At its core, Information Access and Discovery is about connecting people with information. It forms the foundation of reference and readers advisory services in public, academic, and special libraries. Information services include all the functions performed by a trained librarian employed in the reference section of a library to meet the information needs of patrons (in person, by telephone, or electronically).

This work includes but is not limited to answering substantive questions; instructing users in the selection and use of appropriate tools and techniques for finding information; conducting searches on behalf of the patron; directing users to the location of library resources; assisting in the evaluation of information; referring patrons to resources outside the library when appropriate; keeping reference statistics; and participating in the development of the reference collection. (Source: Online Dictionary for Library and Information Science.)

For further information on this area, please consult the advising sheet for the Information Access and Discovery pathway.
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