

**RESEARCH WORKS IN LIBRARY AND
INFORMATION SCIENCE
VOLUME 3**

**Roslina Othman
Basri Hassan
Ahmad Bakeri Abu Bakar**



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Editors

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Haniza Adnan and Roslina Othman

ABSTRACT

This chapter reports on the information skills for reference librarians in order to serve library users. The success of searching relevant document depends on factors such as the knowledge of the indexing, index terms and search techniques. Therefore, reference librarians need this knowledge to conduct effective searches. Even though today's searching skills depend on the commercially available online databases and use of the systems, the reference service still plays an important role as the main core of library business.

24.1 Introduction

Libraries have always been the provider of stored, ready to be utilized and distributed human knowledge. The increasing volume of information and internet penetration enable users to access information, and thus changed the function and role of libraries across the world (Aminpour, 2004).

Library's role changed with the development of technology, of which it is no longer a place for book storage, but as the enabler of the access to knowledge. The way users search for information has also changed as they become the users of internet.

Thus, the needs, wants and preferences of users must be addressed to attract them to maximize the use of library as a repository of knowledge. The reference librarians must provide the best available services to each and every user such as face to face, communication over the phone, and online interactions. The reference librarians should not exercise biasness in services based on gender, age, religion, ethnic background, or social status of the users.