

Reference Review

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Part 1: Review Reference Collections in Local Library

The following is a review of the materials available to the public at the Westbrook Public Library. The library is located at 61 Goodspeed Drive in Westbrook Connecticut.

Part A: Ready Reference

At the library, the reference section contains examples of each of the following areas of reference.

1. Almanac: 2013 World Almanac (2013)
2. Associations and Organizations: The Complete Directory for People with Disabilities (2014)
3. Biographies: The Dictionary of Saints (1980)
4. Calculation and Conversion Tools: Conversion Factors (1995)
5. Calendars: The American Calendar of Days (1991)
6. Census Data and Demographics: Heads of Families: First Census of the United States: 1790 (1790)
7. Dictionaries: The American Heritage Dictionary (2011)
8. Encyclopedia: Encyclopedia Americana (2006)
9. Experts and How-To: Consumers Guide to Home Owners Insurance (2008)
10. Geography: Atlas of the World (1997)
11. Grammar: Punctuate It Right! (1990)
12. News and Current Events
13. Periodical Directories: The New York Times Page One (2005)
14. Quotations: The Home Book of Quotations: Classical and Modern (1984)
15. Style and Writing Guides: Modern American Usage (1967)

16. Telephone and Address: Forms of Address: A Guide for Business and Social Use
(1994)
17. Time and Weather: Weather America (2011)
18. Trivia: The Baseball Encyclopedia (1993)

Part B: Print Reference

The following is a list of reference materials available in print at the Westbrook Public Library. In addition to these, there are also up to date periodicals and magazines. The following print materials are a general overview.

1. Encyclopedias:
 - a. Encyclopedia Americana
 - b. Editor-in-Chief: Michael Shally-Jensen
 - c. Scholastic Library Publishing, Inc, 2006
 - d. Call Number: REF 031 ENC
2. Almanacs
 - a. The World Almanac and Book of Facts 2013
 - b. Senior Editor: Sarah Janssen
 - c. World Almanac Books, 2013
 - d. Call Number: REF 317.3 WOR
3. Tax Guides
 - a. 2012 State Tax Handbook
 - b. Edited by CCH Editorial Staff
 - c. CCH, 2011
 - d. Call Number: REF 336.2 STA

4. Business Directories

- a. CT 2013 Business Directory
- b. Publisher: Steve Laird
- c. Reference USA, 2012
- d. Call Number: REF 338 CON

5. General Law

- a. General Statutes of Connecticut Vol. 1
- b. Compiled by The State of CT
- c. The State of CT, 2011
- d. Call Number: 345 CON

6. Calendars

- a. The American Book of Days
- b. Compiled and Edited: Jane M. Hatch
- c. Wilson, 1978
- d. Call Number: REF 394.2 HAT

7. Dictionaries

- a. The American Heritage Dictionary
- b. Editor: William Morris
- c. Houghton Mifflin, 1982
- d. Call Number: REF 423 AME

8. Languages

- a. Cassell's German Dictionary
- b. Reviser: Harold T. Betteridge

- c. Macmillan Publishing Company
- d. Call Number: REF 433 CAS

9. Math

- a. Conversion Factors
- b. Author: James L. Cook
- c. Oxford University Press, 1991
- d. Call Number: REF 502 COO

10. Science

- a. The Elements
- b. Author: John Emsley
- c. Oxford University Press, 1998
- d. Call Number: REF 546 EMS

11. Medical Reference

- a. The Merck Manual of Diagnosis and Therapy
- b. Editor-in-Chief: Mark H. Beers
- c. Merck Research Laboratories, 2006
- d. Call Number: REF 610.3

12. Handbooks

- a. Materials Handbook
- b. Authors: George S. Brady and Henry R. Clauser
- c. McGraw-Hill, Inc. 1991
- d. Call Number: REF 620 BRA

13. Automotive Reference

- a. NADA Recreation Vehicle Appraisal Guide
- b. Publisher: Don Christy, Jr.
- c. NADA Guides 2013
- d. Call Number: REF 629.26 NAD

14. Collectables Guides

- a. 2006 Standard Catalog of World Coins
- b. Senior Editor: Colin R. Bruce II
- c. KP Books, 2013
- d. Call Number: REF 737.4 STA

15. Art Reference

- a. The Bulfinch Guide to Art History
- b. General Editor: Sheaver West
- c. Bulfinch Press, 1996
- d. Call Number: REF 709 BUL

16. History

- a. An Encyclopedia of World History
- b. Compiled and Edited: William L. Langer
- c. Riverside Press, 1963
- d. Call Number: REF 902 L

17. Biography/People

- a. The Dictionary of Saints
- b. Author: John J. Delaney
- c. Doubleday Press, 1980

- d. Call Number: REF 920 DEL

18. Genealogy

- a. The Source: A Guidebook for American Genealogy
- b. Editors: Loretto Dennis Sxucs and Sandra Hrgreaves Luebleing
- c. Ancestry Publishing, 2006
- d. Call Number: REF 929.1 SZU

19. Local History

- a. Records of the State of Connecticut: 1782, Vol. IV
- b. Author: Leonard Woods Labaree
- c. Published by the State of Connecticut in 1942
- d. Call Number: REF 974.6 vol. IV

Part C: Online Databases

The following comprises a list of available databases through the Westbrook Public Library.

1. World Book Online:

This online reference center can be accessed outside the library with a patrons library card, leading the individual to a search engine that they can customize for their own personal use. Patrons can search a variety of terms and access a collection of databases that give them access to a wide variety of resources from online encyclopedia articles to government reports to illustrations and tables on a subject. This is easily accessed through the library website.

2. Ancestry.com:

This website is especially useful in genealogical research, but also provides access to census material and records from the past that might not be in the libraries print records.

3. Iconn.org

This is a statewide library catalog with access to magazines, newspapers and journals. Iconn also provides resources in the medical profession, as well as resources for employment.

Part II: Interview a Professional

For purposes of this assignment, Lew Daniels, the head librarian and head of reference, donated a portion of his time to assist in the interview portion of this exercise.

- A) Increasingly, Daniels finds that less and less high school and college age individuals are coming in asking questions specifically related to reference. Mostly, he noticed that patrons tend to come to him when looking for a specific book and less when looking for a specific subject. Daniels attributes this autonomy to easier to access catalogs and the programs in schools for students to search for their own resources.
- B) While there are few, library-specific services, the small library does pride itself on offering one-to-one interaction with patrons on just about anything. If an individual has a specific material they are not sure how to use, there is always someone on staff to help them understand it. Daniels is considering workshops in Ancestry.com (as it is one of the libraries most-used digital resources), but would like to better understand the interest level first.

C) Generally speaking, Mr. Daniels says that most questions come to the reference area in person. Sometimes, he'll handle them over the phone, but those questions tend to be more about finding short-answers for information that research on a subject. The questions tend to get answered as thoroughly as possible. If it is particularly busy, then Daniels will try to give as much direction as possible in a short amount of time and let the patron research on their own. However, on less busy days, Daniels will try to guide the patron to the answer they were looking for as close as possible. Usually, however, the patron's questions can be quickly resolved by searching the catalog or the internet.