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REFERENCE RENAISSANCE: CURRENT AND FUTURE TRENDS. Radford, Marie L. and Lankes, R. David., (eds.). *New York: Neal-Schuman, 2010, xvi + 312 pp., \$75.00, ISBN 978-1-55570-680-7.*

*Reference Renaissance: Current and Future Trends* is a collection of papers which were presented at the Reference Renaissance: Current and Future Trends Conference on August 4–5, 2008. This event was sponsored by the Bibliographical Center for Research of Aurora, Colorado, and the Reference and User Services Association, a division of the American Library Association. But do not let that stop you from picking up this interesting and thought-provoking book on reference work, where it is and where it is headed.

After a brief introduction, the book is broken down into three parts: The State of Reference Services: An Overview; What Research Tells Us about Reference; and Reference in Action: Reports from the Field. Within each part are thematic sections each containing two to four papers. In all, the book contains more than 20 papers covering a wide variety of reference topics, ranging from Google to instant messaging to reference training via a mentoring program. Unlike some books created from conference proceedings, these papers are well edited, contain current research, include some interesting and useful appendixes (for example, Appendix 1.4 by Marie L Radford and Lynn Silipigni Connaway has a very useful “Checklist of Recommendations for Facilitating Interpersonal Communications in Chat Reference”), and they also list their references.

Part I: The State of Reference Services: An Overview is the briefest chapter in the book; it includes keynote speaker David W. Lewis’s paper and the Plenary Panel remarks discussing the state of reference from the viewpoint of library directors and library science educators.

The second part, What Research Tells Us about Reference, covers a wide variety of reference topics. It is broken down into three sections: Virtual Reference; Approaches, Values, and Philosophy of Reference Services; and Innovative Service Models.

Finally, the last part, Reference in Action: Reports from the Field, is the largest section. It contains 12 chapters broken down into four sections covering these topics: Virtual Reference; Search Engines and Virtual Tools; Innovative Service Models and Marketing; and Staff Development and Training.

In *Reference Renaissance: Current and Future Trends*, the reader will find a nice balance of papers by reference librarians mainly from academic

libraries in the United States, but Canadian and even Singaporean academic reference librarians are represented as well. A few reference librarians from public libraries, library science scholars and educators, and a reference librarian from OCLC contribute information as well. One thing that a reader might notice is that some of the articles present data, such as some of the Google information, that seem a bit dated; however, that is the nature of the publishing world, and it does not take away from the overall quality of the papers. A brief biographical blurb about the authors and contributors and a nice index round out the book. This volume is recommended for academic libraries, but public reference librarians will also find some of the topics useful.

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