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## Cassell and Hiremath's "Reference and information services: An introduction (3rd ed.)" (Book Review)

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Cassell, K. A., & Hiremath, U. (2013). *Reference and information services: An introduction* (3<sup>rd</sup> ed.). Chicago: Neal-Schuman. 510 pp. \$88.00. ISBN 9781555708597

Kay Ann Cassell teaches at Rutgers University, and Uma Hiremath directs the Ames Free Library (Massachusetts). This new edition highlights electronic resources and has added a chapter on ethics (including copyright law, censorship, and professional codes of conduct), contributed by Angela Ecklund. The volume is divided into four sections. Part 1 examines the fundamental concepts of face-to-face, telephone, and virtual reference interviews (email, chat, texting, instant messaging, and video-conferencing), as well as basic search techniques. In spite of the variety of modalities, basic reference skills remain the same, including effective consultation, expert selection, and excellent communication. The nine chapters of Part 2 cover the breadth of major reference resources (both print and electronic), ranging from comprehensive encyclopedias to niche atlases, from bibliographical databases to biographical websites. Each chapter includes a helpful listing of “recommended free websites.” An appendix itemizes resources recently commended by the Reference and User Services Association (RUSA). Part 3 addresses the internet as a reference tool, information literacy, readers’ advisory services (contributed by Cindy Orr), and reference services targeting children and young adults (contributed by Meghan Harper). Part 4 discusses the selection and evaluation of reference materials, the management of reference staff, and the assessment of reference services. Future editions could benefit by expanding the brief discussion of marketing reference services (pp. 396-397). The final two chapters consider Web 2.0 technology and the future of information service. Reference staff will face growing demands for technological mobility and personalized interactivity, needing to become both “high tech” and “high touch” (pp. 464-465). Cassell and Hiremath maintain that “finding answers” is the *raison d’être* of reference service (p. 51), and their own work provides solid answers to the basic needs of reference librarianship. Although the breadth of the volume particularly reflects public libraries, academic librarians will also benefit from the professional counsel offered by this work.

### Reviewer

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Bavinck, J. H. (2016). *The riddle of life* (B. Hielma, Trans.). Grand Rapids, MI: Eerdmans. 102 pp. \$20.00. ISBN 9780802873330

Mystery, paradox, spiritual antinomies, and the puzzling riddles of life have not always been the mark of those writing from a Reformed perspective. Instead, there has been a tendency toward systematic theological answers and far less dwelling on the poetic conundrums of human life. J. H. Bavinck (1895-1964), a Dutch