

REFERENCE – LINEE GUIDA

IFLA Code of Ethics for Librarians and other Information Workers (Endorsed by the IFLA Governing Board, August 2012) <[http://www.ifla.org/news/ifla-code-of-ethics-for-librarians-and-other-information-
workers-full-version](http://www.ifla.org/news/ifla-code-of-ethics-for-librarians-and-other-information-workers-full-version)>

Linee Guida per il servizio di digital reference (IFLA Digital Reference Guidelines). Sezione Reference Work (Reference Work Section) July 2004. Trad. it.: <<http://www.ifla.org/VII/s36/pubs/DigitalReferenceGuidelines-IT.pdf>>

- Guidelines for Behavioral Performance of Reference and Information Service Providers. Revised by MOUSS Management of Reference Committee , June 2004, RUSA (Reference and user services association)

<<http://www.ala.org/ala/mgrps/divs/rusa/resources/guidelines/guidelinesbehavioral.cfm>>;

Trad.it. a cura di Patrizia Lucchini (Feb.2008): Linee guida delle performance di comportamento per i professionisti dei servizi informativi e di reference.

<<http://www.aib.it/aib/cen/ifla/rusa0804b.htm>>

- Professional Competencies for Reference and User Services Librarians , January 26, 2003, RUSA (Reference and user services association) Board of Directors. Trad.it. a cura di Virginia Gentilini (febbraio 2008): Le competenze professionali dei bibliotecari addetti al reference e ai servizi al pubblico. Traduzione italiana. <<http://www.aib.it/aib/cen/ifla/rusa0804a.htm>>

Definizione di Reference

<<http://www.ala.org/rusa/resources/guidelines/definitionsreference>>