Reference Services: A historiography

Introduction:
Establish the purpose of the essay, problematic situation or question. This can be done through a question that has more than one answer. The idea you want to defend is justified and presented.

Knowing a wide area such as reference services implies some historiographical knowledge in order to understand the constant change of human activity which leads to information services adapting to the new needs of potential users in the personalized attention to find answers.
Unlike an expert in reference systems, a normal user seeks useful information to satisfy his needs. An expert finds information. Why the difference? The librarian handles specialized databases besides having knowledge, so it's more common and easier to find what he needs.
Defend your point of view with arguments supported by two bibliographic sources. You must correctly quote and paraphrase.

New systems generate new needs. With printing and then the expansion of education and the need for books a librarian is necessary, someone to serve as a bridge between the needs of a user and the information. Bopp and Smith (2001) develop a historiography of reference services and especially all types or variants (information, formation and orientation) that librarians perform. The orientation service advises the user in selecting his sources of information, stating what options are available, besides guiding him through the new publications or acquisitions available. This service requires monitoring by the advisor or librarian as reference and can very possibly be enforced in college libraries in Mexico, particularly with the great need for research in all areas of knowledge.

The role of the librarian (as the library itself) has changed much in the past years. Late in the second decade of the 20th century with the Dewey decimal classification system and the separation by collections of the bibliographic acquisitions started an unstoppable transformation, which has reached the age of information where the responsibilities of the librarian include much more possibilities and responsibilities.

Knowledge of the sources of information; communication and interpersonal skills; analytical and creative skills; technological knowledge; interdisciplinary teamwork; management skills and service attitude (Auster y Chan, 2004 ( pgs. 58 and 59) are some skills that- besides all those every professional should have- the information systems experts must basically have. Critical and analytical thinking, I believe, is one of the most important skills, “the librarian provides quality services by carefully analyzing the sources of information as well as the services”.

In my area of expertise (instructional design) the skill mentioned above is critical to guide the professor/designer of an academic program in the best options to develop a course. There is a close producer-designer communication to approach and select the best options for the construction of the educational program.

Conclusion:
Present closure by returning to the problem or question raised in the introduction, giving them an answer.

In conclusion, the use of telecommunications today allows greater flow of information in several directions, but an expert is necessary to guide the users in their search for the right information.

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