The importance of reference services towards patrons

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Reference services act as a medium between patrons, collection and services provided by the library.

“we can see a relationship between patrons and its library functions by having a great reference services offered in a library”
## Functions of Reference Services

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<th>Commonly, reference services perceived in three levels namely:-</th>
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<td>1. Personal assistance to user with information needs.</td>
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<td>2. Formal and informal library use instruction designed to provide users with guidance and direction in the pursuit of information.</td>
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<td>3. Indirect reference service which provides the user with access to information and bibliographical sources through interlibrary loan and inter-agency cooperation.</td>
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The Importance of Reference Services

1. Opportunities in the Digital Age - emergence of digital reference.

2. Reference Services as a teaching function - workshop on ILS, OPAC, endnote, etc.

3. Help to establish a relationship between a user and information needed - by call, e-mail, live chat, etc.

4. Act as a bridge to reach the right information in completing a research - reference counter as a middleware to answer any queries by respected users.

5. To fulfill users information need by offering many ways to communicate with reference librarians - by social networking such as Facebook, blog, etc.
Librarians

- Should be flexible
- Should embrace change
- Should conduct environmental scans
- Should think outside the box, the library, and the reference desk
Future reference services must:

1. Evolve with social trends.
2. Be easy to use.
3. Be readily available.
4. Provide choices.
5. Respond to information needs.
6. Utilize appropriate technology.
7. Be cost effective.
Rader, H. B. (1980). Reference services as a teaching function. Retrieved from https://www.ideals.illinois.edu/bitstream/handle/2142/7126/library..?sequence=1
