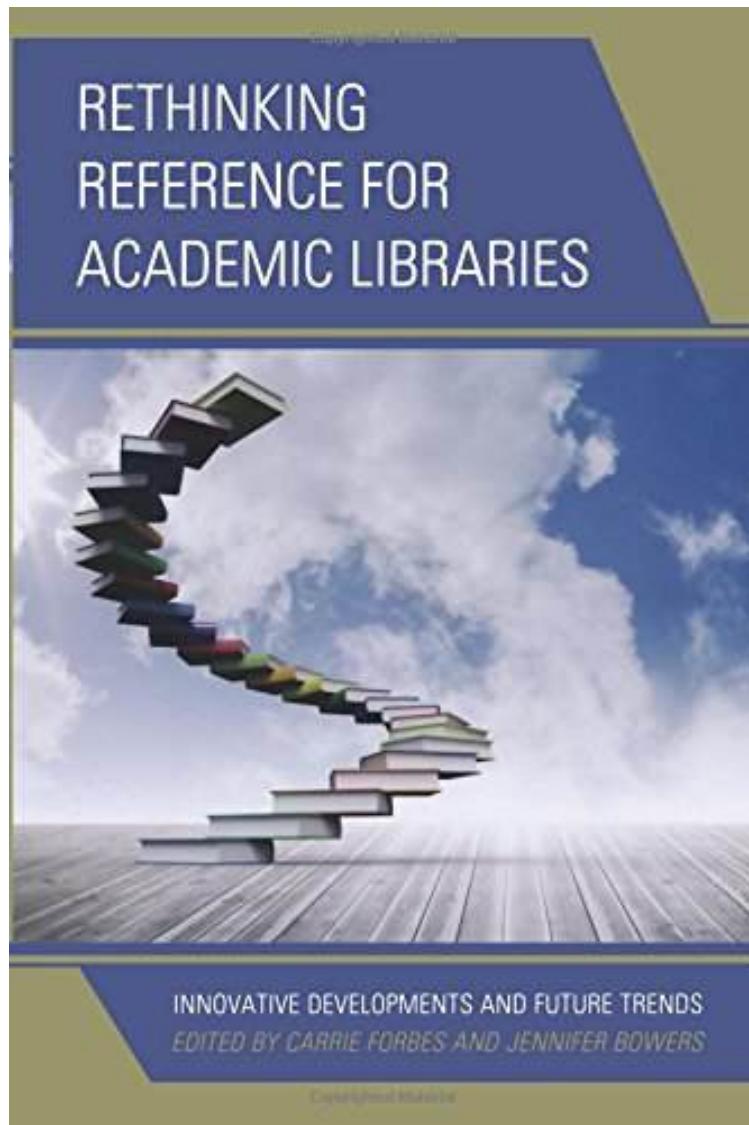


Rethinking Reference for Academic Libraries: Innovative Developments and Future Trends

By Carrie Forbes, Jennifer Bowers
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The rapid development of the Web and Web based technologies has led to an ongoing redefinition of reference services in academic libraries. A growing diversity of users and the need and possibility for collaboration in delivering reference services bring additional pressures for change. At the same time there are growing demands for libraries to show accountability and service value. All of these trends have impacted the field and will continue to shape refe

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