I. History of Reference


II. Ethics and Professional Standards


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Guidelines for Developing Beginning Genealogical Collections (1999)
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New Definition of Reference
Guidelines for Information Services (2000)
Guidelines for Liaison Work in Managing Collections and Services (2001)
Guidelines for Medical, Legal, and Business Responses (2001)
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User Populations
Guidelines for the Development and Promotion of Multilingual Collections and Services (2007)
Guidelines for Library Services to Older Adults (2008)
Guidelines for Library Services to Spanish-Speaking Library Users (2007)


III. Reference Sources


IV. Reference Process


V. The Reference Interview


VI. Human Resources: Staffing and Continuing Education in Reference
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VII. Digital and Virtual or Remote Reference


OCLC. “What is Virtual Reference?” Available at http://www.oclc.org/questionpoint/about/virtual/default.htm (accessed on 16 August 2009)


VIII. Front Line Reference


IX. Library Instruction

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X. Readers’ Advisory


XI. Reference and Specific Patron Groups


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XII. Reference Evaluation


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**XIV. Future of Reference**


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