

## **REFERENCE SERVICES**

A Specialization in the Masters in Library and Information Science Degree  
Graduate School of Library and Information Science  
Dominican University

### **Introduction**

Most simply, reference services are the efforts made by a library and librarians to assist patrons to find the information they want or need. Reference service librarians assist, advise, and instruct users in accessing all forms of recorded knowledge. This service includes both direct and indirect services to patrons. A useful source for reference librarians is the Reference and User Services Association (<http://www.ala.org/ala/rusa/>).

### **Competencies**

The Reference and Users Association of the American Library Association has identified a number of competencies and skills reference services librarians should possess and exercise. These competencies fall into five broad categories:

- **Access:** A librarian effectively designs and organizes reference and user services to meet the needs of library patrons;
- **Knowledge Base:** A librarian effectively uses new knowledge to enhance reference and user services practices;
- **Marketing, awareness, and informing:** A librarian conducts research to determine what types of reference services to provide and to what types of users these services will be provided;
- **Collaboration:** A librarian treats the user as a collaborator and partner in the information-seeking process; and
- **Evaluation and assessment of library resources and services:** A librarian assesses and evaluates resources in all formats in terms of objective standards and how well the resource meeting library users needs.

### **Courses**

#### **GSLIS CORE (12 CREDITS-4 CLASSES)**

LIS 701 Introduction to Library and Information Science

LIS 703 Organization of Knowledge

LIS 704 Reference and Online Services

LIS 899 Capstone Course

**REQUIRED MANAGEMENT COURSE (3 CREDITS-1 CLASS)**

LIS 770 Management of Libraries and Information Centers

**Electives (3 course – 9 credits; recommended):**

In addition to selecting three of the elective course listed below, students should review the Reference Services, Cataloging and Classification, Archives and Special Collections, and Digital Libraries sample pathways for suggested coursework to complete their degree requirements (5 courses – 15 credits).

LIS 731	LC Subject Analysis
LIS 740	Reference Sources in the Humanities
LIS 741	Reference Sources in the Social Sciences
LIS 742	Reference Sources in the Sciences
LIS 743	Reference Sources in Business and Economics
LIS 744	Government Documents
LIS 753	Internet Fundamentals
LIS 764	Library User Instruction
LIS 748	Collection Management
LIS 781	Reference Sources in Health Sciences
LIS 787	Legal Information Services
LIS 799	Practicum
LIS 840	Seminar in Reference Services
LIS 880	Knowledge Management

The selection of courses will depend on the particular area of reference work a student seeks to pursue. Students should review the Academic Library, Public Library, Cataloging and Classification, Archives and Special Collections, and Digital Libraries sample pathways for suggested coursework to complete their degree requirement of 36 credits.