

Reference Services for the Adult Learner

Challenging Issues for the Traditional and
Technological Era

Edited by
Kwasi Sarkodie-Mensah



Reference Services For The Adult Learner Challenging Issues For The Traditional And Technological Era

William J. Frost



Reference Services For The Adult Learner Challenging Issues For The Traditional And Technological Era:

Reference Services for the Adult Learner Sarkodie-Mensah Kwasi, 2000-10-11 Help adults returning to school learn to find and use the information they need Reference Services for the Adult Learner Challenging Issues for the Traditional and Technological Era offers proven effective approaches for teaching adult patrons how and where to find information Unlike younger students who in many cases grew up with computers at school and in the home many older patrons are uncomfortable with current technologies They may not remember how to use a card catalogue but at least the drawers and index cards look familiar A phrase like database search may bring on confusion and anxiety for them Including the views of faculty adult students and administrators as well as librarians Reference Services for the Adult Learner provides you with theories of educational psychology that explain how adults learn as well as suggestions from adult learners to help you understand what these clients need to know about using new technologies and finding information Reference Services for the Adult Learner provides original empirical research on such vital issues as technophobia technostress and information literacy the unique needs of the adult learner including evening and weekend access to information and instruction adult learning theories and appropriate teaching strategies to take advantage of adult students strengths distance learning and the adult student issues of information literacy and approaches to seeking analyzing and evaluating information adult learners in special populations including international and disabled students Containing research from librarians and adult learners from the United States Canada and Australia Reference Services for the Adult Learner offers you teaching strategies that will enable adult patrons to easily locate and properly use all of the materials in your library **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

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

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

The Reference Collection Linda S Katz, 2013-09-05 Stay up to date with the growing amount of reference resources available online How important is the World Wide Web to information retrieval and communication Important enough that information professionals have seen students exit from their libraries en masse when Internet service was lost Internet providers dominate the indexing and abstracting of periodical articles as major publishers now offer nearly all of their reference titles in digital form Libraries spend increasing amounts of funding on electronic reference materials and librarians devote an increasing amount of time to assisting in their use The Reference Collection From the Shelf to the Web is an essential guide to collection development for electronic materials in academic and public libraries The Reference Collection From the Shelf to the Web tracks the continuing evolution of electronic reference resources and how they re accessed in a variety of settings Librarians representing university elementary school and public libraries in the United States and Australia examine how reference collections have evolved over time and may soon be a thing of the past how public and school libraries have dealt with the changes why library research assignments have become more difficult for teachers to make and for students to complete how to organize online reference sources and why the nature of plagiarism has changed in the electronic era The book also examines the use of electronic references from a publisher s perspective and looks at the most important Web accessible reference tools both free and subscription in the areas of humanities medicine the social sciences business and education The Reference Collection From the Shelf to the Web also examines issues of authority accessibility cost comfort and user education in evaluating electronic resources the formation of purchasing consortia to facilitate the transfer of reference materials from print to online formats current literature and research findings on the state of digital versus print reference collections what electronic publishing means to smaller reference books dictionaries almanacs etc the need for increased information literacy among students the nature extent and causes of cyber plagiarism the use of federated search tools and includes a selected list of the top 100 free

Internet reference sites The Reference Collection From the Shelf to the Web is an essential resource for all reference and collection development librarians and an invaluable aid for publishing professionals *The Reference Collection* William J. Frost, 2005 Stay up to date with the growing amount of reference resources available online How important is the World Wide Web to information retrieval and communication Important enough that information professionals have seen students exit from their libraries en masse when Internet service was lost Internet providers dominate the indexing and abstracting of periodical articles as major publishers now offer nearly all of their reference titles in digital form Libraries spend increasing amounts of funding on electronic reference materials and librarians devote an increasing amount of time to assisting in their use The Reference Collection From the Shelf to the Web is an essential guide to collection development for electronic materials in academic and public libraries The Reference Collection From the Shelf to the Web tracks the continuing evolution of electronic reference resources and how they are accessed in a variety of settings Librarians representing university elementary school and public libraries in the United States and Australia examine how reference collections have evolved over time and may soon be a thing of the past how public and school libraries have dealt with the changes why library research assignments have become more difficult for teachers to make and for students to complete how to organize online reference sources and why the nature of plagiarism has changed in the electronic era The book also examines the use of electronic references from a publisher's perspective and looks at the most important Web accessible reference tools both free and subscription in the areas of humanities medicine the social sciences business and education The Reference Collection From the Shelf to the Web also examines issues of authority accessibility cost comfort and user education in evaluating electronic resources the formation of purchasing consortia to facilitate the transfer of reference materials from print to online formats current literature and research findings on the state of digital versus print reference collections what electronic publishing means to smaller reference books dictionaries almanacs etc the need for increased information literacy among students the nature extent and causes of cyber plagiarism the use of federated search tools and includes a selected list of the top 100 free Internet reference sites The Reference Collection From the Shelf to the Web is an essential resource for all reference and collection development librarians and an invaluable aid for publishing professionals **Evolution in Reference and Information Services** Linda S Katz, 2013-05-13 Explore ways to bring and keep your library's electronic services up to date From editor Di Su Some years ago if you were told that a library's catalog would be available on a 24/7/365 basis you'd think it was just another fiction Perhaps as influential as Johannes Gutenberg's invention of movable type printing the Internet is one of the most significant happenings in the information world in modern times In addition to showing you how library services have been influenced and enhanced by the advent of the Internet *Evolution in Reference and Information Services* The Impact of the Internet will enable you to make the most of the new opportunities that current technologies offer This valuable book will also help you and your library avoid the pitfalls and new challenges to professional

competency that come along with electronic research Evolution in Reference and Information Services gives you a review of the history of electronic reference looks at the increasing role of librarians as teachers and providers of technical help for users provides case studies and ways to evaluate electronic research methods suggests strategies for providing effective electronic services examines government Web sites explores Internet sources of health information shows you how to establish electronic services through your library's portal site looks at how to manage a library computer lab and much more

Evolution in Reference and Information Services Di Su, 2001 Explore ways to bring and keep your library's electronic services up to date From editor Di Su Some years ago if you were told that a library's catalog would be available on a 24/7/365 basis you'd think it was just another fiction Perhaps as influential as Johannes Gutenberg's invention of movable type printing the Internet is one of the most significant happenings in the information world in modern times In addition to showing you how library services have been influenced and enhanced by the advent of the Internet Evolution in Reference and Information Services The Impact of the Internet will enable you to make the most of the new opportunities that current technologies offer This valuable book will also help you and your library avoid the pitfalls and new challenges to professional competency that come along with electronic research Evolution in Reference and Information Services gives you a review of the history of electronic reference looks at the increasing role of librarians as teachers and providers of technical help for users provides case studies and ways to evaluate electronic research methods suggests strategies for providing effective electronic services examines government Web sites explores Internet sources of health information shows you how to establish electronic services through your library's portal site looks at how to manage a library computer lab and much more

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

Relationships Between Teaching Faculty and Teaching Librarians Linda S Katz, 2014-05-22 Every librarian who teaches in an academic library setting understands the complexities involved in partnering with teaching faculty Relationships Between Teaching Faculty and Teaching Librarians recounts the efforts of librarians and faculty working together in disciplines across the board to create and sustain connections crucial to the success of library instruction This unique collection of essays examines various types of partnerships between librarians and faculty networking coordination and collaboration and addresses the big issues involved including teaching within an academic discipline the intricacies of assigning grades faculty perceptions of library instruction and the changing role of the reference librarian Education is the main focus of reference service in today's academic libraries and librarians teach a variety of single session course related course integrated or credit bearing courses in nearly every discipline Relationships Between Teaching Faculty and Teaching Librarians reflects the experiences of librarians teaching faculty and library directors whose perspectives range from cynicism to cautious optimism to idealism when it comes to working with teaching faculty The book includes case studies surveys sample questionnaires statistics and a toolkit for establishing an effective library liaison program and examines the teaching and learning environment course growth and maintenance and the professor librarian model Relationships Between Teaching Faculty and Teaching Librarians presents lessons learned from seeking a common ground including a successful faculty librarian collaboration for educational psychology and counseling a library research project for freshman engineering students a semester by semester look at a collaboratively taught graduate research and writing course a survey that determines how librarians and library directors feel about teaching outside the library an analysis of librarians attitudes toward faculty an analysis of attitudes that influence faculty collaboration in library instruction a look at innovative methods of increasing the teaching roles of librarians and much more The Middle States Commission on Higher Education MSA CHE has mandated that information literacy be included as part of a general education requirement If your faculty wasn't calling

for library instruction before the mandate it probably is now Relationships Between Teaching Faculty and Teaching Librarians will help librarians establish communication with faculty that provides a solid foundation for coursework in all disciplines

International Students and Academic Libraries Diane E. Peters, 2010-04-12 The growing emphasis on globalization in the context of higher education has resulted in changes in academic curricula increasing numbers of global partnerships and in more concentrated efforts to recruit international students at North American universities This book focuses on the impact of these efforts on academic libraries The introductory essay addresses issues faced by both international students and by librarians who work with them The student related issues include general culture shock communication and language concerns learning styles differences between libraries in North America and those in other parts of the world and library anxiety Library related issues include responding to language technological and cultural barriers responding to specific culture based concerns classroom communication outreach and staff training Suggestions are offered as to ways to make the relationship between students and librarians more positive and productive The annotated bibliography provides an overview of the literature on the topic covering such issues as basic library orientation bibliographic instruction information literacy collection development computers and the internet language and communication marketing and outreach reference services and staff development and training including staff exchanges and international visits Author and subject indexes are appended

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

Handbook of Adult and Continuing Education Carol E. Kasworm, Amy D. Rose, Jovita M. Ross-Gordon, 2010-05-27 An authoritative overview of the current state of the field of adult and continuing education Drawing on the contributions of 75 leading authors in the field this 2010 Edition of the respected Handbook of Adult and Continuing Education provides adult education scholars program administrators and teachers with a solid foundation for understanding the current guiding beliefs practices and tensions faced in the field as well as a basis for developing and refining their own approaches to their work and scholarship Offering expanded discussions in the areas of social justice technology and the global dimensions of adult and continuing education the Handbook continues the tradition of previous volumes with discussions of contemporary theories current forms and contexts of practice and core processes and functions Insightful chapters examine adult and continuing education as it relates to gender and sexuality race our aging society class and place and disability Key Features Expanded coverage of social justice the impact of technology and the global dimensions of adult and continuing education

provides a useful update on theories and practices in the field as they have evolved during the last decade An invaluable introductory overview and synthesis of key aspects of the field of practice and scholarship acquaints new readers to the field The centrality of social justice in adult and continuing education is addressed in a new section The broader global context of contemporary adult and continuing education is covered in a final section

Doing the Work of Reference Linda S Katz, 2013-10-18 Become more versatile competent and resourceful with these practical suggestions Becoming a first class reference librarian demands proficiency in a wide range of skills Doing the Work of Reference offers sound advice for the full spectrum of your responsibilities Though many aspects of a reference librarian s work are changing with astonishing speed the classic principles in this volume will never go out of date This comprehensive volume begins with hints for orienting yourself to a new job and concludes with ideas for serving the profession On the way Doing the Work of Reference covers such diverse topics as working with student assistants offering reference services to remote users and keeping up your professional development In addition you will find strategies for dealing with technological change not high tech information that will become obsolete before the ink is dry but ways of approaching the process of change that will work today next week and ten years from now Doing the Work of Reference will help you increase your competence in getting along with other staff members marketing the library to users and faculty handling ephemeral materials keeping students attention in library instruction courses maintaining good relations with faculty increasing your subject knowledge and much more This comprehensive guide is an essential handbook for librarians in the trenches Whether you are a new librarian or a veteran at the reference desk Doing the Work of Reference will help you burnish your skills

The Human Side of Reference and Information Services in Academic Libraries Lesley Farmer, 2007-01-31 This book examines the questions how academic libraries provide value added reference and information services in the digital age It provides best practices from a global perspective The book starts by looking at the information needs and info seeking behaviours of university students and faculty Then it examines the use cycle consumer instruction and producer It examines the resource cycle collection development instructor maintenance What are the essential elements of reference orientation instruction collaborative planning products Focuses on information needs and information seeking behaviours of academic library stakeholders faculty students community Focuses on technologies impact on reference and information services selection access interaction instruction administration focusing on the human issues Emphasizes collaborative aspects of reference info services with faculty for program course instruction with computer services for digital integration with other libraries for resource

The Changing Face of Government Information Suhasini L. Kumar, 2013-10-28 Learn what innovative changes lie in the future of government information The Changing Face of Government Information comprehensively examines the way government documents librarians acquire provide access and provide reference services in the new electronic environment Noted experts discuss the impact electronic materials have had on the Government Printing Office GPO the reference services within the

Federal Depository Library Program FDLP and the new opportunities in the transition from paper based information policy to an electronic e government This source reveals the latest changes in the field of government documents librarianship and the knowledge and expertise needed to teach users how to access what they need from this enormous wealth of government information Major changes have taken place in the way government information is created disseminated accessed and preserved The Changing Face of Government Information explains in detail the tremendous change taking place in libraries and government documents librarianship Topics include the increasing accessibility to the federally funded technical report literature information on the Patriot Act s effect on the status of libraries in the aftermath of 9 11 the uses of Documents Data Miner and information about catalogs indexes and full text databases This book also provides a selective bibliography of print and electronic sources about Native Americans and the Federal Government as well as specific sources for information about the environment such as EPA air data DOE energy information information on flora and fauna hazardous waste land use and water Each chapter is extensively referenced and several chapters use appendixes tables and charts to ensure understanding of data This useful book gives readers the opportunity to learn how the University of Oregon successfully integrated its business reference service and map collection into its government documents collection the results of a survey of FDLP institutions identifying the factors contributing to the reorganization of services details of the pilot project undertaken by the University of Arizona Library along with the United States Government Printing Office s Library Programs Service to create a model for a virtual depository library which critical features are missing in today s e government reference service models details of the GPO s plans to provide perpetual access to both electronic and tangible information resources and the strategies to authenticate government publications on the Internet The Changing Face of Government Information is stimulating horizon expanding reading for librarians professors students and researchers 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

An Introduction to Instructional Services in Academic Libraries Elizabeth Connor,2008-10-15 Unique in its expansive breadth and in depth approach An Introduction to Instructional Services in Academic Libraries explores the latest methods and ideas for fostering the academic success of students through planning delivering and evaluating effective instructional sessions for developing information literacy Distance Learning Hemalata Iyer,2012-10-12 The demand for and technology needed to create effective distance learning programs are increasing at a breakneck pace Is your institution keeping up As educators information professionals are faced with the challenge of providing Web based library instructional materials in a time of ever changing technologies This book will help you address that daunting challenge examining ways to assess user needs to develop and offer well thought out information literacy courses to employ appropriate teaching methodologies and

to determine the effectiveness of existing information literacy programs With Distance Learning Information Access and Services for Virtual Users you will examine the evolution and significance of asynchronous learning networks ALN and various issues in ALN including cost faculty and technology requirements the nature of the learning community social presence and collaborative environment virtual reference services including electronic journals subject directories the invisible Web and search engines the criteria for evaluating search results the role played by consortia and cooperative efforts in facilitating user access to library resources a review of selected literature addressing user characteristics and service staff issues involved in providing information support for distance education the strategies technologies and pedagogical issues surrounding the development of Web based library instruction toolsincludes Web page design copyright issues Web site maintenance and usability the award winning online information literacy course developed at Ulster County Community College in New Yorkits development course modules and administrative challenges the library support services provided to distance learning students in the SUNY Plattsburg Telenursing Program the influence of cultural factors on interactions within and perceptions of distance education

Reference Services For The Adult Learner Challenging Issues For The Traditional And Technological Era Book Review: Unveiling the Power of Words

In a world driven by information and connectivity, the ability of words has become more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such could be the essence of the book **Reference Services For The Adult Learner Challenging Issues For The Traditional And Technological Era**, a literary masterpiece that delves deep in to the significance of words and their affect our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall effect on readers.

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