service. All libraries should have a copy.

75 **Library and book trade almanac.** 57th ed. Dave Bogart, ed. 850p. Information Today, 2012. $$
020   Z731

Originally published by R. R. Bowker in 1962, this work continues to provide statistical and directory information "of broad interest to the library and publishing worlds." A variety of special reports address the issues and developments of the

preceding year. Includes lists of notable books and the ever-useful entry on how to obtain an ISBN. This title was formerly *The Bowker Annual.*

76 **Managing the small college library.** Rachel Applegate. 349p. Libraries Unlimited, 2010. $
025.1   Z675

Specifically addressing the needs of small or community college libraries, this book offers librarians in those types of institutions "information on every important managerial function specific to their facilities." The key responsibilities of a small college library director are addressed through real-life examples and illustrated in organizational reference charts and discussed in depth. Includes a bibliography for further reading.

77 **Practical strategies for library managers.** Joan Giesecke. 102p. American Library Association, 2001. $
025.1   Z678

Career advice for library managers from an experienced librarian, author, and management expert. Mentoring, decision making, planning, managing, team building, and other necessary skills are covered in this useful guidebook.

78 **Reference and information services: An introduction.** 4th ed. Richard E. Bopp and Linda C. Smith, eds. 743p. Libraries Unlimited, 2011. $
025.5   Z711

The latest edition of a popular library science textbook has been thoroughly revised and updated. New contributors add the wisdom of their experience as reference teachers and practitioners. Part 1, "Concepts and Processes," covers new methods and ideas in reference service. Part 2, "Information Sources and Their Use," discusses print and nonprint resources. Includes a companion website.

79 **Reference and information services: An introduction.** 3rd ed. Kay Ann Cassell and Uma Hiremath. 528p. Neal-Schuman, 2013. $
025.5   Z711

The best introductory reference textbook available (known as *Reference and Information Services in*

the 21st Century in previous editions), this book addresses everything from the fundamental concepts of reference service to reference sources, services, management, assessment, collection development, reference 2.0, and the future of information services. A companion website will be updated biannually. Available as an e-book or as a print/e-book bundle.

80   Small public library management.
Jane Pearlmutter and Paul Nelson. 152p. American Library Association, 2012. $
025.1   Z675

This concise handbook offers practical advice on topics including budgeting, personnel, collection management, facilities, services, programs, and much more. Checklists, tips, and "tales from the field" provide a wealth of useful information for the small public library manager.

81   Small public library survival guide: Thriving on less. Herbert B. Landau. 168p. American Library Association, 2008. $
025.1   Z678.6

In this hands-on guide aimed at the small public library faced with funding cuts, Landau provides a variety of successful techniques, practical tools, and tested strategies for generating resources, including funding and marketing programs. Includes samples of press releases, survey questions, and other useful tools.

See also "Bibliographies and Guides," in chapter 1.

Library Search Tools

82   Discovery layer tools.

A discovery layer tool is a search interface designed to make your content more findable. It can be integrated into your existing OPAC. Your library either has a discovery layer product already or is in negotiation for one, perhaps via its consortium. Libraries have lots of content buried in lots of categories. How can the user get to that information? And what role does reference play, and where do the IT folks take over? Reference should have input in picking out the interface. When it arrives, reference librarians should kick the tires, learn about it, and learn what it does and does not do. You will be

instructing users on how to use it. Here are some of your options:

> **BiblioCommons.** www.bibliocommons.com
> **EBSCO Discovery Service.** www.ebscohost.com/discovery
> **Ex Libris Primo.** www.exlibrisgroup.com/category/PrimoOverview
> **Innovative Interfaces Encore.** www.iii.com/products/
> **OCLC WorldCat Local.** www.oclc.org/worldcat-local.en.html
> **Oracle Endeca.** www.oracle.com
> **Project Blacklight.** http://projectblacklight.org
> **Scriblio.** http://scriblio.net
> **Serials Solutions AquaBrowser.** www.serialssolutions.com/en/services/aquabrowser
> **Serials Solutions Summon.** www.serialssolutions.com/en/services/summon
> **SirsiDynix Enterprise.** www.sirsidynix.com/enterprise
> **The Social OPAC.** http://thesocialopac.net
> **VTLS Visualizer.** www.vtls.com/products/visualizer
> **VuFind.** http://vufind.org

It is beyond the scope of this title to recommend which discovery layer your library should subscribe to. If you do not already have one, reference librarians should participate in the process of its selection. You can find out what other libraries are using at the Library Technology Guides website (see www.librarytechnology.org/discovery.pl).

83   Online public access catalog.

The online public access catalog, or OPAC, is probably the most important reference source in at the reference librarian's toolbox. There are many successful library OPAC developers, including Ex Libris, Innovative Interfaces, OCLC, SirsiDynix, VTLS, and others. These are the same companies that develop discovery layer tools, which can enhance the search capabilities of your existing OPAC. The OPAC is an essential portal. It is a guide to your library's holdings, both print and electronic, including monographs, serials, and everything else. Reference librarians should know

all the ins and outs of their OPAC. They should know how to tell if a book is in remote storage or if a journal is available electronically. With printed reference collections getting smaller, and more reference sources available electronically, the OPAC becomes even more important as an access tool for reference resources.

84   OpenURL link resolver.

This is another important library technology that reference librarians need to be aware of. An OpenURL link resolver takes users from a citation in one database to the full text of the corresponding resource, usually in another database. The results are only as good as the metadata, so if there is an error, a reference librarian needs to understand how the link resolver works and how to follow it to the resource that contains the requested article. With the vast amount of data available, it is also incumbent upon reference librarians to assist cataloging or IT staff when they encounter errors. OpenURL link resolvers are available from EBSCO, Ex Libris, Innovative Interfaces, OCLC, Ovid, Serials Solutions, SirsiDynix, Swets, and other companies. Homegrown link resolvers such as OhioLINK's OLinks are also viable options.