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Reference and Information Services in the 21st Century: An Introduction. 2nd ed. New York, NY, and London, UK: Neal-Schuman Publishers. 2009. 461 p. \$69.95 ISBN:

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Information service, in 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 — IFLA WLIC 2020*  
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Reference service is the supreme and ultimate function of the library. This is infact the hub of all library activities. Reference service is sometimes referred to as 'reference and information services' or 'reader services'. According to A.B. Kroeger – Reference service as “assistance in the use of resources of the library”.

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