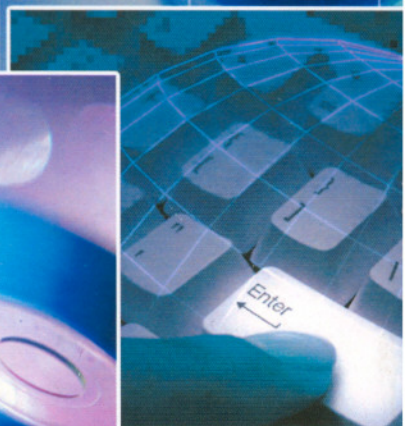
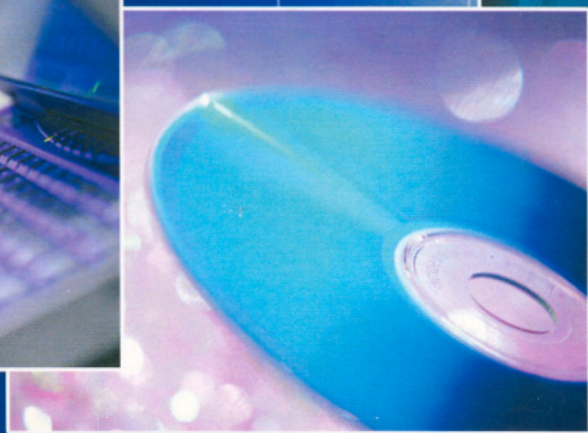




Assessing Reference and User Services in a **Digital Age**



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