



# EVALUATING REFERENCE SERVICES

*A Practical Guide*

JO BELL WHITLATCH

# Evaluating Reference Services A Practical Guide

**Kay Ann Cassell, Uma Hiremath**



## **Evaluating Reference Services A Practical Guide:**

**Evaluating Reference Services** Jo Bell Whitlatch, 2000-08 With this handy new guidebook reference luminary Jo Bell Whitlatch outlines practical methods for evaluating and delivering excellent reference service to the technology savvy library user of today

**Assessing Reference and User Services in a Digital Age** Eric Novotny, 2013-05-13 Effectively assess whether any library is making good use of the reference user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context and *Assessing Reference and User Services in a Digital Age* makes significant contributions to this ongoing discussion The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices The contributors explore the impact of the Internet on the field of evaluation focusing on electronic reference and instruction They highlight current issues present research results and offer expert advice on how to assess online reference and instruction All chapters are well referenced to facilitate further study and many include tables appendixes checklists and other helpful features that make difficult information easy to access and understand The chapters that make up *Assessing Reference and User Services in a Digital Age* are as rich and varied as the backgrounds of their authors Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online reference services offered by various libraries Practitioners and administrators from different institutional settings academic libraries public libraries consortiums etc provide their perspectives on the issues facing librarians who need to assess the electronic services they provide In this important new book Andrew Briedenbagh shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e reference consortium and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters including Joseph Fennewald's comparisons of question categories Lesley Moyo's analysis of the use of instruction in the virtual environment and Caleb Tucker Raymond's proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a Tell Us What You Think button to gather user feedback Kristi Nelson and Catherine L Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross Charles McClure and R David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module *Assessing Reference and User Services in a Digital Age* is designed as essential reading for library administrators public service librarians and researchers It provides general advice for practitioners as well as an examination of research results and methodological issues We urge you to consider making it part of your professional or teaching collection today *The*

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*New Trends In Qualitative And Quantitative Methods In Libraries: Selected Papers Presented At The 2nd Qualitative And Quantitative Methods In Libraries - Proceedings Of The International Conference On Qqml2010* Anthi Katsirikou,Christos H Skiadas,2011-08-31 This unique volume presents the latest scientific achievements of library researchers and professionals on the Qualitative and Quantitative Methods of Libraries Scholars and professionals have now an information resource on methodological tools for library services Except for the new technologies that facilitate the innovation of libraries it is the underlying policy and functional changes that have the most lasting effect on the scholarly operation that explains why this volume is important in the field or market It also explores in detail the areas covering library methodologies marketing and management statistics and bibliometrics content and subject analysis users behaviors and library policies that play an

important role at every aspect of library research in the twenty first century American Reference Books Annual ,2001  
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**Reference & User Services Quarterly** ,2007 **Library Currents** ,2002 **Bowker Annual Library & Book Trade Almanac** Information Today Inc,2003-05 This acclaimed must have resource provides the following Expert reviews of the key trends events and developments that will influence your work in 2004 and the years to come Clear explanations of new legislation and changes in funding programs and how this will affect libraries Definitive statistics on book prices numbers of books published library expenditures average salaries and other budget crunching assistance A full calendar of events key organizations names and numbers of important individuals including e mail addresses and fax numbers and much more This fully updated reference tool makes it easy to stay on top of the developments that affect libraries booksellers and publishers alike and to find fast answers to the countless on the job questions you encounter International Labour Documentation International Labour Office. Bureau of Library and Information Services,2001 *The British National Bibliography* Arthur James Wells,2001 **Library & Information Science Abstracts** ,2008 **The Australian Library Journal** ,2008

*Introduction to Reference Work: Reference services and reference processes* William A. Katz,1982 Provides a thorough

introduction to the basic information sources in any field of interest from the humanities to the sciences In the fourth edition greater coverage is given to computer assisted reference services Several sections on automation and databases provide a clear non technical examination of these important areas     **Reference Service** Marjorie E. Murfin,Lubomyr Roman Wynar,1984

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