

The background of the slide features a row of seven black silhouettes of people in various public service roles against a warm orange-to-yellow gradient. From left to right, the silhouettes represent: a person holding a laptop, a doctor with a stethoscope, a firefighter with a helmet and tool, a police officer, a fire engine driver with a helmet, a construction worker with a hard hat, and a waiter with a tray of two glasses.

# Public Service Explained



Kano

# Reference Services And Public Policy

**Linda S Katz**



## **Reference Services And Public Policy:**

*Reference Services and Public Policy* Richard D. Irving, Bill Katz, 2019-12-05 This book first published in 1988 looks at the relationship between public policy and information and reports ways in which libraries respond to the need for public policy information Chapters provide perspectives from a variety of library settings with different user groups who in turn have different information needs This volume will stimulate you to examine the adequacy of your own reference services and to a greater appreciation of the dynamic relationship between public policy and information services Reference Services and Media Linda S Katz, 2014-07-16 Get the most out of your reference information systems and technology Reference Services and Media meets the information challenges that overwhelm and assist us today with computerization electronics and telecommunications changes in the reference services of our libraries As a professional in the library science field you will discover innovative theories and researched solutions on many technology problems and challenges such as formatting and compatibility training of reference professionals and library users costs and information have and have nots With the year 2000 and beyond upon us emerging technologies afford tremendous opportunities for reference librarians and for improved and enhanced public access to information In Reference Services and Media you will learn about planning for staffing troubleshooting fund raising and budget developing to support the use of information technologies You will also examine the impact new media has on academic libraries specifically video and movie clips that are transferred over intranets and internets and their opportunities and legal implications In Reference Services and Media you will also explore desktop conferencing and web access for reference services versus personalized contact desktop conferencing with personal computers in remote areas for reference service assistance positive and negative aspects of using each technology in reference use instruction creative methods for procuring funding for an electronic information literary instruction classroom providing a digital library for a state library network raising confidence levels of public service librarians in using electronic resources to answer reference questions Reference Services and Media includes case studies tables and an annotated bibliography that serves as a librarian s media reference toolkit making it essential for effective media reference work An excellent source for the reference librarian Reference Services and Media will assist you in adopting and incorporating new information technologies for the present and future **Coming of Age in Reference Services** Christy Zlatos, 1999 Coming of Age in Reference Services A Case History of the Washington State University Libraries focuses on the triumphs trials ideas and difficulties of the Holland Library and how these experiences can help other professionals enhance services for patrons The articles written by reference librarians at the library discuss topics such as departmental history and culture training reference professionals and user education programs to give you insight into how other librarians solve problems or implement changes From Coming of Age in Reference Services you ll receive advice from experienced professionals that can help you create change in your library and help you adapt to the many technological advances related to librarianship

Coming of Age in Reference Services allows you to gain first hand experience that will guide you through problems or issues that may occur in your library Addressing the uses and intricacies of electronic information this book offers you information that will help you with a variety of other topics including training and retraining in reference skills and subject knowledge interpersonal abilities and thinking skills in order to improve services for the 21st century defining Generation X being a member of this generation and their growing need for information and learning opportunities exploring how long reorganization plans take to be implemented and how the library environment can enhance services for users by discussing the history of Holland Library Public Services focusing on freshman taking English 101 to better teach them how to find information through cultivating better relationships with academic departments creating web modules to reach more students and understanding departmental cultures integrating techniques for finding books and using encyclopedias into the University s World Civilization course to encourage critical thinking discussing the impression of American Academic Libraries through the experiences of a Library Fellow from Lithuania Coming of Age in Reference Services leads you through the transformation of the Holland Library allowing you to learn about the decisions planning and ingenuity involved in establishing a modern and more efficient information center Containing appendices and a chronological timetable documenting the library s history Coming of Age in References Services offers you knowledge from experience concerning library reorganization and the ever changing world of a successful reference librarian

New Technologies and Reference Services William A. Katz,2000 This comprehensive volume recounts the ways reference librarians have adapted traditional services to deal with the changes in both information technologies and library patrons New Technologies and Reference Services shows how to provide needed services using videoconferencing interactive classrooms drop in seminars and required courses It also discusses the other implications of new technologies including developing trends in publishing copyright issues collection strategies and decentralizing library reference services

**New Technologies and Reference Services** Linda S Katz,2019-07-15 Offer your patrons the cutting edge reference services they demand In the past a reference librarian needed to develop a command of a few reference works master the skills of the reference interview and interface with library users in person or via telephone Today s reference librarian is faced with much much more New Technologies and Reference Services suggests ways you can tame the information explosion and take advantage of new technologies This comprehensive volume recounts the ways reference librarians have adapted traditional services to deal with the changes in both information technologies and library patrons New Technologies and Reference Services offers tested techniques for fostering information literacy in patrons daunted by the high tech edge of the new library Even computer savvy younger students may need help learning specialized searching skills This practical volume suggests several innovative ways to teach those skills using interactive classrooms drop in seminars and required courses New Technologies and Reference Services discusses the other implications of new technologies including developing trends in publishing

including value added services and the death of the printed encyclopedia the effects of CD ROM electronic publishing and the Internet on copyright issues videoconferencing at the reference desk collection strategies and budgets in an era of multiple formats decentralizing library reference services information apartheid the growing gap between the information haves and have nots This helpful volume gives practical tested advice and ideas on the broader issues of information technology With plentiful Web addresses New Technologies and Reference Services presents new ideas sure to make your job easier

Coming of Age in Reference Services Linda S Katz, 2013-10-18 Coming of Age in Reference Services A Case History of the Washington State University Libraries focuses on the triumphs trials ideas and difficulties of the Holland Library and how these experiences can help other professionals enhance services for patrons The articles written by reference librarians at the library discuss topics such as departmental history and culture training reference professionals and user education programs to give you insight into how other librarians solve problems or implement changes From Coming of Age in Reference Services you ll receive advice from experienced professionals that can help you create change in your library and help you adapt to the many technological advances related to librarianship Coming of Age in Reference Services allows you to gain first hand experience that will guide you through problems or issues that may occur in your library Addressing the uses and intricacies of electronic information this book offers you information that will help you with a variety of other topics including training and retraining in reference skills and subject knowledge interpersonal abilities and thinking skills in order to improve services for the 21st century defining Generation X being a member of this generation and their growing need for information and learning opportunities exploring how long reorganization plans take to be implemented and how the library environment can enhance services for users by discussing the history of Holland Library Public Services focusing on freshman taking English 101 to better teach them how to find information through cultivating better relationships with academic departments creating web modules to reach more students and understanding departmental cultures integrating techniques for finding books and using encyclopedias into the University s World Civilization course to encourage critical thinking discussing the impression of American Academic Libraries through the experiences of a Library Fellow from Lithuania Coming of Age in Reference Services leads you through the transformation of the Holland Library allowing you to learn about the decisions planning and ingenuity involved in establishing a modern and more efficient information center Containing appendices and a chronological timetable documenting the library s history Coming of Age in References Services offers you knowledge from experience concerning library reorganization and the ever changing world of a successful reference librarian

Managing the Twenty-First Century Reference Department Linda S Katz, 2014-05-22 Learn the skills needed to update and manage a reference department that efficiently meets the needs of clients today and tomorrow Managing the Twenty First Century Reference Department Challenges and Prospects provides librarians with the knowledge and skills they need to manage an effective reference service Full of useful and practical ideas

this book presents successful methods for recruiting and retaining capable reference department staff and management training new employees and adapting current services to an evolving field Expert practitioners address the changing role of the reference library worker and how longstanding traditions and practices can be re evaluated and re applied The information in this book is ideal for librarians and students of library studies looking to take their skills to the next level Reference departments continue to evolve as the number of applicants qualified to run them declines Managing the Twenty First Century Reference Department Challenges and Prospects explores the dynamics of leadership and management as well as a variety of other characteristics needed in a Head of Reference It recognizes the increasing need for visionary leaders who can deal with shrinking budgets soaring costs expensive electronic resources and high user expectations and provides you with practical advice on finding training and keeping these individuals In addition to the training and recruitment techniques documented in this book you will find extensive information on setting and achieving goals creating and maintaining a positive work environment how to deliver quality services how to improve job satisfaction for library staff problem solving strategies the importance of communication making your reference department task and employee centered Managing the Twenty First Century Reference Department Challenges and Prospects also provides an inside look at Oregon State University s Valley Library s new management model The library s information professionals detail this new model s current function potential hazards and multiple advantages The user friendly information documented in this chapter and in the book as a whole makes Managing the Twenty First Century Reference Department Challenges and Prospects an essential read for any librarian or student of library studies looking to meet the demands of an increasingly technical field

**Ethics and Reference Services** Linda S Katz,2013-10-18 In this provocative book librarianship experts discuss the major ethical and legal implications that reference librarians must take into consideration when handling sensitive inquiries and questions dealing with confidential material

**Legislative Reference Services and Sources** Kathleen Low,Peter Gellatly,2018-10-24 Here is the first introductory guide to all aspects of providing legislative reference services Unlike special libraries which deal with one specific discipline legislative reference bureaus must deal with a full spectrum of subject areas and meet the unique needs of elected and appointed officials and their staffs This guide helps librarians find the best current resources and services to answer the varied demands for information typical of legislative reference libraries Legislative Reference Services and Sources facilitates the work of legislative librarians and makes them confident so that they can supply legislators and their staffs with the information needed to effectively examine draft or enact legislation of benefit to the public No other book on the market provides such a comprehensive overview of legislative reference services Author Kathleen Low acquaints librarians with over 100 sources useful in responding to information requests from legislators A wide range of valuable topics are covered that will help legislative reference librarians meet the information demands of legislators and lawmakers including an overview of essential reference services needed by legislators and their staffs specific

protocols and forms of etiquette to observe when promoting services to elected and appointed officials over 100 frequently consulted titles in legislative references the usefulness of online resources how to recognize special services and sensitivity warranted by patrons and the services and responses to expect in return Legislative Reference Services and Sources addresses the legislative reference services commonly provided promotion of services the librarian client relationship client expectations the ethics of responding to certain requests and the core resources used in legislative reference requests It is an invaluable tool for beginning level legislative librarians public services librarians and state and federal agency librarians who need an introduction to this unique type of information service      Continuing Education of Reference Librarians

William A. Katz, 1990 Here is a crucial book on the neglected issue of continuing education of reference librarians For librarians seeking to enhance and maintain a high level of quality reference work and for managers who must assure that their staffs receive the basics in continuing education this is essential reading Continuing Education of Reference Librarians addresses the concerns of all librarians that they must be informed and educated in order to excel in their work In the first several chapters of this comprehensive volume on the job librarians focus on the increased need for nontraditional approaches to continuing education and training of reference staff They offer practical ways of making additional training both useful and relatively easy to carry out within the library setting Teachers of reference offer suggestions for contending with current formal courses and they also examine the responsibilities of not only the reference librarian but also the bibliographer and faculty member in staying abreast of current trends Also in this broad based look at continuing education is a list of critical skills most librarians expect of their reference people including reference interview techniques mastery of basic reference sources and an understanding of new technologies a review of the most revolutionary change in teaching reference librarianship in the last 100 years the online search and a discussion on ethics including the need for librarians to be aware of the basic documents of the American Library Association and more importantly the need to treat all library users equally in terms of access and service regardless of status and personal prejudice Continuing Education of Reference Librarians focuses on specific types of training for librarians Authorities explain pioneering programs in California and Maryland which deal with teaching basic reference tools to beginning librarians and paraprofessionals They also discuss the role of multitype networks in continuing education as the most cost and time efficient means available today and the use of self directed contract learning as a method that requires long term planning and rewards in contrast to the immediate results of a short term plan of education The management perspective of continuing education is also included Working library directors offer their observations on sound inspirational approaches to continuing education They also examine the critical role department heads play as mentor to beginning reference librarians      *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 24/7/365 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 Reference Librarian and Implications of Mediation**

Melvin Keith Ewing, Robert Hauptman, 1992 This informative volume is filled with valuable insights on the reference librarian's role as a connecting link between information seekers and the resources that provide answers to their questions *The Reference Librarian and Implications of Mediation* helps librarians become successful mediators by teaching them the best approaches to providing resolutions or guidance to the appropriate resources Chapters focusing on reference skills communication abilities accuracy in responding to specific inquiries and sensitivity to various groups such as paraprofessionals and nontraditional patrons teach librarians how to become more effective mediators This provocative book encourages librarians to go beyond merely providing answers or resources to helping clients better understand the physical surroundings the social or educational context and the ethical political and economic climate in which the process takes place A broad selection of chapters interpret mediation and explore diverse topics including traditional mediation the impact of information technologies the need for a human context and an increasingly diverse group of library patrons requiring mediation services *The Reference Librarian and Implications of Mediation* shows librarians how to develop a full understanding of an inquiry ferret out what a client really needs and ultimately pursue an appropriate response Specific chapters cover a wealth of mediation topics including a call for a return to client oriented mediation electronic reference services information paraprofessionals the academic librarian's role in the educational process relationship between composition teachers and reference librarians predicting mediation accuracy from user impressions the influence of a shrinking information economy academic librarians and mediation in controversial scholarly communication

**Reference Service Expertise** William A. Katz, 1993 This important volume presents a wealth of practical ideas for improving the art of reference librarianship *Reference Service Expertise* provides pragmatic ways for librarians to aid patrons consider reference collections and how they are employed and assess various technologies in reference work Dedicated to the idea that reference service is a benevolent desire to help the sometimes puzzled library user this unique book describes numerous and



varied means to that end and encourages reference librarians to become familiar with the multiple resources available in modern libraries Reference Service Expertise pinpoints specific areas in which librarians can increase their knowledge in order to become more efficient These strategies include using a systems approach in reference instruction for library professionals guidelines for academic librarians to use for evaluating facilities services and staff as to how effectively they welcome users and validate their information needs using team teaching to instruct users about library services developing legal reference skills to support the constitutional right to know in a self governing society and helping non science librarians to become science literate by reading popular science literature watching science television programs visiting science museums and generally increasing their awareness of the problem of science illiteracy among the general population A wide variety of resources available in today s reference libraries are discussed to help librarians become better informed about the options available to their patrons including ERIC and NTIS and the information gap between the two databases resources on the evolving market economy or investments in the Commonwealth of Independent States fee based services PsycLIT CD ROM PsycINFO online and the difference in retrieval patterns using the same vocabulary of terms interactive media centers advantages and shortcomings Reference librarians in all types of libraries will benefit from chapters that describe specific methods for improving their own personal effectiveness as well as chapters that evaluate specific services and reference tools available for reference library users

**Doing the Work of Reference** Linda S Katz, 2013-10-18 Become more versatile competent and resourceful with these practical suggestions Becoming a first class reference librarian demands proficiency in a wide range of skills Doing the Work of Reference offers sound advice for the full spectrum of your responsibilities Though many aspects of a reference librarian s work are changing with astonishing speed the classic principles in this volume will never go out of date This comprehensive volume begins with hints for orienting yourself to a new job and concludes with ideas for serving the profession On the way Doing the Work of Reference covers such diverse topics as working with student assistants offering reference services to remote users and keeping up your professional development In addition you will find strategies for dealing with technological change not high tech information that will become obsolete before the ink is dry but ways of approaching the process of change that will work today next week and ten years from now Doing the Work of Reference will help you increase your competence in getting along with other staff members marketing the library to users and faculty handling ephemeral materials keeping students attention in library instruction courses maintaining good relations with faculty increasing your subject knowledge and much more This comprehensive guide is an essential handbook for librarians in the trenches Whether you are a new librarian or a veteran at the reference desk Doing the Work of Reference will help you burnish your skills

**Document Delivery Services** Robin Kinder, 2013-10-18 Design and maintain document delivery services that are ideal for academic patrons In Document Delivery Services Contrasting Views you ll visit four university library systems to discover the considerations and challenges each

library faced in bringing document delivery to its clientele This book examines the questions about document delivery that are most pressing in the profession of library science Despite their own unique experiences you ll find common practices among all four including planning implementation of service and evaluation of either user satisfaction and or vendor performance This book reviews the planning and process of implementing document delivery in Miami University University of Colorado at Denver University of Montana at Missoula Purdue University Libraries Document Delivery Services Contrasting Views addresses the paradigm of access versus acquisition and shows you how document delivery can be more integral in the library right alongside full text databases Internet access and reference services This book focuses on the issues that develop specifically in academic libraries such as the invisible user majority of undergraduate students when considering budget issues and collection development This book also explores the dynamic relationship between faculty and library administration that can impact events such as serials cancellations alternative access to materials and the reorganization of libraries to incorporate enhanced services to users You ll find useful information and proven methods concerning these topics re engineering library services restructuring a traditional Interlibrary Loan Department into an Information Delivery Interlibrary Loan Department ID ILL criteria for document delivery vendor selection delivering electronic tables of contents and search strategy outputs to faculty desktops document delivery in academic fee based information services With Document Delivery Services Contrasting Views document delivery becomes more than a simple acquisitions tool or a necessary service instead it is an enhanced access service that lends greater perspective to library staff and users alike This handy volume will help expand the role of document delivery services in your own library setting

*Business Reference Services and Sources* Linda S Katz, 2013-04-03 The most proactive source for business reference librarian information on the market Business Reference Services and Sources How End Users and Librarians Work Together shows you that the librarian customer relationship is as synergistic as ever It gives you timely facts about how librarians and users work together and how those partnerships are built In it you ll encounter group projects done by faculty students external users and non librarian supervisors and discover an enlightening spirit of collaboration lacking in most research literature today Further establishing the marketability of contemporary research librarians Business Reference Service and Sources goes to the front lines of business reference service solidifying and updating the librarian user partnership You ll see how research librarians can reach users at the crux of their needs Overall individual chapters address the needs of such people as students business school officials and corporations Specifically you ll read about these areas Internet business research and ESL students corporate home pages as supplements to traditional business resources networking with community business sources synergy in the information specialist customer partnership avoiding information overload in bibliographic instruction the Internet s impact on government documents assessing the validity of electronic journals underprivileged nontraditional students and bibliographic instruction Today in our climate of negative ad campaigns directed

at libraries and librarians in general business reference librarians face many challenges academic as well as professional But if you re one of the vocal proactive supporters of productive librarian customer partnerships this book will help you grow feet and move out from behind the restrictive comfort of your desk into the world s classrooms and manufacturing teams

Certainly Business References and Sources will convince you that collaborative projects between contemporary reference librarians and end users are alive and well **Business Reference Services and Sources** Katherine M. Shelfer,1997

Contains nine contributions which range from Internet business research ESL students and underprivileged nontraditional students to networking with community business sources and the Internet s impact on government documents 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

Philosophies of Reference Service Celia Hales-Mabry,1997 In Philosophies of Reference Service reference librarians share with you their reflective thinking about what they do as service providers An important addition to the personal and occupational library of anyone in reference services this book discusses the origins of reference service its founding principles the pleasures and pitfalls of the reference encounter delivering high quality service and much much more In a clever juxtaposition of the fundamentals of reference service provision with top notch thinking about the role of the reference librarian and what makes a reference unit effective Philosophies of Reference Service advocates for continuing familiarity with books in the reference section recognizing the diversity of service users and using collegiality in the work environment to boost productivity It discusses why reference service should move toward instructing people in mediums not systems as well as achieving consistency in reference service through shared values the concept of tiered reference services based on survey research the little discussed art of reference desk scheduling the importance of knowing your user and making appropriate accommodations partnerships in reference services techniques for conducting reference roving the advantages

of print fostering widely grounded research through reference service why reference librarians share with the corporate world many of the same desired outcomes with regard to service provision Designed to assist readers in defining and developing their own approaches to reference service delivery Philosophies of Reference Service offers reference librarians insight practical knowledge and guidelines for keeping on top of new reference techniques establishing a partnership between the library and the user population and maximizing the helpful nature of reference service From Past-present to Future-perfect Charles A. Bunge,1999 Explore reprints of selected articles by Charles Bunge bibliographies of his published work and original articles that draw on Bunge s values and ideas in assessing the present and shaping the future of reference service As a reference librarian you will explore four categories of Bunge s work measuring the effectiveness of reference service the reference environment reference sources and reflections on the past and future of reference work This important book will assist you in creating and maintaing an effective and ethical reference service today and for the future

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