

Reference And Information Services In The 21st Century An Introduction

Reference and information services are considered an important activity of a modern library. This comprehensive and student-friendly book discusses in detail different types of information and reference sources and services, such as encyclopaedias, directories, yearbooks, dictionaries, geographical sources, biographical sources, statistical sources and handbooks. The book is organised into four parts. Part I deals with various types of information sources such as documentary and non-documentary sources. Part II discusses different types of reference services, organisation of reference section and the role of the librarian in the digital age. Part III describes the wide range of information service such as Current Awareness Service (CAS) and Selective Dissemination of Information (SDI). Part IV provides an overview of important information systems such as National Information System for Science and Technology (NISSAT) and International System for Agricultural Science and Technology (AGRIS). The book is intended for the undergraduate and postgraduate students of library science. Besides, it will also be very useful for librarians, information scientists, and information professionals. Salient Features Deals with both theoretical and practical aspects of information sources and services. Discusses various types of information

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sources and services keeping in view the latest trends and developments in the field. Presents the concepts related to information sources and services in a systematic and accessible way.

Information in today's modernized world has become much more attainable with the use of technology. A resource that has fallen victim to this are library services. What was once a staple of knowledge and communication has failed to keep pace with recent advancements in information service providers. Library practitioners need to learn how to manage change, build influence, and adapt their services to remain relevant within local communities. Libraries can continue to play a key role in future aspects of information provision, but proper research is a necessity. *Managing and Adapting Library Information Services for Future Users* is a collection of innovative research that encapsulates practices, concepts, ideas, and proposals that would chart pathways for libraries of all types to envision and understand how to thrive and remain relevant in the competitive information provision environment. It is expected to motivate librarians and information scientists to probe further into how libraries would better serve user communities of the 21st century who have options of accessing information from sources other than from libraries. While highlighting topics including artificial intelligence, human design thinking, and alternative finance, this book is ideally designed for librarians, information specialists, architects, data scientists, researchers, community development practitioners, policymakers, faculty members, and students seeking

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current research on emerging advancements in library optimization.

An introductory text on various aspects of reference services—that requires your students to think! An Introduction to Reference Services in Academic Libraries is a comprehensive textbook that presents compelling case studies and thought-provoking essays that teach the principles of reference services. Eighteen authorities from private and public academic libraries around the United States offer unique perspectives and solid information in an active learning format that requires students to think and learn. The book provides a stimulating starting point for those learning about planning, managing, and evaluating reference services. An Introduction to Reference Services in Academic Libraries is a valuable teaching resource that helps college teachers to move beyond traditional passive learning to more effective active learning. Each chapter's interest-sparking activities and questions challenge students to dynamically search out solutions to specific problems. The text takes a broad, informative—and at times amusing—look at the foundations of reference services, using the uniquely creative activities and questions to make difficult topics such as virtual reference services, relational reference, academic portfolios, and reference cost calculators easy to learn. The book is thoroughly referenced, and many chapters include charts and special activities to help spark student engagement in the learning process. Over thirty tables and figures make complex information easy to access and understand. An Introduction to Reference

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Services in Academic Libraries includes discussions on: virtual information literacy tutorials the minimal and maximal models of reference functions—and the smooth transition to the triage model marketing strategies to attract male faculty the reference desk as impediment to accessibility relational reference virtual reference—including instant messaging and software issues guidance, assistance, and instruction of students reference assistance, outreach, and instructions maintaining high quality service—while maximizing the time of reference librarians collection development policies evaluating reference costs diversity librarians ranking on level with faculty positions the importance—and development—of teaching portfolios unusual library patrons and more! An Introduction to Reference Services in Academic Libraries is a stimulating teaching resource that is perfect for library school students, entry-level academic librarians, library support staff, mid-career librarians new to academic libraries, and library school faculty.

This practical guide teaches failsafe methods for identifying important materials by matching specific types of questions to the best available sources, regardless of format. Information on more than 300 sources has been updated to provide you high quality information.

The contradictory yet complementary relationship between libraries and information brokers is examined in this stimulating volume. Since its escalation in the 1960s, information brokering has challenged the role of the library in society. Librarians discuss their concerns about information brokers--the impact of brokers on reference

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services, the competence of brokers, abuse of library services by brokers, and whether libraries should provide competing fee-based services. Brokers share their own view as “entrepreneurs,” providing background, offering advice, and explaining the risks involved in their business. This lively, often controversial discussion offers suggestions for improving relations between libraries and information brokers, while continuing to serve the public well.

Updated to reflect the latest trends in reference services and the newest sources commonly used for reference work, this long-awaited book offers you a state-of-the-art view of the concepts, theories, and practicalities of reference work today. A host of specialists have contributed to the collection. This new edition includes more detailed discussion of a wider range of reference-related services including interlibrary loan, document delivery, and readers' advisory services. There is also increased attention to ethical issues and a stronger focus on user-centered services, both face-to-face and mediated by technology. In addition, the authors discuss Web sites of significant value to reference services and the impact of the Internet and World Wide Web on reference services. This carefully designed and readable text explains the essential theory and provides the practical knowledge necessary for an initial reference course. Its broad scope and organizational clarity will benefit students and practitioners.

The library budget, a topic of primary importance to the reference librarian, is thoroughly examined in this book, first published in 1988. Experts offer insightful

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suggestions for reference librarians to understand and take responsibility for budget issues, directly and indirectly. They address the ability to explain the budget - which actually entails explaining the collection, the services, and the process in place for managing the fiscal resources - a necessary skill for any reference librarian faced with looming budget cuts. Providing quality services on a limited budget is also explored. The contributors provide helpful essays on convincing the parent agency to provide adequate support, setting goals and priorities, generating revenue, and more.

Enhance your understanding of developments in expert systems related to reference work. This important new book introduces readers to expert systems applications in many areas of library and information science and presents design and implementation issues encountered by librarians who have developed early systems to address the library reference function. Systems for ready reference, online database access, and enhancement of subject searching in online catalogs are all explored. Theoretical issues related to expert systems are balanced with descriptions of actual systems currently operating or under development. Reference librarians interested in computing and automation, library managers and administrators, as well as teachers and students in library schools, will be fascinated by this account of how expert systems are helping to make the expertise of the reference librarian available in a more consistent and timely fashion and reduce the burden of repetitive, predictable questions for the professional. Identifying the resources in major subject areas and genres,

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this title it shows students how to approach the reference query by matching specific types of questions to the most appropriate format. It addresses reference management basics: selection and evaluation of material, management of the reference department, and future trends.

Examines the issues of reference context and discoverability in school, public, and academic libraries, as well as within the reference publishing community.

Get the foundational knowledge about health sciences librarianship. The general term "health sciences libraries" covers a wide range of areas beyond medical libraries, such as biomedical, nursing, allied health, pharmacy, and others. Introduction to Health Sciences Librarianship provides a sound foundation to all aspects of these types of libraries to students and librarians new to the field. This helpful guide provides a helpful overview of the health care environment, technical services, public services, management issues, academic health sciences, hospital libraries, health informatics, evidence-based practice, and more. This text provides crucial information every beginning and practicing health sciences librarian needs—all in one volume.

Introduction to Health Sciences Librarianship presents some of the most respected librarians and educators in the field, each discussing important aspects of librarianship, including technical services, public services, administration, special services, and special collections. This comprehensive volume provides all types of librarians with helpful general, practical, and theoretical knowledge about this profession. The book's unique "A Day in the Life of . . ." feature describes typical days of health sciences librarians working in special areas such as reference or consumer health, and offers anyone new to the field a revealing look at what a regular workday is like. The text is packed with useful figures, screen captures, tables, and references. Topics discussed in Introduction to

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Health Sciences Librarianship include: overview of health sciences libraries health environment collection development of journals, books, and electronic resources organization of health information access services information services and information retrieval information literacy health informatics management of academic health sciences libraries management and issues in hospital libraries library space planning specialized services Introduction to Health Sciences Librarianship provides essential information for health sciences librarians, medical librarians, beginning and intermediate level health sciences/medical librarians, and any health sciences librarian wishing to review the field. This crucial volume belongs in every academic health sciences library, hospital library, specialized health library, biomedical library, and academic library.

Offering a broad overview of consequential changes in the landscape of reference services, this guide also provides practical guidance on how to meet the new challenges they present. For the past decade, librarians have been lamenting the demise of reference services. Encouraging recent research shows that reference librarians are actually in more demand than ever; however, nearly everything about reference has changed—from technologies, tools, and techniques to models of service. What are these changes, and how can the profession respond to and prepare for shifting priorities and user needs? In this volume, business librarians Diane Zabel and Lauren Reiter bring together a host of experts to answer these timely questions. Topics range from the education and training of professionals to meeting the needs and wants of employers. Covered are trends in chat reference, research consultations, do-it-yourself reference, tracking trends with user populations, assessment, and data-driven decisions about reference services.

Grounded in the principle that regardless of the evolutions in

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service, the user remains at the center of reference, this guide offers readers an exciting look at the future of this important public service. Informs librarians of trends currently affecting the profession and shows how to deal with them
Covers a wide array of topics, from those affecting the education of reference services to assessment of services
Provides an in-depth look at new models in reference services

This fourth edition of Jo Bryson's highly regarded *Managing Information Services* has been thoroughly revised with an emphasis on innovation. Operating in a digital era, libraries must innovate to survive and grow. This means librarians having radical ideas which challenge the status quo, shifting strategic directions to change the way services are managed, and developing new skills and knowledge. Challenges include developing new uses for floorspace, where shelving is being replaced by mobile networking, and new practices and procedures for managing new products such as e-books and self-service. Libraries can achieve long term sustainability by information managers having more creative responses and developing innovative thinking. Essential reading for information students, this text also serves as a comprehensive and detailed reference on the key management topics for information service managers.

This book is an essential overview of what it means to be a library and information professional. Hirsh provides a broad overview of the transformation of libraries as information organizations, why these organizations are more important today than ever before, and the various career opportunities available for information professionals.

This book, first published in 1988, looks at the relationship between public policy and information and reports ways in which libraries respond to the need for public policy information. Chapters provide perspectives from a variety of

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library settings with different user groups who, in turn, have different information needs. This volume will stimulate you to examine the adequacy of your own reference services and to a greater appreciation of the dynamic relationship between public policy and information services.

This book, first published in 1987, is a stimulating and informative appraisal of the international librarianship scene and the reference service function. Experts discuss how international reference services can be improved to facilitate true exchange of information around the world. They look squarely at problems and provide answers to a host of pertinent questions, such as information counselling and policies, reference services and global awareness, integrating a central reference international studies program, and more.

Providing Reference Services: A Practical Guide for Librarians was written with the working librarian in mind; it focuses on specific methods and information to help foster effective, exceptional results. Topics covered include: Reference services: basic information and background Reference resources and tutorials Organizing and providing services Staffing and performance management Forming helpful partnerships (internal and external) The future of reference Readers will come away with a solid foundation in reference services. They will have the knowledge to update or restructure an existing reference program, or to create a program from the ground up. Individual chapters and subsections provide constructive tips and advice for specific reference issues. Taken as a whole, this book provides a valuable, inclusive source of information

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for all major aspects of reference service. Providing Reference Services is an appropriate resource for nearly all librarians in public-service positions, especially those with reference responsibilities, whether they are working reference librarians at any level of experience, reference supervisors, or administrators with oversight of reference services. The content is relevant to academic, public, school, and special libraries—any library or organization, in fact, that offers reference or research assistance. This important reference volume covers developments in almost every aspect of British library and information work during the ten-year period 1991-2000. Some forty contributors, all of whom are experts in their subject, provide a robust overview of their specialities along with extensive further references which act as a starting point for further research. The book provides a comprehensive record of what took place in library and information management during a decade of considerable change and challenges. It is an essential reference resource for librarians and information professionals.

Here is the first introductory guide to all aspects of providing legislative reference services. Unlike special libraries which deal with one specific discipline, legislative reference bureaus must deal with a full spectrum of subject areas and meet the unique needs of elected and appointed officials and

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their staffs. This guide helps librarians find the best current resources and services to answer the varied demands for information typical of legislative reference libraries. *Legislative Reference Services and Sources* facilitates the work of legislative librarians and makes them confident so that they can supply legislators and their staffs with the information needed to effectively examine, draft, or enact legislation of benefit to the public. No other book on the market provides such a comprehensive overview of legislative reference services. Author Kathleen Low acquaints librarians with over 100 sources useful in responding to information requests from legislators. A wide range of valuable topics are covered that will help legislative reference librarians meet the information demands of legislators and lawmakers including: an overview of essential reference services needed by legislators and their staffs specific protocols and forms of etiquette to observe when promoting services to elected and appointed officials over 100 frequently consulted titles in legislative references the usefulness of online resources how to recognize special services and sensitivity warranted by patrons and the services and responses to expect in return *Legislative Reference Services and Sources* addresses the legislative reference services commonly provided, promotion of services, the librarian/client relationship, client expectations, the

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ethics of responding to certain requests, and the core resources used in legislative reference requests. It is an invaluable tool for beginning level legislative librarians, public services librarians, and state and federal agency librarians who need an introduction to this unique type of information service.

Students need to be able to distinguish good information from bad. This book gives you the tools to transmit those essential skills to your students. • Covers theories of information behavior, models of information literacy, and provision of reference services in various mediums • Emphasizes reference and instructional services and examines the impact of the Common Core State Standards on reference services in schools • Explains how to conduct the reference interview

This guide constitutes The Library Association's policy statement and recommendations on the nature and quality of library provision in reference and information services in public libraries. Based on current good practice, it identifies the key areas and main factors which provide a benchmark for acceptable standards of practice.

Read professional, fair reviews by practicing academic, public, and school librarians and subject-area specialists that will enable you to make the best choices from among the latest reference resources. * Provides reviews of print and electronic resources,

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showcasing a wide spectrum for users to consider * Presents unbiased evaluations that allow users to make their own decisions on the suitability of a given resource for their patrons' needs * Gives users access to reviews containing critical, relevant, and timely information from librarians and subject-area specialists

This book investigates a wide variety of situations and models which fall under the umbrella of information and referral. It examines traditional views in public libraries and library systems as well as descriptions of programs in nontraditional settings, such as academic libraries. A human services perspective is explored and research models are presented.

In this comprehensive volume on the reference process in archives, first published in 1986, experts offer a wealth of ideas on making both the reference archivist's and the user's tasks more exciting and enjoyable.

As classrooms and universities strive to adapt their instructional methods to an ever progressing technological age, it is imperative that academic libraries also revisit the ways in which reference and instruction services are organized and implemented. *Library Reference Services and Information Literacy: Models for Academic Institutions* not only advocates for a more intentional integration of reference and instructional services, but it also provides

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organizational background, staff objectives, and various successes and challenges that have already been experienced by real institutions. This publication is an important reference source for librarians, practitioners, and university leaders who wish to maximize the current utilization of their resources.

Learn how to provide more effective library service by relying more heavily on collaboration between reference and technical services librarians.

This book examines the questions: how academic libraries provide value-added reference and information services in the digital age. It provides best practices from a global perspective. The book starts by looking at the information needs and info-seeking behaviours of university students and faculty. Then it examines the use cycle: consumer, instruction, and producer. It examines the resource cycle: collection development, instructor, maintenance. What are the essential elements of reference: orientation, instruction, collaborative planning, products? Focuses on information needs and information-seeking behaviours of academic library stakeholders (faculty, students, community) Focuses on technologies: impact on reference and information services (selection, access, interaction, instruction, administration), focusing on the human issues Emphasizes collaborative aspects of reference/info services (with faculty for

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program/course instruction, with computer services for digital integration, with other libraries for resource. This book takes a close look at the recent changing emphasis from collections to access, and from document description to document delivery. As the automation of library processes has moved from technical services to reference services, the roles of the professionals working in those capacities have changed dramatically. Library administrators who are looking to redeploy resources will gain helpful insights from the experiences of librarians who have already redirected their organizations. This helpful volume will be of tremendous assistance in redefining the traditional roles of reference and technical librarians. Access Services offers new insights into the movement from bibliographic access to information access that is reshaping reference services today. Informative discussions on topics such as cross-training experiments, revised organizational structures, the new role of the bibliographic utilities, library school education for the redefined professional, and changes in cataloging codes reveal what impact this trend has for librarians, services, and patrons.

Like their librarian colleagues, reference archivists mediate between the user and the source material. However, given the nature of archival materials and of their holding repositories, unique issues arise. While such matters as provenance and original order

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and access and security continue to be vital underpinnings of their work, a myriad of other issues comes into play as reference archivists attempt to balance the competing demands of donors, researchers, the public, and the press. From the creation and dissemination of finding aids for electronic resources to the implementation of marketing strategies to increase support and strengthen service, *Reference Services for Archives and Manuscripts* shows you how to thrive in the changing world of archival reference. Intended to foster an appreciation of the issues both within and beyond the field of archives, *Reference Services for Archives and Manuscripts* reveals that today's archivist is straddling the world of the traditional with the world of the new. The book establishes its value as it guides you through new concerns such as how to: take advantage of technological developments in appraisal, accession, and preservation address copyright, privacy, and funding issues for electronic resources mount archival cataloging records on local and wide-area databases create a publicly available site on the Internet improve in-house access tools, professional abilities, and the caliber of public service address security issues and respond to theft *Reference Services for Archives and Manuscripts* also helps you by preparing you for changes in the relationship between archivist and researcher that will inevitably occur with further changes in

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technology. Other vital issues discussed are improved access for unserved and underserved groups, a revision in ethical codes, and the ability of archivists to become more customer-centered. Reflecting the dramatic changes shaped by rapidly developing technologies over the past six years, this new fourth edition of Reference and Information Services takes the introduction to reference sources and services significantly beyond the content of the first three editions. In Part I, Concepts and Processes, chapters have been revised and updated to reflect new ideas and methods in the provision of reference service in an era when many users have access to the Web. In Part II, Information Sources and Their Use, discussion of each source type has been updated to encompass key resources in print and on the Web, where an increasing number of freely available sources join those purchased or licensed by libraries. A number of new authors are contributors to this new edition, bringing to their chapters their experience as teachers of reference and as practitioners in different types of libraries. Discussions of services in Part I integrate digital reference as appropriate to each topic, such as how to conduct a reference interview online using instant messaging. Boxes interspersed in the text are used to present scenarios for discussion, to highlight key concepts, or to present excerpts from important documents. Discussions of sources in Part II place

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more emphasis on designing effective search strategies using both print and digital resources. The chapter on selection and evaluation of sources addresses the changing nature of reference collections and how to evaluate new types of sources. Each chapter concludes with an updated list of additional readings to guide further study. A new companion website will provide links to Web-accessible readings and resources as well as additional scenarios for discussion and example search strategies to supplement those presented in the text.

Defines terms and concepts related to publishing, printing, computer science, statistics, graphic arts, photography, telecommunications, education, micrographics, and library administration

Digital Reference Services provides an overview of electronic reference services and software, and explores the opportunities that real-time digital reference services can offer in a variety of library settings. Experts in the field offer numerous reports and theory about the evolution of this new approach to answering reference questions. This well-referenced volume contains case examples, figures, useful Web sites, and case histories to show how the basic principles of digital reference services work. Librarians and students of information and library science will find this book helpful to enhance their library and electronic reference expertise.

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Students come to the school library every day with questions ranging from “How many people live in China?” to “I need to find out how the Sun began for my science paper.” Helping students find the answers to their questions is one of the most important responsibilities school librarians have. In *Introduction to Reference and Information Services in Today's School Library*, one of America’s premier school library educators covers the A-Z of both reference and information services for today’s library. Everything from teaching students how to use sources to both in-person and virtual reference service is covered. A key feature of the text is an annotated bibliography of core print and electronic sources for elementary, middle, and high school collections. Yes, reference and information services are vital library functions in the digital age. Even students who appear to be tech savvy have trouble finding the right information efficiently - and knowing what to do with it. This book examines information needs and behaviors, and provides strategies for assessing and meeting the informational needs of the school community. The book also addresses the conditions for optimum service: physical access (including virtual access), effective interaction and collaboration, instructional design, and systematic planning. Newer issues such as embedded librarianship, curation, collective intelligence, and web 2.0 intellectual property are also addressed. This book introduces the entering professional, and updates practitioners, to current standards and useful strategies.

This fully updated edition of the landmark textbook by

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Cassell and Hiremath is designed to complement every introductory library reference course and is the perfect text for students and librarians looking to expand their personal reference knowledge. Chapters on fundamental concepts, major reference sources and special topics in reference provide the basics you want with fresh insight you need on new issues in reference services and technology, including website development and maintenance, RSS feeds, social networking, and delivering reference services across multiple platforms. The companion website features new readings for each chapter and information about changes in reference tools described in these pages, as well as important new ones. As we enter a changing climate for all information services professionals, this book provides the tools you need to manage the ebb and flow of changing reference services in the 21st century. Guided by a national advisory board of educators and practitioners comprised of Marie L. Radford, Anita Ondrusek, Cheryl Knott Malone, and Stephanie Maata, this text expertly keeps up with new technologies and practices while still grounding you in the basics of reference work. Covering the essentials of reference work, this text addresses the fundamental issues that librarians need to be aware of, such as the growing need for electronic services and collections whilst still acknowledging the continued importance of print titles and in-person transactions.

Nothing changes faster in today's libraries than reference services. The purpose of this collection of thirty articles is to help both the beginner and the experienced librarian

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keep up with that change through the explanations and points of view of leaders in the field. This volume, like the first two (1978 and 1982), brings together in a single, convenient place a representative view of today's reference and information services for students, teachers, and librarians. It can be used alone, or in conjunction with the author's fifth edition of 'Introduction to Reference Work' (McGraw-Hill, 1986, 2 vols.). All of the pieces in this collection are cited in one of those two volumes.

Reference and Information Services
An Introduction
Libraries Unltd Incorporated

"Guided by a national advisory board of educators and practitioners, this thoroughly updated text expertly keeps up with new technologies and practices while remaining grounded in the basics of reference work. Chapters on fundamental concepts, major reference sources, and special topics provide a solid foundation; the text also offers fresh insight on core issues, including ethics, readers' advisory, information literacy, selecting and evaluating reference materials, assessing and improving reference services, guidance on conducting reference interviews with a range of different library users, and much more"--

Libraries today provide a wider variety of services, collections, and tools than at any time in the past. This book explores how reference librarianship is changing to continue to help users find information they need in this shifting environment.

Offer your patrons the cutting-edge reference services they demand! In the past, a reference librarian needed to

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develop a command of a few reference works, master the skills of the reference interview, and interface with library users in person or via telephone. Today's reference librarian is faced with much, much more. *New Technologies and Reference Services* suggests ways you can tame the information explosion and take advantage of new technologies. This comprehensive volume recounts the ways reference librarians have adapted traditional services to deal with the changes in both information technologies and library patrons. *New Technologies and Reference Services* offers tested techniques for fostering information literacy in patrons daunted by the high-tech edge of the new library. Even computer-savvy younger students may need help learning specialized searching skills. This practical volume suggests several innovative ways to teach those skills using interactive classrooms, drop-in seminars, and required courses. *New Technologies and Reference Services* discusses the other implications of new technologies, including: developing trends in publishing, including value-added services and the death of the printed encyclopedia the effects of CD-ROM, electronic publishing, and the Internet on copyright issues videoconferencing at the reference desk collection strategies and budgets in an era of multiple formats decentralizing library reference services information apartheid, the growing gap between the information haves and have-nots This helpful volume gives practical, tested advice and ideas on the broader issues of information technology. With plentiful Web addresses, *New Technologies and Reference Services* presents

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new ideas sure to make your job easier.

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