***Reinventing Reference: How Libraries Deliver Value in the Age of Google***. **Katie Elson Anderson and Vibiana Bowman Cvetkovic. Chicago: American Library Association, 2015. 176 pp. ISBN 9780838912782 (pbk.).**

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*Reinventing Reference: How Libraries Deliver Value in the Age of Google* adds to the growing body of literature on changes in references services in the new millennium. Rather than a "how-to" guide for librarians interested in reinvigorating their reference services, *Reinventing Reference* presents a broad commentary on the state of reference services as a whole, challenging the reader to not only reflect on the value of reference services in the digital age, but to ultimately persuade others of this value.

Divided into a mostly cohesive three-part collection of essays written by an assortment of librarians and information specialists, this work provides context on the past, present, and future of reference services. In Part 1, "Understanding Reference," the reader is provided with three essays that appear meant to provide a framework for the more focused content in later chapters. Beginning with a succinct historical overview of library reference, Chapter 2, "Terrorism, Privacy, and Porn: Reference Ethics in the Twenty-First Century" then switches directions. Though this essay presents a topically related and insightful look at a complexity of issues - from public policy to economics - related to research ethics, these themes are seldom discussed later on, creating a feeling of departure from the rest of the work.

Fortunately *Reinventing Reference* quickly finds its way back on track to the themes found throughout – the digital user, the transition from print-based to an internet-based environment, and the effect of this on libraries and the information seeking behavior of patrons. Part 1 ends with author Susan J. Beck asking the question that could have easily been at the forefront or conclusion of *Reinventing Reference*, "What has really changed?" (p. 42).

Indeed, from here the focus of *Reinventing Reference* is on change. The included essays show how libraries have successfully reacted to the changes brought forth by the digital age through innovations in research services, but also point out that at its heart, reference has mostly remained the same. While each chapter in Part 2 is focused on a particular type of library – academic, school, public, and special– many of the insights and trends here are those that *Reinventing Reference* keeps coming back to, and are broadly applicable across institutional lines. Part 3 of *Reinventing Reference* speculates about the immediate future and new trends that may drive changes in reference services. For the librarian seeking practical new ideas, the discussion found here on user-driven services and what this means for reference in the near future may be of interest. As throughout the book, there is an eye towards the challenges that new trends pose to practitioners.

All of the essays included in *Reinventing Reference* do a thorough job of delivering the basics while reflecting thoughtfully and critically on reference services. Terms that new practitioners may not immediately recognize such as "virtual library" are clearly defined and discussed, making this work suitable for everyone. With plenty of historical context in addition to broad and

theoretical content, *Reinventing Reference* would make a fine primer for library students or an interesting read for early-career librarians seeking to gain an overview of reference services.