CLASSICS IN LIBRARY AND INFORMATION SCIENCE SERIES

Katz, William A. (2001). *Introduction to Reference Work, Volume 1:Basic Information Services* (8th ed.). New York: McGraw-Hill. ISBN 978-0072441079.

Katz, William A. (2001). *Introduction to Reference Work, Volume 2: Reference Services and Reference Processes* (8th ed.). New York: McGraw-Hill. ISBN 978-0072441437

The next in the 'Classics in Library and Information Science Series' is William Katz's Introduction to Reference Work, 8th Edition (2001).

It was first published in 1969.It runs into two volumes as shown above. William A. Katz (1924–2004) was a Professor at the School of Information and Policy, State University of New York at Albany. He was a librarian at the King County, Washington. He held many other positions, and thus he had deep knowledge and vast experience to write such a masterly book. It was published by McGraw Hill, which itself is a stamp of high quality content.

This title has witnessed eight editions in about thirty years. **Eighth edition is completely rewritten to reflect the radical changes library science has undergone since the advent of electronic databases and the Internet**. It is completely revised incorporating the changing nature of reference sources, services and process.

Vol. 1 : Basic Information Services

The first part is 'Reference librarian on Information Highway. It shows the transition of conventional reference service to that on information in electronic platform.**It deals with electronic library, bibliographic**

networks, reference on internet, search engines, web searching, reference service on the internet, etc.

It defines a reference source. Accordingly the reference sources are for quick reference or consultation and not much for cover-to-cover reading. The various encyclopedias, dictionaries, bibliographies, abstracting and indexing services, Almanacs, Yearbooks, Handbooks, Biographical Sources, Geographical Sources, Government Documents etc., are covered. In addition, Katz gives the criteria used for evaluating these sources both in digital and analog forms. Criteria are Authority, Scope, Content, graphics, Utility and Updating plan, navigability ets. . Further he evaluates them based on the norms given by him.

Vol. 2 : Reference Services and Reference Processes

It explains the essential reference processes and sources in libraries. This volume introduces the systematic and sophisticated aspects of the complete reference process.

It helps in understanding and mastering the basic reference forms, such as online, in print, in-person, on telephone, by e-mail,and any other.This part explains in detail about receiving an enquiry, conducting reference interview, recording the query etc. Certain qualities, such as listening, patience, consolidation, value addition etc of a good reference librarian are explained.

It discusses the ongoing and important changes and developments in information technologies, particularly the role of the Internet in the reference process.

This classic work must be considered in teaching and creating and/or maintaining the reference section of a library. It is also a great in-service training tool for all library and information professionals.

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