

Emphasizing the enormous changes wrought by technology, this essential text offers a solid, broadly based view of library public service and its functions. Chapters are arranged by type of service-reference services and sources, bibliographic instruction, interlibrary loan, circulation, reserve services, special collections, serials, media services, government documents, and security issues. Emphasizing the enormous changes wrought by technology, this essential text offers a solid, broadly based view of library public service and its functions. Chapters are arranged by type of service-reference services and sources, bibliographic instruction, interlibrary loan, circulation, reserve services, special collections, serials, media services, government documents, and security issues. Within each chapter, the authors consider the philosophy and role of the particular service, variations in service and format, physical facility (and storage) implications, staffing patterns and administrative concerns, and legal and ethical issues. The duties and responsibilities of professional librarians and support staff are incorporated throughout. The book has been entirely rewritten, integrating technological information throughout the book in context. For example, the effects of automation and the Internet on reference service are examined and there is greater emphasis on electronic, and especially Inte

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