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EVALUATING REFERENCE SERVICES

A Practical Guide

JO BELL WHITLATCH

Evaluating Reference Services A Practical Guide

Carolyn Mulac



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 user of today

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Providing Reference Services John Gottfried, Katherine Pennavaria, 2017-05-19 Providing Reference Services A

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Guide to Reference Jo Bell Whitlatch, Susan E. Searing, 2014-08-06 Ideal for public school and academic libraries looking to freshen up their reference collection as well as for LIS students and instructors conducting research this resource collects the cream of the crop sources of general reference and library science information

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Implementing Virtual Reference Services Beth Thomsett-Scott, 2013-02-07 Social web technologies present an often confusing array of options for answering user reference questions Applying 20 years experience as a reference librarian working through the development of virtual reference and the integration of new tools and technologies into the industry Thomsett Scott lays out how libraries are using vendor

The Evaluation of Worldwide Digital Reference Services in Libraries Jia Liu, 2007-06-30 This book outlines and evaluates the digital reference services in libraries worldwide The work is based on an international collaborative project between two groups from German and Chinese institutions during which digital reference services provided by nearly 200 libraries all over the world were evaluated The book also examines the reasons for the resulting differences it also contains more generic proposals and perspectives on digital reference services An international evaluative approach is taken Includes unique information which has never before being gathered and evaluated Includes a brief introduction to the basic knowledge and development in the field of digital reference service in the library

Library and Information Science Michael F. Bemis, 2014-03-03 This unique annotated bibliography is a complete up to date guide to sources of information on library science covering recent books monographs periodicals and websites and selected works of historical importance In addition to compiling an invaluable list of sources Bemis digs deeper examining the strengths and weaknesses of key works A boon to researchers and practitioners alike this bibliography Includes coverage of subjects as diverse and vital as the history of librarianship its development as a profession the ethics of information science cataloging reference work and library architecture Encompasses encyclopedias dictionaries directories photographic surveys statistical publications and numerous electronic sources all categorized by subject Offers appendixes detailing leading professional organizations and publishers of library and information science literature This comprehensive bibliography of English language resources on librarianship the only one of its kind will prove invaluable to scholars students and anyone working in the field

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Qualitative Evaluation Methods for Reference Services Lynn Westbrook, 1989

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the most important challenges for academic libraries Reference 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 desk along 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 of individual libraries

Fundamentals of Reference Carolyn Mulac, 2012-07-02 The all in one Reference reference you ve 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

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important It is a future that is much more complex than we had anticipated It is a future in which documents and artifacts 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 an a 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 guidelines 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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In some sort of inundated with displays and the cacophony of instant transmission, the profound power and psychological resonance of verbal artistry frequently diminish into obscurity, eclipsed by the regular onslaught of sound and distractions. However, located within the lyrical pages of **Evaluating Reference Services A Practical Guide**, a fascinating perform of literary brilliance that impulses with organic emotions, lies an unique trip waiting to be embarked upon. Published with a virtuoso wordsmith, this exciting opus guides viewers on a mental odyssey, lightly exposing the latent potential and profound impact stuck within the intricate web of language. Within the heart-wrenching expanse of the evocative analysis, we will embark upon an introspective exploration of the book is central subjects, dissect their captivating writing type, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

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