

overview of the history and philosophy of vocabulary control, it serves admirably. But those deciding whether or not to use a controlled vocabulary or already involved in the construction of one will find Lancaster's first edition or Soergel's *Indexing Languages and Thesauri* [2] better suited to their needs.

PERI SCHUYLER
Bethesda, Maryland

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Managing Online Reference Services. Edited by Ethel Auster. New York: Neal-Schuman, 1986. 408 p. \$35.00.

Managing Online Reference Services consists of twenty-six papers that address administrative issues in online services. Many were originally published in journals such as *RQ*, *Information Technologies and Libraries*, and *Online Review* between 1975 and 1984. Most major authors in the field of online services, including Martha E. Williams, Carol Tenopir, and F. W. Lancaster, are represented here. The compilation was initially prepared as a reader for graduate students in library science. Its intended audience also includes librarians and information professionals who are planning, initiating, or evaluating online search services within their organizations. The examples presented in *Managing Online Reference Services* are drawn mostly from academic and public libraries. Only one paper, "Estimating the Satisfaction of Information Users," by Renata Taglia-cozzo, is reprinted from the *Bulletin of the Medical Library Association*.

The chapters are grouped into eight major sections. They cover initial planning for online services, selection of vendors and databases, and staff training, in addition to promotion, costs, evaluation, and impact of online services. A section on microcomputers and software is also included. Each of the eight sections opens with a brief introduction highlighting issues to be covered and concludes with a list of suggested readings. For instance, the introduction to Part 6 reviews the types of statistics collected by online administrators, the issues in measuring user satisfaction, and the problems preventing objective evaluation of online search services. A list of twelve suggested

readings follows the four papers in this section. Unfortunately, some of the introductions are little more than summaries of the material that follows.

As a compilation of papers on administrative issues in online services, the book presents a nice range of logically grouped readings. Two important themes link these groups together into a comprehensive whole. These themes are the identification of the need for an online as opposed to a manual search and the integration of online and reference functions into a single public service. The book is well-indexed; it contains both a subject and personal name index. The name index includes chapter authors, individuals mentioned in the text of articles, and authors cited in footnotes and suggested readings. The two strongest sections of the book are Parts 3 and 6, which discuss the identification, training, and evaluation of good online searchers and the analysis and evaluation of online statistics and services. The chapters in these sections are timely, uniformly excellent, and applicable to all types of libraries. Marcia J. Bates' "The Fallacy of the Perfect Thirty-Item Online Search," reprinted in Part 6, should be read by all searchers, both novice and experienced. Thomas S. Warrick's "Large Databases, Small Computers and Fast Modems . . . An Attorney Looks at the Legal Ramifications of Downloading" outlines areas of possible copyright infringement for searchers who are downloading information from commercial database vendors.

Not all of the articles are the same high quality as Bates' and Warrick's. Some, such as Walt Crawford's "VDT Checklist: Another Look at Terminals," are too practical and detailed for an administrative book with the stated purpose of avoiding "overly specific situations." Others contain outdated information. References to searching by batch mode and a lack of document delivery support in Part 2 are no longer pertinent. Similarly, the list of software sources and packages in Carol Tenopir's "Identification and Evaluation of Software for Microcomputer-Based In-House Databases" is no longer complete.

On a broader level, some of the issues raised in certain articles are no longer relevant. Justification of online search services with the detail outlined in Jean K. Martin's chapter, "Preparation of Proposals for Online Bibliographic Services in Academic, Government, and Industrial Libraries," is probably unnecessary today. Neither do librarians today harbor the fear of marketing their services and charging user fees described in Part 4. One issue faced by today's librarians, but not addressed here,

Managing Online Reference Services

Rita Pellen, William Miller



Managing Online Reference Services:

Managing the Successful School Library Lesley S. J. Farmer, 2016-12-16 More than just a compendium of management theories this book provides much food for thought that will help readers gain important insights into their own roles as school library managers and leaders

Improving Internet Reference Services to Distance Learners Rita Pellen, William Miller, 2014-06-03 In their efforts to provide distance learners with the most effective services possible librarians and information specialists are working more and more with faculty in academic departments IT departments and other librarians at cooperating institutions *Improving Internet Reference Services to Distance Learners* chronicles how those efforts have seen librarians become actively involved in online course management and delivery systems particularly Blackboard Desire2Learn and WebCT or by embedding themselves into the online course structure to better learn where students need assistance This invaluable resource also examines how librarians use Internet resources to support professional and continuing education and to establish university wide information and referral services to provide quality service to distance learners *Improving Internet Reference Services to Distance Learners* encourages librarians to think more broadly about working with outside individuals when designing and providing reference and other services to nontraditional users The book examines why it s best to consider user needs funding staff management and collaboration development when planning Internet reference services how to develop and implement a required credit bearing online information literacy course and how to apply effective marketing techniques from the business world to increase awareness of reference support services available to distance learners It also offers a look at the Walden University Library at Indiana University Bloomington which houses no print collection only online databases and includes case studies that document the design and development of Internet reference services for the University of Illinois Fire Service Institute and the efforts to provide support for doctor of pharmacy students at the University of Wisconsin Madison in their final year of study *Improving Internet Reference Services to Distance Learners* provides practical information on monitoring online discussion threads devoted to library research Web based interactive tutorials integrating library services in support of coursework integrating library services into online courses offering promoting and providing instruction to public users as well as local and distance students developing a web site that centralizes information about library services and resources the potential of the academic library to be the central provider of information and referral services for an entire university *Improving Internet Reference Services to Distance Learners* is an invaluable resource for librarians working in academic school special and public settings and for library science faculty and students

Web Information Management Stephen Mutula, Justus Wamukoya, 2007-05-31 This is a cross disciplinary text book on web based information management for students faculty and practitioners in business industry and government The Web has emerged as a universal space of information occasioning proliferation of electronic publications Though efforts have been made in developing tools and methods such as search engines metadata portals

subject directories and subject gateways aimed at enhancing the organization of and accessibility to information on the web more remains to be done The book addresses gaps in the existing web based tools and methods for information management Cross disciplinary e g information science information systems computer science business and records management Addresses topical issues in web information management such as content management e records readiness e government portals and intranets open source software emerging technologies WiMax Bluetooth etc Targets audience in tertiary education government business and industry *Change Management in Information Organizations* Zhixian Yi,2024-09-10 Against the background of the acceleration of change caused by the COVID 19 pandemic *Change Management in Information Organizations* presents topics in change management for information organizations that are of practical help for rapidly adapting to and managing changing circumstances As organizations re examine practices services and resources and innovate for competitive advantage the book offers theoretical and evidence based material including empirical research and insights from academic library directors It introduces fundamental concepts of change management enabling professionals to conceptualize plan set up carry out and evaluate change Across twelve chapters this book provides a solution for those managing change in information organizations bringing them up to speed on models approaches and methods of change management The book enables information professionals academic librarians archivists museum specialists library managers and administrators university administrators and graduate students in library and information science to successfully negotiate the new realities Presents key topics in change management for information organizations Gives empirical insights into the process of change management for information organizations Offers a good understanding of approaches and methods for conceptualizing planning carrying out and evaluating change Provides methods and approaches to assess the effectiveness of change management Concentrates on the unique situation and needs of change in information organizations

Managing and Adapting Library Information Services for Future Users Osuigwe, Nkem Ekene,2019-11-22 Information in today s modernized world has become much more attainable with the use of technology A resource that has fallen victim to this are library services What was once a staple of knowledge and communication has failed to keep pace with recent advancements in information service providers Library practitioners need to learn how to manage change build influence and adapt their services to remain relevant within local communities Libraries can continue to play a key role in future aspects of information provision but proper research is a necessity *Managing and Adapting Library Information Services for Future Users* is a collection of innovative research that encapsulates practices concepts ideas and proposals that would chart pathways for libraries of all types to envision and understand how to thrive and remain relevant in the competitive information provision environment It is expected to motivate librarians and information scientists to probe further into how libraries would better serve user communities of the 21st century who have options of accessing information from sources other than from libraries While highlighting topics including artificial intelligence human design thinking and alternative

finance this book is ideally designed for librarians information specialists architects data scientists researchers community development practitioners policymakers faculty members and students seeking current research on emerging advancements in library optimization

Managing Online Reference Services Ethel Auster, 1986

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 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

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keep pace with the rapid changes society is currently facing The once traditional in person services offered can no longer be the only option and to keep themselves afloat libraries must offer more in terms of digital services The convenience of offering mobile and digital services brings a new wave of accessibility to libraries and a new question on just how much libraries will need to change to meet the newfound needs of its patrons Beyond offering these digital services libraries are incorporating other types of technology in multifaceted ways such as utilizing artificial intelligence practices social media and big data management Moreover libraries are increasingly looking for ways to partner and collaborate with the community faculty students and other libraries in order to keep abreast of the best practices and needs of their users The Research Anthology on Collaboration Digital Services and Resource Management for the Sustainability of Libraries explores emerging strategies and technologies that are redefining the role of the library within communities and academia This reference book covers extensive ground on all the ways libraries have shifted to manage their resources digitalize their services and market themselves within the new technological revolution These continued shifts for libraries come with benefits challenges and future projections that are critical for discussion as libraries continue to strive to remain updated and relevant in times of change This book is ideal for librarians archivists collection managers IT specialists electronic resource librarians practitioners stakeholders researchers academicians and students who are interested in the current state of libraries and how they are transforming to fit modern needs

International Conference on Digital Libraries (ICDL)

2013 Shantanu Ganguly,P. K. Bhattacharya,2013-11-29 ICDL conferences are recognized on of the most important platform in the world where noted expert share their experiences Many DL experts have contributed thought provoking papers in ICDL 2013 These important papers are reviewed and conceptualized into ICDL on different areas of DL proceedings The Proceedings have two volumes and has over 1100 pages

2012 International Conference on Information Technology and Management Science(ICITMS 2012) Proceedings Bing Xu,2013-02-15 The main objective of the ICITMS 2012 is to provide a platform for researchers engineers academics and industrial professionals from all over the world to present their research results and development activities in Information Technology and Management Science This conference provides opportunities for the delegates to exchange new ideas and application experiences face to face to establish business or research relations and to find global partners for future collaboration

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

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

The Emerald Handbook of Modern Information Management James M. Matarazzo,Toby Pearlstein,2017-12-19 This handbook aims to be an integral text for students of library and information science and a ready reference for information professional practitioners The chapters provide a construct through which any information professional may learn about the major challenges facing them in the early part of the 21st century

Knowledge Management in Libraries Mohammad Nazim,Bhaskar Mukherjee,2016-07-24 Knowledge Management in Libraries Concepts Tools and Approaches brings to the forefront the increasing recognition of the value of knowledge and information to individuals organizations and communities providing an analysis of the concepts of Knowledge Management KM that prevails among the Library and Information

Science LIS community Thus the book explores knowledge management from the perspective of LIS professionals Furthermore unlike most books on the topic which address it almost exclusively in the context of a firm or an organization to help gain a competitive advantage this book looks at knowledge management in the context of not for profit organizations such as libraries Describes the theory and approaches of knowledge management in the context of librarianship Seeks to identify and explain the principles that underlie the different processes of knowledge management Combines the theoretical and practical perspectives of the topic Provides a comprehensive and methodological approach to support librarians and information science professionals in the implementation of knowledge management in libraries and information centers Proposes a model for libraries and information centers which may be used as a guide for implementation Incorporates illustrations where necessary to provide a clear understanding of the concepts

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

Advanced Methodologies and Technologies in Library Science, Information

Management, and Scholarly Inquiry Khosrow-Pour, D.B.A., Mehdi, 2018-11-02 As the academic and scholarly landscape are continuously enhanced by the advent of new technology librarians must be aware and informed to develop and implement best practices Effective administration of libraries is a crucial part of delivering library services to patrons and ensuring that information resources are disseminated efficiently *Advanced Methodologies and Technologies in Library Science Information Management and Scholarly Inquiry* provides emerging information on modern knowledge management and effective means

of sharing research through libraries While highlighting the importance of digital literacy and information resources readers will also learn new methods in information retrieval and research methods in quality scholarly inquiry This book is an important resource for librarians administrators information science professionals information technology specialists students and researchers seeking current information on the importance of effective library science technology

Administration of the Public Library Alice Gertzog, Edwin P. Beckerman, 2003 Now available in paperback The Administrative of the Public Library is a comprehensive approach to contemporary public library concerns It combines theory and practical advice as it addresses in a simple logical clear and jargon free fashion public library policies procedures resources and human relations Based on the premise that library administration entails not only familiarity with management principles but intimate knowledge of the products and processes for which it is responsible the book covers input functions collection development technology technical services public services outreach information circulation youth readers as well as important traditional management topics staff directors finance buildings and public relations All of these are developed within a system political historical and social context The text uses as its model Guy R Lyle s Administration of the College Library and is designed for students and practicing librarians alike

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