Assessing Reference and User Services in a Digital Age (Reference Librarian)

Eric Novotny

Assessing Reference and User Services in a Digital Age (Reference Librarian)

Eric Novotny

Assessing Reference and User Services in a Digital Age (Reference Librarian) Eric Novotny 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.

Download and Read Free Online Assessing Reference and User Services in a Digital Age (Reference Librarian) Eric Novotny

---

From reader reviews:

Yvonne Terrell:

Why don't make it to become your habit? Right now, try to ready your time to do the important work, like looking for your favorite guide and reading a guide. Beside you can solve your long lasting problem; you can add your knowledge by the reserve entitled Assessing Reference and User Services in a Digital Age (Reference Librarian). Try to stumble through book Assessing Reference and User Services in a Digital Age (Reference Librarian) as your good friend. It means that it can for being your friend when you feel alone and beside regarding course make you smarter than ever before. Yeah, it is very fortuned in your case. The book makes you more confidence because you can know anything by the book. So , let us make new experience along with knowledge with this book.

Arlene Oliver:

Book is definitely written, printed, or highlighted for everything. You can realize everything you want by a guide. Book has a different type. To be sure that book is important factor to bring us around the world. Next to that you can your reading ability was fluently. A publication Assessing Reference and User Services in a Digital Age (Reference Librarian) will make you to be smarter. You can feel a lot more confidence if you can know about every little thing. But some of you think that will open or reading any book make you bored. It isn't make you fun. Why they might be thought like that? Have you searching for best book or ideal book with you?

Garland Thorpe:

What do you regarding book? It is not important along with you? Or just adding material when you really need something to explain what yours problem? How about your free time? Or are you busy man or woman? If you don't have spare time to accomplish others business, it is give you a sense of feeling bored faster. And you have spare time? What did you do? Every individual has many questions above. They have to answer that question mainly because just their can do that. It said that about publication. Book is familiar in each person. Yes, it is right. Because start from on pre-school until university need this specific Assessing Reference and User Services in a Digital Age (Reference Librarian) to read.

Rachel Daniels:

Reading a book can be one of a lot of pastime that everyone in the world likes. Do you like reading book therefore. There are a lot of reasons why people love it. First reading a reserve will give you a lot of new information. When you read a e-book you will get new information because book is one of a number of ways to share the information or perhaps their idea. Second, looking at a book will make you more imaginative. When you studying a book especially fictional book the author will bring that you imagine the story how the personas do it anything. Third, you could share your knowledge to other individuals. When you read this Assessing Reference and User Services in a Digital Age (Reference Librarian), you can tells your family,

friends in addition to soon about yours reserve. Your knowledge can inspire others, make them reading a reserve.

Download and Read Online Assessing Reference and User Services in a Digital Age (Reference Librarian) Eric Novotny #SZX3DCQM0TJ

Read Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny for online ebook

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny books to read online.

Online Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny ebook PDF download

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny Doc

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny Mobipocket

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny EPub