

# **EGAD Reference**

Suzanne Reymer

Montana State Library

Sagebrush Federation – Fall 2007

# Defining Reference

A reference transaction is an information contact which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogs and other holdings records, and, through communication or referral, other libraries and institutions and people inside and outside the library. The request may come in person, by phone, by fax, or by mail, electronic mail, or through live or networked electronic reference service from an adult, a young adult, or a child.

# Defining Reference (cont.)

Do not count directional transactions or questions of rules or policies. Examples of directional transactions are “*Where are the children’s books?*” and “*I’m looking for a books with the call number 811.2G.*” An example of a question of rules or policies is “*Are you open until 9:00 tonight?*”



# Weekly Reference Transactions from 2006 Annual Statistics

- Baker – 157
- Sidney – 120
- Rosebud County – 60
- Glendive – 41
- Wibaux – 40
- Miles City – 35
- Broadus – 25
- Ekalaka – 19
- Circle – 15
- Jordan – 14
- Terry – 12



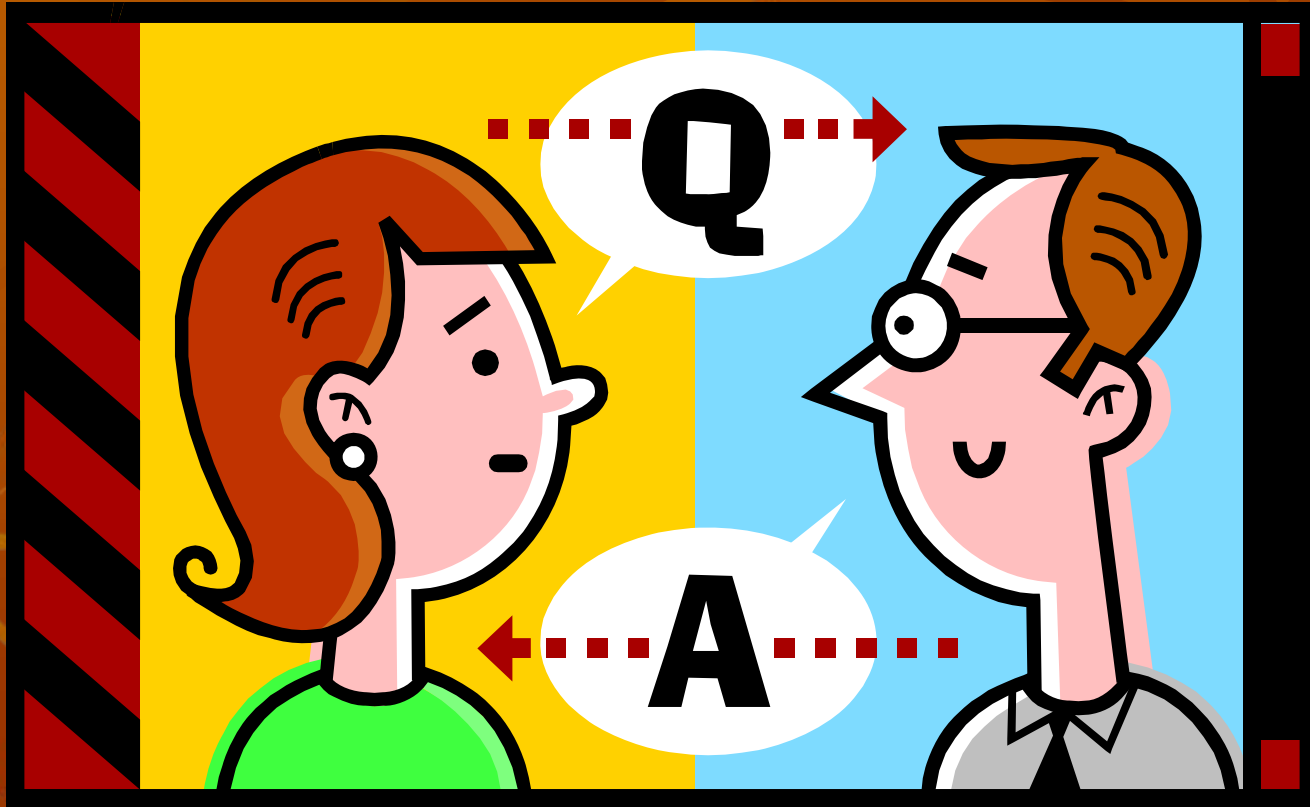
# Online Reference Training

- Ohio Reference Excellence on the Web  
<http://www.olc.org/ore/index.html>
- Idaho's Alternative Basic Library Education Program  
<http://libraries.idaho.gov/able>

# Reference Priorities

- Strategic Plan – reference purchases should support goals and objectives
- Collection Management Policy
- User groups
  - Home schoolers
  - Hobbyists – birders, sports enthusiasts
  - Genealogists

What kinds of questions do you get?  
Where do you find the answers?





# Evaluating Reference Sources

- Authority – reputation and qualifications of author, editors or publisher
- Currency – date of copyright and currency of content
- Audience – school age/grade level, and, for adults, degree of technical level
- Accuracy – consistency and reliability of entries
- Accessibility – organization and ease of use

# Suggestions for Print Resources

- Core Reference – Priority Ranking of Sources  
– Texas State Library

<http://www.tsl.state.tx.us/ld/pubs/corereference/internal/sectiontwo.html>

- CREWing the reference collection

<http://www.tsl.state.tx.us/ld/pubs/crew/background.html#crewingreference>

# Online Resources

- Internet Public Library  
<http://www.ipl.org/>
- Librarians' Internet Index  
<http://lii.org/>
- Gale Virtual Reference

# Need Help?

- Wired-MT – take advantage of the knowledge of your colleagues across the state
- Montana State Library – for assistance with
  - state documents
  - professional development
- OCLC Worldcat – for reference materials in nearby libraries  
<http://worldcat.org/>