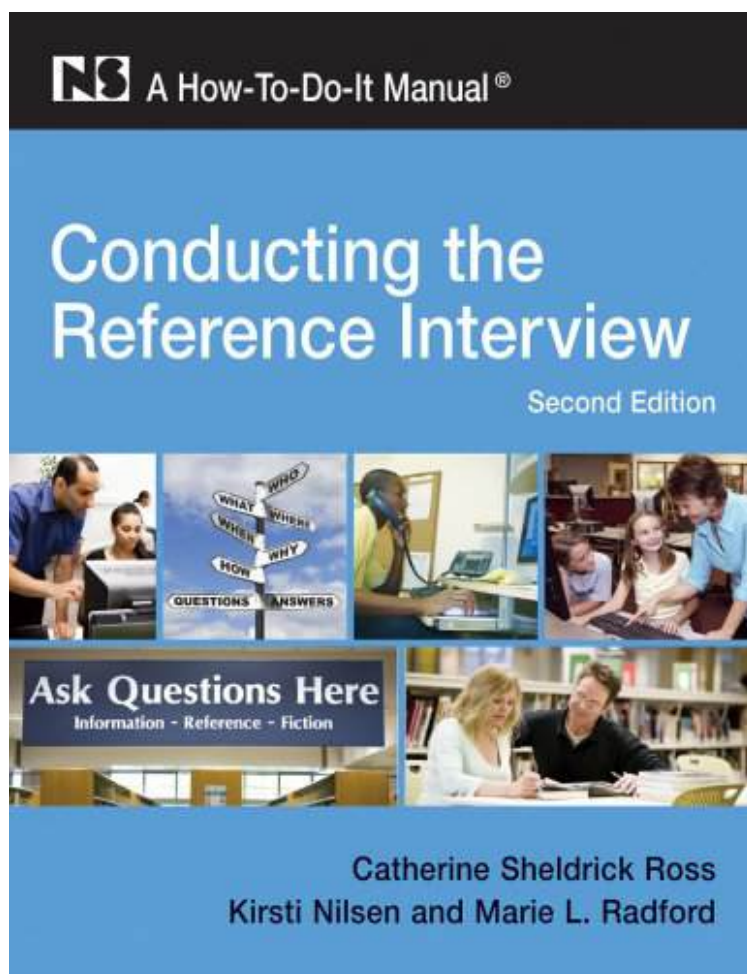


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Conducting the Reference Interview: A How-To-Do-It Manual for Librarians, Second Edition (How to Do It Manuals for Librarians)

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