THE REFERRAL PROCESS IN LIBRARIES:

a characterization and an exploration of related factors

George S. Hawley

Referral Process In Libraries A Characterization And An Exploration Of Related Factors

Joseph R. Matthews

Referral Process In Libraries A Characterization And An Exploration Of Related Factors:

The Referral Process in Libraries George S. Hawley,1986 **Referral Process in Libraries** George S. Hawley,1987-10 To find more information about Rowman and Littlefield titles please visit www rowmanlittlefield com **The University of Michigan Library Newsletter** ,1987 **The Evaluation and Measurement of Library Services** Joseph R. Matthews,2017-10-27 This guide provides library directors managers and administrators in all types of libraries with complete and up to date instructions on how to evaluate library services in order to improve them It s a fact today s libraries must evaluate their services in order to find ways to better serve patrons and prove their value to their communities In this greatly updated and expanded edition of Matthews seminal text you ll discover a breadth of tools that can be used to evaluate any library service including newer tools designed to measure customer and patron outcomes The book offers practical advice backed by solid research on virtually every aspect of evaluation including quantitative and qualitative tools data analysis and specific recommendations for measuring individual services such as technical services and reference and interlibrary loan New chapters give readers effective ways to evaluate critical aspects of their libraries such as automated systems physical space staff performance management frameworks eBooks social media and information literacy The author explains how broader and more robust adoption of evaluation techniques will help library managers combine traditional internal measurements such as circulation and reference transactions with more customer centric metrics that reflect how well patrons feel they are served and how satisfied they are with the library By applying this comprehensive strategy readers will gain the ability to form a truer picture of their library s value to its stakeholders and patrons New Routes to Human Services Risha W Levinson, DSW,2002-02-08 This revised edition of the 1988 book on Information and Referral Networks Doorways to Human Services has been designed to present an updated report on the continuous and dramatic expansion of Information and Referral I R services that has occurred since its early beginnings in the 1960s The current revised edition recognizes the enormous impact of information technology that has literally opened up new routes to the human services thereby providing unprecedented opportunities for facilitating access to the complex systems of health and social services jointly referred to as the human services **The Reference Librarian and Implications of Mediation** M. Keith Ewing,Robert Hauptman,2019-12-05 This book first published in 1992 examines the reference librarian s role as a connecting link between information seekers and the resources they need It provides the best approaches to providing resolutions or guidance to the appropriate resources It analyses librarians reference skills communication abilities accuracy in responding to specific inquiries and sensitivity to various groups such as paraprofessionals and non traditional patrons This provocative book encourages librarians to go beyond merely providing an answer or resource 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 **1979-1990** Henryk Sawoniak,2012-02-14 No detailed description available for 1979 1990 *Encyclopedia*

of Library and Information Science Allen Kent,1995-05-26 Supplement 19 Accreditation and the Academic Library to The Use of an Animated Tutor in Teaching Chinese *Administration of the Public Library* Alice Gertzog,Edwin P. Beckerman,1994-01-01 This ebook is now available from Bloomsbury Academic Bloomsbury Academic publish acclaimed resources for undergraduate and postgraduate courses as well as the general reader across a broad range of subjects including Archaeology Art Visual Culture Biblical Studies Business Management Drama Performance Studies Economics Education Film Media History Linguistics Literary Studies Music Sound Studies Philosophy Politics International Relations Psychology Religious Studies Social Work Social Welfare Sociology Study Skills Theology and Wellbeing Health Lifestyle Visit bloomsbury com for more information *The Reference Realist in Library Academia* Patricia Gebhard,1997-01-01 Part I examines direct assistance in the library Part II covers support for the reference desk such as alternative provisions of service and reference manuals In Part III collection activities instruction publications exhibits and other reference activities are explored Part IV takes a close look at departmental and library responsibilities **The Measurement and Evaluation of Library Services** Sharon L. Baker,Frederick Wilfrid Lancaster,1991 *RQ* ,1990 **Knowledge-based Systems for General Reference Work** John V. Richardson,1995 By focusing on knowledge based systems technology the primary purpose and goal of this book is to improve the quality of reference service rendered in libraries Within reference service this book examines question answering a complex and difficult task For those interested in the theoretical aspects of reference work they have to look no further than the first chapter In addition the book features theoretical chapters on modelling the reference transaction a chapter on the logic of ready reference work and a chapter on the appropriate criteria to apply in selecting an expert system shell Several practical chapters focus on what KBS work has already been done in the field and evaluate nearly fifty expert system development shells so that readers can select the most appropriate shell for their domain The subtitle of the book is applications problems and progress in regard to expert systems in reference work Applications are covered most clearly in chapter 8 which reviews the more than extant prototypes Chapter 3 covers what is feasible chapter 4 models the reference transaction and chapter 7 covers interface issues so that future applications can be more successful Problems are covered throughout the book starting with chapter 1 which discusses the traditional emphasis on reference sources It argues that the field needs to shift toward procedural knowledge related to work in reference departments The chapter on expert system feasibility reveals that there are alternative ways of conceptualizing the intellectual work of an expert and of course chapter 9 directly points out limitations in extant systems Encouraging words occur in chapter 1 about the shift to a balanced or complete paradigm for doing reference work Similarly the chapter on modelling is optimistic in that reference work can be modelled and systems implemented which act like human experts The final chapter tries to avoid the technological optimism inherent in many books on expert systems by identifying the near term factors which will influence the development of expert systems Key Features Historical background presenting the field s paradigmatic thinking Decision

trees for basic formats of reference material Flowchart modelling the reference transaction Reviews of more than fifty extant KBS in general reference environments Evaluative criteria on more than forty expert system shells *Library Journal* ,1988-07 *Documentation Abstracts* ,1997 **Library Literature** H.W. Wilson Company,1934 An index to library and information science *The Bowker Annual of Library and Book Trade Information* ,1987 *Personnel Needs and Changing Reference Service* Rosemarie Riechel,1989 Public Administration Series--Bibliography ,1989-09 *Unobtrusive Evaluation of the Accuracy of Telephone Reference Services in Health Sciences Libraries* Beth M. Paskoff,1992

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