

OPPORTUNITIES FOR REFERENCE SERVICES

**The Bright Side of Reference Services in the
1990's**

**Edited by
Bill Katz**

**ROUTLEDGE LIBRARY EDITIONS:
LIBRARY AND INFORMATION SCIENCE**



Opportunities For Reference Services The Bright Side Of Reference Services In The 1990s

Robin Kinder



Opportunities For Reference Services The Bright Side Of Reference Services In The 1990s:

Opportunities for Reference Services Bill Katz, 2019-12-06 This book first published in 1991 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 It 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 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

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

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 Social Science Reference Services Pam M. Baxter,1995 This new book addresses reference services across the spectrum of the social sciences Chapters embrace a multidisciplinary approach to providing both materials and services to users and stress the variety of information formats available through a bewildering array of delivery mechanisms from an astounding number of sources Among the topics address are challenges of the automated environment dissertation development improving the handling of business reference queries user education bibliographic instruction data files for social research strategies for locating information on environmental public policy reference literature on the European Community and using economic statistics from the federal government *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

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 four including 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

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 today and 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 *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 planning and job counselors who need to learn how to take better advantage of library services and adult education professionals involved in vocational education *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 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 tools includes 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 York its 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

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

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 nots This 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

From Past-present to Future-perfect Charles A. Bunge, 1999 Explore 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 As a reference librarian you will explore four categories of Bunge's work measuring the effectiveness of reference service the reference environment reference sources and reflections on the past and future of reference work This important book will assist you in creating and maintaining an effective and ethical reference service today and for the future

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

Reference Sources on the Internet Karen R. Diaz,1997-10-21 The most user friendly book on Internet library research to date *Reference Sources on the Internet Off the Shelf and Onto the Web* gives you a core list of online resources that will save those who visit your library considerable time Its menu of current reference sites will help you wade through the mire of irrelevant unreliable material and zero in on the cyberinfo that will more economically and accurately satisfy your users needs While online research has by no means replaced in house paper materials *Resources on the Internet* makes it clear that you can t ignore the timely information that hovers only in cyberspace outside the traditional library s four walls In this book you ll learn which search tools are out there how to determine source reliability and how to quickly frame a reference need in light of the existing collection of Internet resources Here s a quick search list of what you ll find a comparative study of existing search engines pinpointing career government patent and geographical information sites covering education psychology finance social science and private business international trade sites accessing information on gender and cultural issues the performing arts architecture world history languages and literature sports and entertainment sources life biological and earth science sites In an era of library research where surfing the Internet for germane data too often means plowing through the home pages of Vanna White and Pennzoil *Resources on the Internet* will teach you the idiosyncracies of the existing search engines while schooling you in how to weed out the propaganda You ll save yourself and your researchers time and you ll find yourself surfing from the stillwaters of research stagnance to the pipeline of library productivity

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 Mohammed If 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

Career Planning and Job Searching in the Information Age Elizabeth A. Lorenzen, 2020-09-23 Career Planning and Job Searching in the Information Age answers key questions for today s providers of career planning and job searching information Librarians and career development professionals concerns such as cost effective use of the Internet the reliability and integrity of electronic resources and successful search strategies are addressed in this comprehensive collection In this follow up to Library Services for Career Planning Job Searching and Employment Opportunities 1992 real life methods used by information providers to reduce costs and improve quality of service through a better understanding of today s technology and audience needs and expectations are shown Readers learn about issues and ethics in the electronic environment job searches conducted on the World Wide Web a university placement office s gopher site for 24 hour access to job information a university library and career service department s collaboration on job search seminars how a public library fit electronic job searching into its mission an alumnae network s evolution into a national career development organization Career Planning and Job Searching in the Information Age presents a broad base of knowledge from which readers are launched into tightly focused case studies offering details on how to deal with the issues of technology and service This book makes it clear that in the ever changing world of information technology there is little room for the status quo Professionals who don t learn about electronic resources risk missing out on a wealth of up to the minute information that is infinitely useful to patrons planning a career or searching for a job Library professionals just beginning to address these issues professionals already possessing a general knowledge of these issues and students of library science and career development will all benefit from this collection The Holocaust Linda S Katz, 2014-02-04 Comprised of a wide breadth of

scholarly materials and diverse articulations The Holocaust Memories Research Reference will help you guide others in Holocaust research and show you how you can avoid contributing to the popularization and trivialization of the Holocaust You ll find in it poems by the prolific American poet Lyn Lifshin an essay by Arnost Lustig work by Roselle Chartock commentary by Howard Israel on the controversial Pernkopf Atlas writing on the historian s role by Michael Marrus a top Holocaust scholar and views on linguistic distortions by Sanford Berman the well known cataloger In addition you ll read about the U S Memorial Holocaust Museum preparing a Holocaust unit for high school students incorporating contemporary Holocaust articles into Holocaust study Holocaust webliographies comparative genocide studies and the future of Holocaust research Holocaust denial literature Holocaust reference work in its preferred form doesn t substitute method empiricism and quantification for substance emotion and qualitative discussion This form is captured and preserved for the benefit of future survivors and scholars in The Holocaust Memories Research Reference Informed by years of experience and suffering it will take you and your library visitors to the heart of research and allow you to re search the human heart **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

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Opportunities For Reference Services The Bright Side Of Reference Services In The 1990s Introduction

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