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speaker proposals for papers to be presented in its open session during the IFLA World Library and Information Congress in Dublin, Ireland, that address the ethical dilemmas faced today by reference and information services librarians.

## **Reference and Information Services — IFLA WLIC 2020**

Information service, in

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the most general sense, is the process of assisting library users to identify sources of information in response to a particular question, interest, assignment, or problem. Sometimes referred to as reference service, the Reference and User Services Association (RUSA) of the American Library.

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Reference and Information Services is the go-to textbook for MS LIS and i-School courses on reference services and related topics. It is also a helpful handbook for practitioners. Authors include LIS faculty and professionals who have relevant degrees in their areas and who

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have published  
extensively on their  
topics.

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**Reference and  
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Like the first two  
editions, this third  
edition is designed  
primarily to provide the  
beginning student of  
library and information  
science with an  
overview both of the  
concepts and

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processes behind today's reference services and of the most important sources consulted in answering common types of reference questions. The first 12 chapters deal with concepts and processes.

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Information Sources  
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**Objectives:** To study about the information sources and services, different types of resources, different types of services which are included in the field of library and information science. Knowledge regarding all this will help the student to manage the library and information sources and services.

S. No. Topics 1.

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## **Information Sources and Services**

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reference interview,

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Information services is

a broad topic that

encompasses a wide

variety of subjects, but

the layout of the book

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