Roving Reference: A New Approach to User Services

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Abstract

Roving librarians circulate within the reference area to offer assistance to users at workstations. Dramatic increases in the numbers of electronic resources call for roving as an effective way to offer on-site assistance. Many libraries offer roving, but note some problems: invasion of users' privacy, reluctance of some librarians to rove, predominance of basic technical questions, etc. Overall, librarians report that users appreciate the service, and many libraries are trying to move toward more formal implementations of roving. The authors summarize points raised in a recent discussion on roving on LIBREF-L and offer reasons why librarians should rove.

Introduction

The rapid expansion of the Web and other electronic resources has led libraries to reconsider traditional methods of providing reference services. The reference desk has been, and in many ways still is, the service center of the reference department. The desk serves as the focal point for users and a base of operations for librarians. However, the impact of electronic information sources and the growing number of public workstations is challenging this traditional view. It is becoming more common for library users to find dictionaries, encyclopedias, periodical indexes, and other reference sources in computerized form, rather than in the print reference collection. There is a shift away from the reference desk and toward the public workstation as the gateway to information.

Many libraries have responded to this change by incorporating the idea of roving reference service. Roving is the act of a library employee circulating within the reference area or other parts of the library to offer assistance to users. A roving librarian approaches the user, rather than waiting for the user

Reference Library User Problems And Solutions

Linda S Katz

Reference Library User Problems And Solutions:

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 Library Users and Reference Services Linda S Katz,2013-05-13 This useful book helps reference librarians understand the information seeking needs and behaviors of the diverse groups of people in the communities they serve With the increasing diversity of the American population librarians striving to plan and deliver excellent reference services must enhance their understanding of how best to assist many types of individuals and groups from children to the elderly Library Users and Reference Services provides much needed help in this area delivering strategies and methods to aid readers in their quest for increasingly effective service for all members of the communities in which they work Library Users and Reference Services is divided into four sections of chapters which cover a broad range of topics to assist readers in planning and delivering appropriate services Section One explores customer service economics of information and marketing as key concepts useful in studying information needs of specific groups in the population Section Two focuses on scholars and students in three broad academic disciplines science humanities and social sciences Section Three covers groups with special characteristics such as age economic standing gender or profession Section Four discusses evaluation and provides guidance in the use of the most widely accepted measures for assessing reference effectiveness The book s final chapter explores redesigning reference services for the future providing a glimpse of how such services may change Library Users and Reference Services is a practical guide to help readers understand the many issues related to serving diverse populations in a community Reference librarians and graduate library school students and faculty will learn more effective ways to help a heterogeneous public with the help of this new book 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 todayand 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 **Helping the Difficult Library Patron** Linda S Katz,2013-10-31 This insightful book shows you how to deal with an issue as old as the library profession interacting with problem patrons It looks at this fact of life that affects almost every facet of library work and provides practical solutions some developed within the field and some borrowed from other professions that will improve reference services for those you serve and make the work of your library staff less stressful more productive and increasingly meaningful Helping the Difficult Library Patron New Approaches to Examining and Resolving a Long Standing and Ongoing Problem examines the nature of the problem from historical and demographic perspectives ways of dealing with the problem in academic and public libraries competency based training techniques that will empower your frontline staff the impact of new technologies such as cellular phones and the Internet and ways of dealing with the new breeds of difficult patrons that come with them solutions from our colleagues what we can learn from the perspectives of others psychotherapists businesspeople and corporate managers you even get a Zen Buddhist viewpoint effective ways to utilize community resources such as campus and local police and much much more Nowhere in the library literature have so many practitioners and educators combined their efforts to examine and provide solutions to this ageless problem Library administrators staff and educators will find Helping the Difficult Library Patron a matchless resource *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 rovering 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 provisionDesigned 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 *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 **Outreach Services in Academic and Special Libraries** Paul Kelsey,Sigrid Kelsey,2003 Outreach Services in Academic and Special Libraries examines the creation and delivery of outreach programs designed to promote awareness of the library by meeting the information needs of underserved or uninformed patrons This book contains the experiences of academic and special librarians who describe a wide array of successful outreach programs that are in place throughout the country This valuable tool introduces professional librarians and library science students and faculty to current and highly innovative models of outreach services implemented in a variety of academic and special library settings **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 *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 notsThis 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 **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 fourincluding 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 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* 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 **Distance Learning** Hemalata Iyer,2012-10-12 The demand for and technology needed to create effective distance learning programs are increasing at a breakneck pace Is your institution keeping up As educators information professionals are faced with the challenge of providing Web based library instructional materials in a time of ever changing technologies This book will help you address that daunting challenge examining ways to assess user needs to develop and offer well thought out information literacy courses to employ appropriate teaching methodologies and to determine the effectiveness of existing information literacy programs With Distance Learning Information Access and Services for Virtual Users you will examine the evolution and significance of asynchronous learning networks ALN and various issues in ALN including cost faculty and technology requirements the nature of the learning community social presence and collaborative environment virtual reference services including electronic journals subject directories the invisible Web and search engines the criteria for evaluating search results the role played by consortia and cooperative efforts in facilitating user access to library resources a review of selected literature addressing user characteristics and service staff issues involved in providing information support for distance education the strategies technologies and pedagogical issues surrounding the development of Web based library instruction toolsincludes Web page design copyright issues Web site maintenance and usability the award winning online information literacy course developed at Ulster County Community College in New Yorkits development course modules and administrative challenges the library support services provided to distance learning students in the SUNY Plattsburg Telenursing Program the influence of cultural factors on interactions within and perceptions of distance education **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 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

Library Services for Career Planning, Job Searching, and Employment Opportunities Byron Anderson,1992 Here is a valuable book filled with new ways to strengthen and utilize library career planning services and job searching sources to better serve library patrons and career planners Library Services for Career Planning Job Searching and Employment Opportunities is the only resource available on the library s role in helping job searchers and career planners An increase in the need for career and job information caused by a volatile labor market and current economic trends has created a need for both librarians and job counselors to help patrons take full advantage of library sources and services Taking a broad approach from career counseling theory to recommendations of major sources of career and job information this much needed book covers subjects such as cooperative programs between librarians career planning professionals and job search counselors and the evaluation of career related materials This one of a kind volume emphasizes the constant demand for career and job information regardless of economic conditions Librarians will learn how to act as intermediaries to help patrons locate career and employment sources dispersed throughout the collection demonstrate their proper use and guide them to additional useful sources Specific chapters explain how to expand career and job services with only a few new low cost resources by networking with other community resources and developing a strong core collection of the best resources available Other groundbreaking topics analyzed include employment and labor market trends for the 1990s unemployment services in libraries evaluation criteria for career resources essential career planning and employment materials specialized collections for relocation literature and employment of persons with disabilities This book is necessary reading for librarians who maintain career resources in their collections career plannng and job counselors who need to learn how to take better advantage of library services and adult education professionals involved in vocational education *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 **Integrating Library Use Skills Into the General Education Curriculum** Linda S Katz,2021-04-14 This provocative new book will help you design and implement the most effective library user education possible one that builds on basic library use skills through a progressively sophisticated program that is fully integrated into course curriculum at all levels from the freshman year to graduation and beyond By exploring major issues underlying the integration of library use skills and research methodologies into the general education curriculum contributors raise important questions offer creative ideas and provide insight into the many improvements made in library instruction in the past few years Following an introduction by Patricia Breivik a recognized national authority on libraries and general education contributors representing two and four year institutions and research universities discuss such issues as the relationship between high school and college programs research skills instruction in a remote access environment the use of microcomputers and end user searching programs to promote critical thinking and the improved relationship between librarians and faculty In addition to articles on library instruction geared towards question analysis information generation by field structure of published knowledge and dissemination of a discipline s literature chapters identify cooperative efforts needed among school public special academic libraries and other information agencies computer center personnel and online database vendors Bibliographic instruction librarians who are active participants in planning and administering library user education programs will find this volume to be essential for building and developing stronger more integrated programs **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

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Table of Contents Reference Library User Problems And Solutions

1. Understanding the eBook Reference Library User Problems And Solutions
    - The Rise of Digital Reading Reference Library User Problems And Solutions
    - Advantages of eBooks Over Traditional Books
2. Identifying Reference Library User Problems And Solutions
    - Exploring Different Genres
    - Considering Fiction vs. Non-Fiction
    - Determining Your Reading Goals
3. Choosing the Right eBook Platform
    - Popular eBook Platforms
    - Features to Look for in an Reference Library User Problems And Solutions
    - User-Friendly Interface
4. Exploring eBook Recommendations from Reference Library User Problems And Solutions
    - Personalized Recommendations
    - Reference Library User Problems And Solutions User Reviews and Ratings
    - Reference Library User Problems And Solutions and Bestseller Lists
5. Accessing Reference Library User Problems And Solutions Free and Paid eBooks
    - Reference Library User Problems And Solutions Public Domain eBooks
    - Reference Library User Problems And Solutions eBook Subscription Services
    - Reference Library User Problems And Solutions Budget-Friendly Options
6. Navigating Reference Library User Problems And Solutions eBook Formats

    - ePub, PDF, MOBI, and More
    - Reference Library User Problems And Solutions Compatibility with Devices
    - Reference Library User Problems And Solutions Enhanced eBook Features
7. Enhancing Your Reading Experience
    - Adjustable Fonts and Text Sizes of Reference Library User Problems And Solutions
    - Highlighting and Note-Taking Reference Library User Problems And Solutions
    - Interactive Elements Reference Library User Problems And Solutions
8. Staying Engaged with Reference Library User Problems And Solutions
    - Joining Online Reading Communities
    - Participating in Virtual Book Clubs
    - Following Authors and Publishers Reference Library User Problems And Solutions
9. Balancing eBooks and Physical Books Reference Library User Problems And Solutions
    - Benefits of a Digital Library
    - Creating a Diverse Reading Collection Reference Library User Problems And Solutions
10. Overcoming Reading Challenges
    - Dealing with Digital Eye Strain
    - Minimizing Distractions
    - Managing Screen Time
11. Cultivating a Reading Routine Reference Library User Problems And Solutions
    - Setting Reading Goals Reference Library User Problems And Solutions
    - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Reference Library User Problems And Solutions
    - Fact-Checking eBook Content of Reference Library User Problems And Solutions
    - Distinguishing Credible Sources
13. Promoting Lifelong Learning
    - Utilizing eBooks for Skill Development
    - Exploring Educational eBooks
14. Embracing eBook Trends
    - Integration of Multimedia Elements
    - Interactive and Gamified eBooks

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