Reference Services and Technical Services

Interactions in Library Practice

Edited by
Gordon Stevenson
and Sally Stevenson

Reference Services And Technical Services Interactions In Library Practice

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Reference Services And Technical Services Interactions In Library Practice:

   Reference Services and Technical Services Gordon Stevenson,Sally Stevenson,2019-12-05 This book first published in 1984 analyses the provision of more effective library service by relying more heavily on collaboration between reference and technical services librarians   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 Services in the Humanities Judy Reynolds,1994-11-11 This helpful book provides practical insight into the work and environment of reference services in the humanities Librarian s mental maps of humanities reference materials must include an awareness of the metaphoric not too precise nature of many patrons queries Reference Services in the Humanities discusses the structure of literature in the humanities and how it matches or challenges mental images of the field Chapters are infused with the issues of language names and meaning within a metaphoric genre The book serves as a guide to humanist s use of metaphoric language and also as a bibliography of sources Reference Services in the Humanities contains specific references for finding materials in areas that are not traditional mainstream arts This sample of disciplines provides case studies depicting each field s particular idiosyncrasies Chapters examine the challenge of referral reference and common problems encountered in searching for answers to patrons questions The book contains a theoretical framework for interacting with patrons and addresses options for humanities reference in an electronic age This book brings together librarians and researchers who provide and manage reference

services to a wide array of disciplines within the humanities Authors come from all types of libraries and represent a broad spectrum of patrons from the young student curious about the movies to practicing musicians and craftspersons This diversity provides an informative grounding for practitioners and library school students and faculty who wish to become effective reference librarians in the future Reference Services in the Humanities is divided into four sections which address research questions and challenges in selected disciplines descriptions from the field political issues in the humanities and theories and ideas for the future Specific topics explored include access to special collections censorship library resources for theater artists history research vocabulary control labeling of minorities craft information sources and much more

    <u>Modern Library Technology and Reference Services</u> Samuel T. Huang,1993 A dozen articles suggest a variety of ways for libraries to enhance their daily reference service and the image of librarianship and to bring in more users They emphasize the interaction of both the staff and the clients with new technology Also published as The Reference Librarian no 39 1993 No index The paper edition has the same ISBN Annotation copyright by Book News Inc Portland OR   **School Library Reference Services in the 90s** Carol Truett,1994 Here is a succinct update on school library reference services for the busy practitioner or student Exploring the state and state of the art of school library reference services in the 1990s this book provides an overview of current information skills teaching models the impact of new technologies on the teaching of reference and the student search process and assessment and evaluation models for gauging the success of school reference services School Library Reference Services in the 90s is an informative guide for school media coordinators and specialists library science graduate students and professors and researchers in the field to help them understand what students must learn and what teachers must teach to keep everyone up to date in the fast changing world of reference School Library Reference Services in the 90s is divided into three sections that cover reference research teaching models technology and evaluation Topics in the first section include an examination of the current state of affairs in reference teaching a look at various models for integrating library research and reference skills into the curricula and discussions of the effects of these new models on the school librarian s role Section two addresses the profound effect new technologies such as CD ROM multimedia CD I and CD TV are having on both the teaching of reference and information skills and on the entire research process from initiation to production of the final student report The last section presents three models for assessing the effectiveness of school reference services and skills instruction School library reference services and particularly library instruction are changing dramatically in the 1990s as a result of the information age School Library Reference Services in the 90s helps professionals in the field stay abreast of current developments and be more effective in their jobs   *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 **Reference Services for the Unserved** Fay Zipkowitz,2019-01-22 New recognition within society of previously unserved populations has created the need for librarians to also recognize these groups and to find ways to serve them equally Reference Services for the Unserved provides information guidance and inspiration to library professionals in their work with previously unserved populations so that these persons may be absorbed into the larger served population groups It helps librarians adjust to making accommodations for these new user groups recognizing that many people in these populations have very specific needs and bring with them some specific limitations in their abilities to take advantage of existing library services The Americans with Disabilities Act ADA has transformed the lives of disabled and challenged people by mainstreaming disabled children in public schools moving mentally and developmentally disabled people into community based residences and workshops providing services to disabled college students and enhancing workplace accommodations At the same time the ADA has presented new challenges for the library community Reference Services for the Unserved guides library professionals in meeting these new challenges by bringing together research and descriptions of several successful attempts to meet the information needs of previously unserved populations In guiding library professionals and administrators in effectively serving currently unserved populations authors in Reference Services for the Unserved tell readers how to approach services for patrons with mental illness examines issues of behavior inappropriate in the situation and ways for librarians to understand this behavior in order to carry out their

professional objectives of providing access to information improving quality of life and meeting the legal mandates of the ADA address the needs of disabled students in the academic library recognizes that the information needs of disabled students are not different from those of traditional students the differences are in means of access overcoming barriers to access and the need for adaptive technologies and techniques meet the information needs of battered women suggests ways library professionals can better assist individual battered women social service providers and public policy or decision makers integrate technology into the library setting focuses on people with severe and persistent mental illness the improvement of access to information sources on behalf of people with cognitive disorders whose ability to process text based information is impaired and reports on the use of computer aided instruction CAI and multimedia technology to meet their information needs develop or upgrade services to patrons with special needs a bibliography of useful material for guidance Combined with strong administrative support the information in Reference Services for the Unserved provides a strong foundation for making positive and effective changes to better accommodate disabled and challenged patrons Library professionals and administrators and students of library and information sciences will find it a necessary guide in their attempts to provide effective and quality services to all patrons **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 **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 **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 Information Brokers and Reference Services Robin Kinder,William A. Katz,1988 The contradictory yet complementary relationship between libraries and information brokers is examined in this stimulating volume Since its escalation in the 1960s information brokering has challenged the role of the library in society Librarians discuss their concerns about information brokers the impact of brokers on reference services the competence of brokers abuse of library services by brokers and whether libraries should provide competing fee based services Brokers share their own view as entrepreneurs providing background offering advice and explaining the risks involved in their business This lively often

controversial discussion offers suggestions for improving relations between libraries and information brokers while continuing to serve the public well   *Opportunities for Reference Services* William A. Katz,1991 Here is a refreshing new book that takes a unique look at the many aspects of reference librarianship Written by reference librarians for reference librarians this new volume explores the changing roles of reference services and offers advice and practical ideas to guide librarians through the increasingly tangled maze of duties being thrust upon the reference staff Although the everyday work of the reference librarian is often taken for granted these insightful chapters illuminate the essential service performed by the reference librarians as they facilitate access to information for a wide variety of users Furthermore this book helps reference librarians face the future by examining the technological and service developments that will challenge their profession Opportunities for Reference Librarians addresses unique reference problems such as making use of the telephone as an information gathering tool selecting reference material for the interdisciplinary field of Health Physical Education and Recreation HPER and helping non law students with legal research The fascinating anecdotes and encouraging discussions will be invaluable to reference library professionals for years to come This important book covers a wide variety of topics of interest to reference librarians Topics related to information systems are examined such as the limitations of end user online services and an evaluation of the Library of Congress Information system Authoritative contributors make recommendations on how to design services to coordinate with the new technology and how to change librarians roles so they can assist people in using these systems   **Library Outreach, Partnerships, and Distance Education** Wendy Arent,Pixey Anne Mosley,2024-11-15 Increase patronage with effective outreach strategies From the Introduction by Wendi Arant and Pixie Anne Mosley Outreach is a concept that is gaining more and more significance for libraries particularly with the recent developments in information technology Dictionaries define it as the act of extending services benefits etc to a wider section of the population This definition also implies a mission to communicate a particular message to an audience in order to gain their support Its meaning for libraries is profound having consequences for fund raising public service and public relations Library Outreach Partnerships and Distance Education Reference Librarians at the Gateway focuses on extending community outreach in libraries toward a broader public by expanding services that are based on recent advances in information technology This crucial volume with help you will explore many of the issues that are currently affecting libraries including the growth of technology and its effect on libraries and library users emerging literacy issues computer literacy non English speaking populations providing effective services to at risk populations diversity and multiculturalism and how they are changing the ways that libraries are used targeting and reaching specific user groups distance education bringing the mountain to MohammedIf the public perception of libraries is ever to move beyond that of musty old book warehouses librarians must take a more active role in the development of new services and in heightening awareness of their existing services and collections Library Outreach Partnerships and Distance Education presents ideas and strategies that are now

being implemented around the United States to do just that This book should be a part of every library s plans for the future

    <u>Library Services for Career Planning, Job Searching, and Employment Opportunities</u> 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 **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 *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 **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 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 *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 **From Past-Present to Future-Perfect** Linda S Katz,2013-08-21 Explore a compilation of reference service works by Charles A Bunge a leader in the field This informative and delightful book highlights the contributions of Charles A Bunge to the literature on reference service From Past Present to Future Perfect A Tribute to Charles A Bunge and the Challenges of Contemporary Reference Service offers reference librarian professionals the 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 Through this guide you will explore four categories of Bunge s work which include measuring the effectiveness of reference service the reference environment reference sources and reflecting on the past and future of reference work This important book will assist you in creating and maintaining an effective and ethical reference service that will help patrons find the materials they need With From Past Present to Future Perfect you will gain access to some of Bunge s most important articles on the reference environment Some of the helpful reference service information you will examine includes ways of putting joy back into reference work to counteract the situation of low morale among practicing reference librarians discussions on the challenge of continual learning for reference librarians and strategies for updating knowledge and skills understanding and organizational strategies for handling stress in the library workplace exploring the realm of an ethical reference practice and how a reference librarian should act or behave in providing reference services peer coaching programs for reference librarians to assist the learning and sharing of knowledge among colleagues organizing electronic reference sources assisting patrons with their reference questions using technology in the reference environment Thorough and comprehensive this excellent resource explores the changes that have occurred in reference and information resources and techniques for setting goals and objectives for your reference department From Past Present to Future Perfect looks at the exciting and challenging world of reference librarianship and gives you valuable insights and ideas on how to improve and update your reference department

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web the script was entitled leatherface at various points before the film s release the title was switched to head cheese and

finally the texas chain saw massacre the film s original budget was 60 000 during the editing process the filmmakers amassed an additional 80 000 in costs requiring that they sell off portions of their ownership in the film s

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