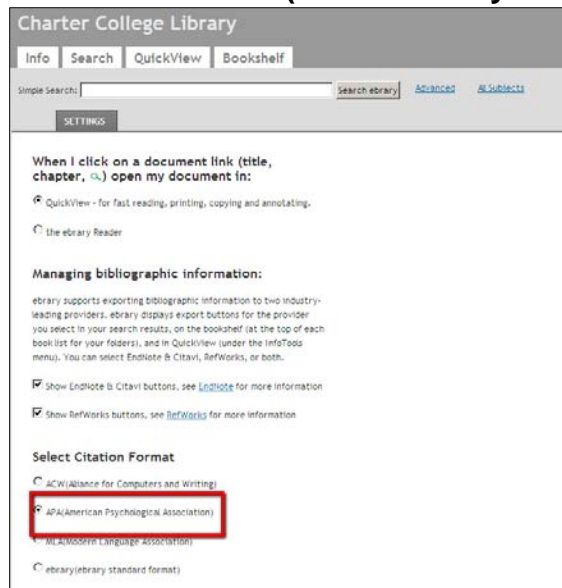


Citations in ebrary

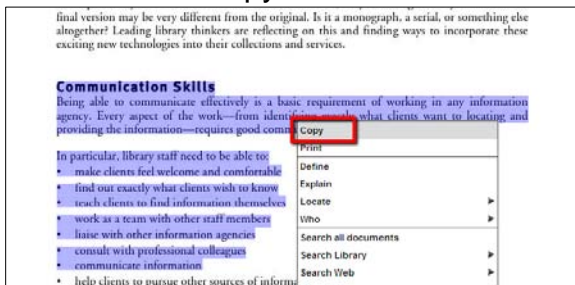
1. Click My Settings



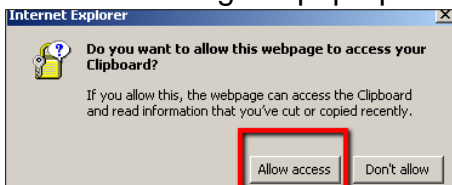
2. Ensure APA (American Psychological Association) is checked



3. Highlight a section of the book by dragging your mouse over it, right click and choose copy.



4. You will get a pop-up. Choose Allow Access.



5. Open a WORD document, right click and select Paste. What you actually highlighted and copied and the citation will be pasted.

- The first box 1 is what you actually copied.
- The second box 2 is the citation. The information from the word Copyright is not included in the citation.

Communication Skills Being able to communicate effectively is a basic requirement of working in any information agency. Every aspect of the work— from identifying exactly what clients want to locating and providing the information— requires good communication skills. In particular, library staff need to be able to:

- make clients feel welcome and comfortable
- find out exactly what clients wish to know
- teach clients to find information themselves
- work as a team with other staff members
- liaise with other information agencies
- consult with professional colleagues
- communicate information

1

Anderson, Elaine; Gosling, Mary; Mortimer, Mary. (2007). Learn Basic Library Skills (2nd North American Edition).

Retrieved from <http://site.ebrary.com/lib/chartercollege/Doc?id=10266317&ppg=11>.

2

Copyright © 2007. TotalRecall Publications. All rights reserved.