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# **EVALUATING REFERENCE SERVICES**

**A Practical Guide**

**JO BELL WHITLATCH**

# Evaluating Reference Services A Practical Guide

**Anthi Katsirikou, Christos H. Skiadas**



## **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

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

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

Reference and Information Services Richard E. Bopp, Linda C. Smith, 2011-05-23 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 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

*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

Encompassing internet resources digital image collections and print resources it includes the full section on LIS Resources from the Guide to Reference database which was voted a 1 Best Professional Resource Database by Library Journal readers Organized by topic and thoroughly indexed this guide makes it a snap to find the right sources It offers an appealing introduction to reference work and resources for LIS students and also serves as an affordable course book to complement online Guide to Reference access

**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

**Reference and Information Services** Kay Ann Cassell, Uma Hiremath, 2013 Search skills of today bear little resemblance to searches through print publications Reference service has become much more complex than in the past and is in a constant state of flux Learning the skill sets of a worthy reference librarian can be challenging unending rewarding and yes fun

Qualitative Evaluation Methods for Reference Services Lynn Westbrook, 1989

**Evolution in Reference and Information Services** Linda S Katz, 2013-05-13 Explore ways to bring and keep your library s electronic services up to date From editor Di Su Some years ago if you were told that a library s catalog would be available on a 24 7 365 basis you d think it was just another fiction

Perhaps as influential as Johannes Gutenberg's invention of movable type printing the Internet is one of the most significant happenings in the information world in modern times In addition to showing you how library services have been influenced and enhanced by the advent of the Internet **Evolution in Reference and Information Services** The Impact of the Internet will enable you to make the most of the new opportunities that current technologies offer This valuable book will also help you and your library avoid the pitfalls and new challenges to professional competency that come along with electronic research **Evolution in Reference and Information Services** gives you a review of the history of electronic reference looks at the increasing role of librarians as teachers and providers of technical help for users provides case studies and ways to evaluate electronic research methods suggests strategies for providing effective electronic services examines government Web sites explores Internet sources of health information shows you how to establish electronic services through your library's portal site looks at how to manage a library computer lab and much more

**The Newbery & Caldecott Medal Books** Horn Book, Inc, 2001

**Evolution in Reference and Information Services** Di Su, 2001 Explore ways to bring and keep your library's electronic services up to date From editor Di Su Some years ago if you were told that a library's catalog would be available on a 24/7 basis you'd think it was just another fiction Perhaps as influential as Johannes Gutenberg's invention of movable type printing the Internet is one of the most significant happenings in the information world in modern times In addition to showing you how library services have been influenced and enhanced by the advent of the Internet **Evolution in Reference and Information Services** The Impact of the Internet will enable you to make the most of the new opportunities that current technologies offer This valuable book will also help you and your library avoid the pitfalls and new challenges to professional competency that come along with electronic research **Evolution in Reference and Information Services** gives you a review of the history of electronic reference looks at the increasing role of librarians as teachers and providers of technical help for users provides case studies and ways to evaluate electronic research methods suggests strategies for providing effective electronic services examines government Web sites explores Internet sources of health information shows you how to establish electronic services through your library's portal site looks at how to manage a library computer lab and much more

**Reference Assessment and Evaluation** Tom Diamond, Mark Sanders, 2013-01-11 Learn effective ways to assess and evaluate reference services in YOUR library Innovation and the constant evolution of technology continually spur academic librarians to find superior ways to deliver high quality reference service to students faculty and researchers **Reference Assessment and Evaluation** offers librarians and administrators a plethora of fresh ideas and methods to effectively assess and evaluate reference service in any academic library Leading experts share their own best practices in delivering digital reference training staff and student workers and providing instruction through case studies from academic libraries of all sizes Because of fiscal pressures the need to attract the best and brightest students and faculty to the academy and increased competition from Internet search engines the evaluation and assessment of reference service remains one of

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

## **Evaluating Reference Services A Practical Guide** Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the ability of words has be much more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such may be the essence of the book **Evaluating Reference Services A Practical Guide**, a literary masterpiece that delves deep into the significance of words and their effect on our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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