

THE ROLE OF THE  
ACADEMIC  
REFERENCE LIBRARIAN

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Jo Bell Whitlatch

# **Role Of The Academic Reference Librarian**

**Juris Dilevko, Lisa Gottlieb**



## **Role Of The Academic Reference Librarian:**

**The Role of the Academic Reference Librarian** Jo Bell Whitlatch, 1990-04-09 This volume examining key factors related to successful reference service practices provides librarians with an important and significantly different perspective on the reference process Author Jo Bell Whitlatch describes the major factors that need to be considered to obtain a comprehensive view of the reference process in academic libraries arguing that the understanding of the reference process can be enhanced by borrowing from current research in other disciplines that place an increasing emphasis on service organizations rather than on manufacturing organizations The book identifies major studies and theories related to how people who are served participate in organizations Further Whitlatch discusses how such studies can contribute to an understanding of the academic reference librarian's role In addition the study that constitutes a central part of *The Role of the Academic Reference Librarian* reports on the results of testing parts of a model of the reference process The material presented here is drawn from four principal sources the literature on reference service broader literature on service organizations from the disciplines of business psychology and sociology the author's professional experience and a detailed study of reference encounters in five academic libraries that assesses reference service effectiveness by focusing on the librarian's perception of the quality of service the library users perception of the quality of service and whether or not the information sought was located Included are tables and figures that graphically enhance the text For academic librarians and library researchers the volume will serve as a guide to designing studies of reference services that will add to the present understanding of the subject Graduate students in library and information science will find this handbook indispensable for the successful practice of reference services

*Reading and the Reference Librarian* Juris Dilevko, Lisa Gottlieb, 2003-11-26 Reference librarians are no longer expected to know much about the information they find they are merely expected to find it Technological competency rather than knowledge has become the order of the day In many respects reference service has become a matter of typing search terms into a library's online catalog or a web search engine and providing the patron with the results of the search Calling for a re intellectualization of reference librarianship this book suggests another approach to providing quality reference service reading The authors surveyed both academic reference librarians and public library reference personnel in the United States and Canada about their reading habits From the 950 responses the authors present findings about the extent to which librarians read newspapers periodicals fiction and nonfiction and recount and analyze stories about how reading has made them better librarians The authors also report that North American professors in the humanities and social sciences believe that the best reference librarians are those who have wide ranging subject based knowledge as opposed to the type of process based functional knowledge that is increasingly dominating the curricula of many Library and Information Science programs

**The Reference Librarian and Implications of Mediation** M. Keith Ewing, Robert Hauptman, 2019-12-05 This book first published in 1992 examines the reference librarian's role as a connecting

link between information seekers and the resources they need. It provides the best approaches to providing resolutions or guidance to the appropriate resources. It analyses librarians' reference skills, communication abilities, accuracy in responding to specific inquiries, and sensitivity to various groups such as paraprofessionals and non-traditional patrons. This provocative book encourages librarians to go beyond merely providing an answer or resource 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.

**The Image and Role of the Librarian** Linda S Katz, 2003-06-27. Get a unique insight into the image problems librarians face. *The Image and Role of the Librarian* addresses all aspects of professional identity for librarians, including professional roles, cultural images, popular perceptions, and future trends. The book examines historical representations, stereotypes, and popular culture icons and the r

*The Role of the Electronic Resources Librarian* George Stachokas, 2019-10-12. *The Role of the Electronic Resources Librarian* focuses on longstanding hurdles to the transition of libraries from print collections to online information services, all from an Electronic Resources Librarian (ERL) perspective. Problems covered include cost containment for electronic serials, web design, discovery, customer service, efficiency, and adapting organizations to the needs of contemporary users. The title considers the historical development of the ERL role, how the position emerged in North America in the 1990s, how it is represented within the organizational structure of academic libraries, and how the ERL role maps to technology, information services, and professional identity trends. Explores the changing role of the Electronic Resources Librarian (ERL). Identifies long-term trends in Electronic Resource Management. Recommends best practices for the ERL role in modern libraries. Contextualizes the current ERL role in historical and current developments. Maps the ERL role to trends in technology, information services, and the shifting professional identity of academic librarians.

*Reading and the Reference Librarian* Juris Dilevko, Lisa Gottlieb, 2014-10-16. Reference librarians are no longer expected to know much about the information they find; they are merely expected to find it. Technological competency rather than knowledge has become the order of the day. In many respects, reference service has become a matter of typing search terms into a library's online catalog or a web search engine and providing the patron with the results of the search. Calling for a re-intellectualization of reference librarianship, this book suggests another approach to providing quality reference service: reading. The authors surveyed both academic reference librarians and public library reference personnel in the United States and Canada about their reading habits. From the 950 responses, the authors present findings about the extent to which librarians read newspapers, periodicals, fiction, and nonfiction, and recount and analyze stories about how reading has made them better librarians. The authors also report that North American professors in the humanities and social sciences believe that the best reference librarians are those who have wide-ranging subject-based knowledge, as opposed to the type of process-based, functional knowledge that is increasingly dominating the curricula of many Library and Information Science programs.

Academic Librarianship Today Todd Gilman, 2017-02-02. Intended for use by both librarians and

students in LIS programs Academic Librarianship Today is the most current comprehensive overview of the field available today Key features include Each chapter was commissioned specifically for this new book and the authors are highly regarded academic librarians or library school faculty or both Cutting edge topics such as open access copyright digital curation and preservation emerging technologies new roles for academic librarians cooperative collection development and resource sharing and patron driven acquisitions are explored in depth Each chapter ends with thought provoking questions for discussion and carefully constructed assignments that faculty can assign or adapt for their courses The book begins with Gilman s introduction an overview that briefly synthesizes the contents of the contributors chapters by highlighting major themes The main part of the book is organized into three parts The Academic Library Landscape Today Academic Librarians and Services Today and Changing Priorities New Directions

### **An Overview of the Changing Role of the Systems**

**Librarian** Edward Iglesias, 2010-09-09 This book presents a series of case studies from systems librarians all over the world It documents how the profession has changed in recent years with the introduction of new web technologies services such as hosted databases that are supported by vendors rather than in house as well as shifts in technology management New skill sets are constantly being added as systems librarians become much more versed in dealing with service providers outside the library as well as training and supporting their traditional constituencies Written by practitioners in the field who have real world experience Draws on a wide authorship to show how different perspectives can colour the perception of similar issues Provides real world scenarios where challenges in the field have been met and overcome

### **An Introduction to Reference**

**Services in Academic Libraries** Elizabeth Connor, 2006-08-25 An introductory text on various aspects of reference services that requires your students to think An Introduction to Reference Services in Academic Libraries is a comprehensive textbook that presents compelling case studies and thought provoking essays that teach the principles of reference services Eighteen authorities from private and public ac

*Career Transitions for Librarians* Davis Erin Anderson, Raymond Pun, 2016-05-02 What if you were a public librarian and then you wanted to become an academic librarian How different are those worlds and how would you know what kind of skills or experiences you need to get your foot into the academic door *Career Transitions for Librarians* Proven Strategies for Moving to Another Type of Library explores the multifaceted roles of the librarian profession from personal narratives of professional librarians who have successfully worked and transitioned from one type of library to another Learn the successful strategies and stories of librarians who transitioned from public to academic libraries school media to academic libraries public to special libraries print to digital worlds among other ones What kinds of skill sets and experiences were they able to transfer or draw on from their previous work experiences How can you make these successful transitions as well From interview tips to developing relevant and transferable skill sets this unique guide offers testimonials with a targeted advice and job strategies for readers interested in making these successful transitions during a time when there is a huge difficulty in securing a library job

### **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 *Continuing Professional Development - Preparing for New Roles in Libraries: A Voyage of Discovery* Paul Genoni,Graham Walton,2006-05-02 Librarians and information workers the world over are faced with the constant challenge of remaining abreast of developments in their field Rapid changes in technology and workplace roles threaten to make their skills obsolete unless they undertake constant professional development This international collection presents a comprehensive overview of current continuing professional development theory and practice for those who manage and work in library and information services Papers by academics and practitioners describe numerous innovative responses to emerging continuing education and training needs including workplace learning individual learning and learning organisations The Role of the Academic Librarian Anne Langley,Edward Gray,K T L Vaughan,2003-10-31 This book covers the practical side of being an academic librarian a role that has undergone a large degree of change in recent years It outlines and describes the skills necessary to succeed in these

large and often complex organisations The book includes tools and techniques for an academic librarian for managing time meetings projects publishing and research communications paper and electronic the basics of supervision and how to work in a large organisation The impact of the growth of electronic formats on the role of the academic librarian are discussed in detail Explains how in practical terms to stay organised communicate successfully network and navigate through an often politicised environment Applies business practices to the field of librarianship Shows how to use organisational behaviour techniques to manage yourself and your work *Personnel Issues in Reference Services* William A. Katz, Ruth A.

Fraley, 1986 *Personnel Issues in Reference Services* discusses reference personnel concerns and problems and offers suggestions to administration and management for improving reference personnel performance and staff development

*The Image and Role of the Librarian* Linda S Katz, 2003-06-27 *The Image and Role of the Librarian* addresses all aspects of professional identity for librarians including professional roles cultural images popular perceptions and future trends The book examines historical representations stereotypes and popular culture icons and the role each plays in the relationship between librarian and patron The book also looks at the profound impact the Internet has had on the services librarians provide and how electronic resources have transformed the roles and responsibilities of librarians *The Evaluation and*

*Measurement of Library Services* Joseph R. Matthews, 2017-10-27 This guide provides library directors managers and administrators in all types of libraries with complete and up to date instructions on how to evaluate library services in order to improve them It is a fact today's libraries must evaluate their services in order to find ways to better serve patrons and prove their value to their communities In this greatly updated and expanded edition of Matthews seminal text you will discover a breadth of tools that can be used to evaluate any library service including newer tools designed to measure customer and patron outcomes The book offers practical advice backed by solid research on virtually every aspect of evaluation including quantitative and qualitative tools data analysis and specific recommendations for measuring individual services such as technical services and reference and interlibrary loan New chapters give readers effective ways to evaluate critical aspects of their libraries such as automated systems physical space staff performance management frameworks eBooks social media and information literacy The author explains how broader and more robust adoption of evaluation techniques will help library managers combine traditional internal measurements such as circulation and reference transactions with more customer centric metrics that reflect how well patrons feel they are served and how satisfied they are with the library By applying this comprehensive strategy readers will gain the ability to form a truer picture of their library's value to its stakeholders and patrons *The New Academic Librarian* Rebeca Peacock, Jill Wurm, 2014-01-07

The new essays on today's academic librarians examine above all their functions and responsibilities since these have greatly changed just in recent years especially in matters of technology These librarians essayists step away from yesterday's stereotypes and explain at length their new roles From digital resources and special collections to web development and new outreach initiatives the topics

covered by the essays in this book will reassure new librarians and stimulate prospective librarians as they realize the enhanced and varied positions that are available in the 21st century academic library

**Partnerships and New Roles in the 21st-Century Academic Library** Bradford Lee Eden, 2015-09-18 The fifth volume in this series focuses on creating partnerships and developing new roles for libraries in the 21st century It includes such topics such as consulting coaching assessment and engagement partnerships university commercialization adult student support librarian faculty partnerships in developing and supporting new academic courses and creating and staffing the information commons The concept of embedded librarianship is touched upon in the context of extending the role of the librarian outside the library The chapters in this volume demonstrate that just as students are extending the ways in which they learn librarians must embrace new roles and modalities if they are to provide the types of support required by patrons A typical example of growing importance massive open online courses MOOCs create challenges and opportunities as they are constantly evolving they change fundamentally the way students interact with teachers their fellow students any course content and existing or new library services To survive librarians need to be engaged in ways that push beyond current professional limits in order to better support the needs of learners Doing this will not be an easy task but one that librarians are certainly up to It is hoped that this volume and the series in general will be a valuable and exciting addition to the discussions and planning surrounding the future directions services and careers in the 21st century academic library

[The Reference Librarian's Bible](#) Steven W. Sowards, Juneal Chenoweth, 2018-07-26 Divided into dedicated categories about the subjects most meaningful to librarians this valuable resource reviews 500 texts across all major fields Drawing on their collective experience in reference services and sifting through nearly 30 000 reviews in ARBAonline editors Steven Sowards associate director for collection at Michigan State University Libraries and Juneal Chenoweth editor of American Reference Books Annual curated this collection of titles most of which have been published since 2000 to serve collections and reference librarians in academic and public libraries From the Encyclopedia of Philosophy and the Social Sciences and Encyclopedia of the Civil War to the Encyclopedia of Physics Encyclopedia of Insects and Taylor s Encyclopedia of Garden Plants to the formidable Oxford English Dictionary The Reference Librarian s Bible encompasses every subject imaginable and will be your first stop for choosing and evaluating your library s collections as well as for answering patrons questions

**Managing Change in Academic Libraries** Joseph Branin, 2013-01-11 Managing Change in Academic Libraries helps academic librarians plan implement and manage changes to the fundamental structure of their organizations It shows readers that in academic libraries the two driving forces behind most change are economics and technology Declines in funding for education and in the purchasing power of libraries have made it impossible to maintain the status quo let alone realize growth in traditional information services and collection development Add to this downward trend in library economics the explosion of new information technology and its potential for radically altering communications and knowledge management and one has the ingredients for some amazing changes in



libraries To help manage these many changes chapters in Managing Change in Academic Libraries approach change with a mixture of radical and rational ideas Readers learn academic librarians views on dealing with change as they read about an environmental scan which identifies both internal and external forces that are increasing the amount and scope of change in academic libraries technological change and its impact in academic libraries the academic library director s role as an agent of change how two large library systems managed to change in some very fundamental ways when faced with serious economic and political challenges difficult personnel issues faced by academic libraries as they move into new organizational structures and adopt new management styles the future of traditional reference services in light of rapid developments in computing and networking how to change bibliographic control to better serve the changing expectations and needs of user communities conducting a restructuring study and recommendations for organizational change in a large research library system Each chapter shows academic librarians how they can respond imaginatively and nimbly to economic political and technological change that envelopes their professional work life Academic librarians will refer to Managing Change in Academic Libraries again and again as a survival tool as they meet with challenging and unpredictable changes

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