Appendix H

Terminology

Academic library: A library forming an integral part of a college, university, or other academic institution for postsecondary education, organized and administered to meet the information needs of students, faculty, and affiliated staff of the institution.¹

Library user: A person who uses library materials or services. Preferred to the term reader, because library collections include materials that may be read, viewed, or listened to, and to the term patron, which denotes a library advocate or supporter.²

Reference interview: The interpersonal communication between a reference staff member and a library user to determine the precise information needs of the user. Synonymous with question negotiation.³

Reference librarian: A librarian employed in a reference department or responsible for providing information service.⁴

Reference question: Any request by a library user for information or assistance in locating information which involves an encounter in person, by mail, by telephone, or by other means between the user and a member of the reference staff.⁵
Notes

2. Ibid., 132.
3. Ibid., 188.
4. Ibid., 188.
5. Ibid., 188.