



Assessing Reference and User Services in a Digital Age (Reference Librarian)

Eric Novotny

Download now

[Click here](#) if your download doesn't start automatically

Assessing Reference and User Services in a Digital Age (Reference Librarian)

Eric Novotny

Assessing Reference and User Services in a Digital Age (Reference Librarian) Eric Novotny

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.

 **Download** [Assessing Reference and User Services in a Digital ...pdf](#)

 **Read Online** [Assessing Reference and User Services in a Digit ...pdf](#)

Download and Read Free Online Assessing Reference and User Services in a Digital Age (Reference Librarian) Eric Novotny

From reader reviews:

Jack Harbin:

In this 21st hundred years, people become competitive in most way. By being competitive currently, people have do something to make these people survives, being in the middle of typically the crowded place and notice through surrounding. One thing that often many people have underestimated this for a while is reading. Yeah, by reading a publication your ability to survive raise then having chance to remain than other is high. For you personally who want to start reading a new book, we give you this specific Assessing Reference and User Services in a Digital Age (Reference Librarian) book as starter and daily reading publication. Why, because this book is usually more than just a book.

Debra Ruff:

The book untitled Assessing Reference and User Services in a Digital Age (Reference Librarian) is the e-book that recommended to you to read. You can see the quality of the book content that will be shown to a person. The language that publisher use to explained their ideas are easily to understand. The author was did a lot of research when write the book, therefore the information that they share to you is absolutely accurate. You also could get the e-book of Assessing Reference and User Services in a Digital Age (Reference Librarian) from the publisher to make you more enjoy free time.

Karen Perl:

In this age globalization it is important to someone to obtain information. The information will make professionals understand the condition of the world. The fitness of the world makes the information much easier to share. You can find a lot of referrals to get information example: internet, paper, book, and soon. You can observe that now, a lot of publisher that print many kinds of book. The book that recommended for you is Assessing Reference and User Services in a Digital Age (Reference Librarian) this publication consist a lot of the information on the condition of this world now. This kind of book was represented so why is the world has grown up. The dialect styles that writer make usage of to explain it is easy to understand. Often the writer made some investigation when he makes this book. Here is why this book acceptable all of you.

Duane Sills:

A lot of people said that they feel bored stiff when they reading a publication. They are directly felt the item when they get a half areas of the book. You can choose the particular book Assessing Reference and User Services in a Digital Age (Reference Librarian) to make your own reading is interesting. Your skill of reading ability is developing when you like reading. Try to choose easy book to make you enjoy to see it and mingle the opinion about book and examining especially. It is to be initial opinion for you to like to start a book and learn it. Beside that the book Assessing Reference and User Services in a Digital Age (Reference Librarian) can to be your brand new friend when you're really feel alone and confuse with what must you're doing of that time.

**Download and Read Online Assessing Reference and User Services
in a Digital Age (Reference Librarian) Eric Novotny
#QBTRSIDY5K2**

Read Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny for online ebook

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny Free PDF download, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny books to read online.

Online Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny ebook PDF download

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny Doc

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny Mobipocket

Assessing Reference and User Services in a Digital Age (Reference Librarian) by Eric Novotny EPub