

Reference Services Administration & Management

**Edited by
Bill Katz
Ruth A. Fraley**



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Reference Services Administration And Management

Hemalata Iyer



Reference Services Administration And Management:

Reference Services Administration & Management Ruth A. Fraley, 1982 Librarianship experts discuss the management of the reference function in libraries and information centers outlining the responsibilities and qualifications of reference heads *Finance, Budget, and Management for Reference Services* Ruth A. Fraley, Bill Katz, 2019-12-06 The library budget a topic of primary importance to the reference librarian is thoroughly examined in this book first published in 1988 Experts offer insightful suggestions for reference librarians to understand and take responsibility for budget issues directly and indirectly They address the ability to explain the budget which actually entails explaining the collection the services and the process in place for managing the fiscal resources a necessary skill for any reference librarian faced with looming budget cuts Providing quality services on a limited budget is also explored The contributors provide helpful essays on convincing the parent agency to provide adequate support setting goals and priorities generating revenue and more

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 **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

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

The Reference Library User William A. Katz, 1990 Provide the best possible service to your library patrons With a healthy respect for those who seek assistance at the reference desk a group of library and information service specialists examine the public whom they serve The Reference Library User focuses on the possible interactions between the reference librarian and the library user The authoritative contributors discuss many problems in the relationship between the public and the library and all offer suggestions that will at least help librarians to better serve the public on a daily basis A major emphasis of The Reference Library User is on the various populations using the library and their particular needs For example one chapter examines the information needs of deinstitutionalized patrons and presents methods of providing service and a rationale for community outreach The state program in Rhode Island is outlined describing efforts to reach community residents through public libraries and the state operated Bookmobile Other chapters provide strategies for providing reference services to older adults the learning disabled the blind and the physically handicapped This informative new volume also deals with general concerns facing librarians today including determining the audience for both public and academic libraries educating the user encouraging nonusers to become library users and

calming irate patrons Reference librarians will be particularly interested in the problems and solutions discussed in this new volume as will library managers and administrators who will always benefit from a fresh perspective on public service for the library user

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

Electronic Resources Linda S Katz, 2013-10-31 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

Electronic

Resources Hemalata Iyer, 1998 A handbook for library scientists learning the ropes in the new arena of online and other electronic resources Seven contributions look at topics such as the retrieval power of selected search engines visual maps of the World Wide Web a simulation study of search tactics of Web users geographic information systems in library reference managing reference services in the electronic age and patron attitudes toward computerized and print resources Annotation copyrighted by Book News Inc Portland OR

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

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