

# RETHINKING REFERENCE FOR ACADEMIC LIBRARIES



INNOVATIVE DEVELOPMENTS AND FUTURE TRENDS  
*EDITED BY CARRIE FORBES AND JENNIFER BOWERS*

# Rethinking Reference In Academic Libraries The Proceedings And Proceeb

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## **Rethinking Reference In Academic Libraries The Proceedings And Proceeb:**

Rethinking reference in academic libraries : the proceedings and process of Library Solutions Institute no. 2, University of California, March 12-13, 1993, Duke University, June 4-6, 1993 Anne Grodzins Lipow,1993 **Rethinking Reference in Academic Libraries** Louella Vine Wetherbee,Library Solutions Institute,1993 *Rethinking Reference in Academic Libraries: Proceedings and Process of Library Solutions Institute 2, Berkeley, March 12-14, 1993* Anne G. Lipow (ed),

*Rethinking Reference for Academic Libraries* Carrie Forbes,Jennifer Bowers,2014-12-05 The rapid development of the Web and Web based technologies has led to an ongoing redefinition of reference services in academic libraries A growing diversity of users and the need and possibility for collaboration in delivering reference services bring additional pressures for change At the same time there are growing demands for libraries to show accountability and service value All of these trends have impacted the field and will continue to shape reference and research services And they have led to a need for increasingly specialized professional competencies and a literature to support them In order to reimagine reference service for twenty first century learning environments practitioners will need to understand several focal areas of emerging reference In particular collaboration with campus partners diverse student populations technological innovations the need for assessment and new professional competencies present new challenges and opportunities for creating a twenty first century learning environment Librarians must not only understand but also embrace these emerging reference practices This edited volume containing five sections and fourteen chapters reviews the current state of reference services in academic libraries with an emphasis on innovative developments and future trends The main theme that runs through the book is the urgent need for inventive imaginative and responsive reference and research services Through literature reviews and case studies this book provides professionals with a convenient compilation of timely issues and models at comparable institutions As academic libraries shift from functioning primarily as collections repositories to serving as key players in discovery and knowledge creation value added services such as reference are even more central to libraries and universities changing missions **Rethinking Reference in Academic Libraries** Louella Vine Wetherbee,Library Solutions Institute,1993

*Rethinking Reference in Academic Libraries* ,1993 *Streamlining Library Services* Richard M. Dougherty,2008-02-15 Despite technologies many basic library activities still lend themselves to analysis and improvement Author Richard Dougherty provides numerous examples and easy to apply tools and techniques that can be used to analyze what libraries are doing how they are doing it and how much time is required to do it These tools include block diagrams check sheets flow process charts work flow diagrams flow charts through put analysis self administered diary studies and work sampling techniques Specific examples from all areas of library operations are presented to illustrate how techniques can be applied to analyze what occurs at critical service areas Streamlining Library Services provides detailed information on how to diagnose problem areas using such tools as Pareto and fishbone charts use techniques such as brainstorming and focus groups

organize a work flow study and build and present cost studies Special emphasis is placed on activities that should occur after the analysis is concluded including data analysis as well as reporting study results and making recommendations to management and guidelines are provided for managers and staff as they strive to streamline activities The final two chapters should be of special interest to managers The first chapter is devoted to implementation issues and strategies that must be addressed as new workflows and services are introduced and the latter chapter focuses on organizational change issues and strategies for building staff support toward change Restructuring Academic Libraries Charles A. Schwartz,1997

Restructuring Academic Libraries Organizational Development in the Wake of Technological Change is a collection of nineteen essays and case studies about the challenges libraries face today It assesses a broad range of opportunities and achievements **International Yearbook of Library and Information Management, 2001-2002** G. E.

Gorman,2001-11-26 The International Yearbook of Library and Information Management IYLIM is a thematic annual publication covering the field of library science and information management worldwide Each volume includes chapters covering current issues emerging debates and trends and models of best practice and likely future developments contributed by an internationally respected panel of researchers practitioners and academics Volume 2 focuses on information services in a rapidly changing electronic environment The book is divided into five substantive chapters comprising a mix of research based practice based and reflective scholarly studies of worldwide application and interest The International Yearbook is essential reading for information professionals wishing to keep up to date with recent developments in library science and information management on a global basis The Reference Interview as a Creative Art Elaine Z. Jennerich,Edward J.

Jennerich,1997-05-15 Shows librarians how to combine creativity with professional expertise to improve customer service After reviewing the historical background of and research on the reference interview chapters discuss the effects of technology serving special populations various types of interviews problem patrons and training Includes interview skills tests rating sheets and checklists This edition reflects sociological and technological changes over the past decade

*Bulletin of the Medical Library Association* Medical Library Association,1996 **An Exploratory Study of the**

**Differences Between Face-to-face and Computer-mediated Reference Interactions** Charlotte E. Ford,2002

*Technological Change and Bibliographic Instruction* Nancy Mattoon Kline,1994 *Vocational and Technical Resources for Community College Libraries* Mary Ann Laun,1995 Library Journal ,1994 **Literary Texts in an Electronic Age**

Brett Sutton,1994 C.U. News University of California, Berkeley. Library,1993 Information Ethics for Librarians Mark Alfino,Linda Pierce,1997 A philosophical and practical model for approaching the ethical challenges librarians are facing is provided in this work The moral value of information is first examined prompting a rethinking of librarians understanding of professional neutrality and calling for them to broaden their role as community information specialists Organizational ethics are next covered the authors recommend specific management styles and values appropriate to libraries This is followed by a

critical analysis of the culture and tradition of librarianship showing how the field has reached its current identity and how its history can provide insights for new professional values Practical recommendations for handling ethical problems in reference service collection development and Internet access are then presented *SIG/LAN Newsletter* ,1994

E-Learning and the Academic Library Scott Rice, Margaret N. Gregor, 2016-04-27 Focusing on academic libraries and librarians who are extending the boundaries of e learning this collection of essays presents new ways of using information and communication technologies to create learning experiences for a variety of user communities Essays feature e learning projects involving MOOCs massive open online courses augmented reality chatbots and other innovative applications Contributors describe the process of project development from determination of need to exploration of tools project design and user assessment

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