# EVALUATING REFERENCE SERVICES A Practical Guide

JO BELL WHITLATCH

# **Evaluating Reference Services A Practical Guide**

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# **Evaluating Reference Services A Practical Guide:**

Evaluating Reference Services Jo Bell Whitlatch, 2000-08 With this handy new guidebook reference luminary Jo Bell Whitlatch outlines practical methods for evaluating and delivering excellent reference service to the technology savvy library Assessing Reference and User Services in a Digital Age Eric Novotny, 2013-05-13 Effectively assess whether any library is making good use of the reference user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context and Assessing Reference and User Services in a Digital Age makes significant contributions to this ongoing discussion The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices. The contributors explore the impact of the Internet on the field of evaluation focusing on electronic reference and instruction They highlight current issues present research results and offer expert advice on how to assess online reference and instruction All chapters are well referenced to facilitate further study and many include tables appendixes checklists and other helpful features that make difficult information easy to access and understand The chapters that make up Assessing Reference and User Services in a Digital Age are as rich and varied as the backgrounds of their authors Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online reference services offered by various libraries Practitioners and administrators from different institutional settings academic libraries public libraries consortiums etc provide their perspectives on the issues facing librarians who need to assess the electronic services they provide In this important new book Andrew Briedenbagh shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e reference consortium and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters including Joseph Fennewald's comparisons of question categories Lesley Moyo's analysis of the use of instruction in the virtual environment and Caleb Tucker Raymond's proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a Tell Us What You Think button to gather user feedback Kristi Nelson and Catherine L Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross Charles McClure and R David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module Assessing Reference and User Services in a Digital Age is designed as essential reading for library administrators public service librarians and researchers It provides general advice for practitioners as well as an examination of research results and methodological issues We urge you to consider making it part of your professional or teaching collection today

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Assessment and Evaluation provides practical tips and clear examples on assessing and evaluating several diverse aspects of reference services This book discusses in detail case studies from various colleges and universities on wide ranging issues such as virtual reference evaluation merging reference desks peer evaluations library instruction and staff development Academic libraries of all types will find opportunities to modify these innovative ideas to remain at the forefront of reference service Topics in Reference Assessment and Evaluation include a case study of the library at the University of Colorado at Boulder's efforts to implement a drop in research consultation program for students enrolled in the introductory writing course coordination of an annual professional development program for specialized instruction targeted at faculty and staff members at Colorado State University peer observation between the reference staff members of Augustana College Library and St Ambrose University Library the merging of San Jose State University s government publication desk with the reference services deskalong with the public library s reference desk Valparaiso University s main library s training and use of student assistants analyzing user and librarian satisfaction within virtual reference transactions evaluation of the University of South Alabama's Baugh Biomedical Library's chat reference service evaluation of the University of Texas at Arlington's virtual reference service library technology's impact on reference desk statistics statistical analysis of reference desk data for staffing needs at the University of Tennessee at Chattanooga Reference Assessment and Evaluation is timely important reading for academic references librarians and supervisors The American Public Library Handbook Guy A. Marco, 2011-11-29 A detailed reference work that documents every aspect of the American public library experience through topical entries statistics biographies and profiles The American Public Library Handbook is the first reference work to focus on all aspects of the American public library experience providing a topical perspective through comprehensive essays and biographical information on important public librarians Based upon the author's own notes and extensive experience as well as library periodicals library reference books monographs textbooks Internet sources and correspondence with individual libraries this book comprises nearly 1 000 entries addressing all aspects of public library service Each topical essay considers terminology of the area covered its historical context and current concerns and issues Biographies highlight the philosophical perspective of the individuals covered while entries on specific libraries present timely data and interesting facts about each facility This unique handbook also offers up to date statistics historical highlights and information about programs and events Fundamentals of Reference Carolyn Mulac, 2012-07-02 The all in one Reference reference you ve of individual libraries been waiting for this invaluable book offers a concise introduction to reference sources and services for a variety of readers from library staff members who are asked to work in the reference department to managers and others who wish to familiarize themselves with this important area of librarianship Written in an accessible style and designed for everyday use it presents an overview of the basic tools and techniques of reference work including Reference Services a section addressing such important topics as telephone reference the reference interview and electronic reference Reference Sources chapters

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are less important than the contexts of their creation and use Table of Contents Defining Reference in a Digital Age Conversations Digital Reference in Practice Digital Reference and New Future Conclusion Distributed Learning and Virtual Librarianship Sharon G. Almquist, 2011-09-12 Brought to you by a team of experienced practitioners in the field this book examines the vast topic of library support for distributed learning providing both historical and contemporary viewpoints What is the best way to deliver research resources to students who live off campus as in way off campus in a rural area without a high speed Internet connection And where does one find a complete and accurate synopsis of copyright quidelines that will prevent well intentioned librarians from being labeled as the copyright police. The answers to these two questions regarding distributed learning and many more are contained in Distributed Learning and Virtual Librarianship Written by practitioners in their field of expertise this book documents the history of distributed learning and discusses current issues in distributed learning librarianship with a special focus on the role of technology Topics covered include virtual libraries reference assistance E reserves and document delivery administrative and marketing issues and copyright concerns This text is valuable to librarians working in public school and academic libraries **Evaluation of Reference** Services Linda S Katz, 2013-10-18 Library authorities address the increasing significance of reference services and the increasing need for evaluation of those services to further ensure professionalism and efficiency

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