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                    Asynchronous              Synchronous              Collaborative
                                                                          Network

                    → E-mail                  → Chat

                                                                          Library
                                                                          Consortia

                    → Webform                 → Video Conferencing
                                                or Web-Cam Services

                    → Ask a Service           → Digital Reference Robots

                    → Online Path Finders     → Real Time Reference
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Eric Novotny

Digital Reference Services:

   Digital Reference Services Linda S Katz,2013-10-31 Extensive data on the theoretical and practical aspects of electronic reference services Digital Reference Services provides an overview of electronic reference services and software and explores the opportunities that real time digital reference services can offer in a variety of library settings Experts in the field convey numerous opinions and theory about the growth of this new approach to answering reference questions This book teaches librarians new methods and techniques for offering technologically advanced reference services to the public The first half of Digital Reference Services includes such topics as real time or live online reference services the historical development of digital reference services and the role of the reference librarian mediated online searches how to create a virtual ready reference collection of elite reference Web sitesincludes a list of the top sites available to the public how to start and operate a digital reference desk in your library The second half of Digital Reference Services covers examples of librariesboth large and smallwhich have used revolutionary ideas to bring electronic reference services to their patrons These ideas include utilizing ATM like kiosks in remote locations from library buildings to connect with underserved populations implementing live interactive web based reference servicesthe challenges and benefits cost training and workload requirements evaluating your real time references servicesinvestigating self assessment and blind reviewing incorporating your assessment into an existing evaluative program and obtaining the administrative support essential for an accurate assessment creating a statewide virtual reference systemselecting software developing policy marketing coordinating the project and staffing and training online reference management for smaller librariesbecause of the smaller staff smaller budget and smaller amount of patrons is it a feasible addition to the library much more This well referenced volume contains case examples figures useful Web sites and case histories to show how the basic principles of digital reference services work Librarians and students of information and library science will find Digital Reference Services a helpful resource to enhance their library and electronic reference expertise   **Going Live** Steve Coffman,2003-05-08 Chapter One Reference The First One Hundred Years Chapter Two Getting Started Designing Virtual Reference Systems Chapter Three Managing Virtual Reference Services Chapter Four Marketing Virtual Reference Services Chapter Five Where Do We Go from Here Appendixes A Software Feature Checklist B Sample Pre employment Screening Test and Key Virtual Reference Services Bibliography by Bernie Sloan   <u>Digital versus Non-Digital Reference</u> Linda S Katz,2013-05-13 Compare and contrast library reference models and more consumer oriented models Digital versus Non Digital Reference Ask A Librarian Online and Offline analyzes the quality of commercial Ask A Librarian AskA and tutorial services and how they compare to traditional library services Edited by Jessamyn Westproprietor of librarian net and the hippest ex librarian on the Web according to Wired magazinethe book looks at library models and more consumer oriented models examining a variety of services that range from Ask Jeeves and Google Answers to your own reference desk and Web e mail reference forms

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staff smaller budget and smaller amount of patrons is it a feasible addition to the library much more This well referenced volume contains case examples figures useful Web sites and case histories to show how the basic principles of digital reference services work Librarians and students of information and library science will find Digital Reference Services a helpful resource to enhance their library and electronic reference expertise   Digital Versus Non-digital Reference Jessamyn West,2004 Policy staffing and technology for telephone reference services E mail reference in public libraries The University of Michigan s Internet Public Library Archivists and remote users in the digital age Success and failure with commercial AskA programs The history of Q and A NJ New Jersey s virtual reference service Multilingual chat reference systems The ongoing debate over the value of digital reference The case for nonintrusive reference   *Digital reference services in academic libraries* Wan Ab Kadir Wan Dollah,2012 Digital Reference Services in Academic Libraries presents the background of DRS evolution of DRS the concept of DRS emerging models of DRS benefits and limitation of DRS personalized services trends and challenges technological developments evaluation and guidelines effectiveness and DRS in academic libraries The case study examined the existing status of digital reference services DRS in four selected public academic libraries in Malaysia Focused is given on the awareness usage users perception users satisfaction library s performance and looked at the perceived needs issues and problems faced by librarians and students The study is important to determine how academic librarians are exploiting the latest information and communication technologies to improve reference service operations Recommendations are made on the need for the implementation of synchronous DRS enhancing the role of DRS marketing and promotion staff training user education programmes and cooperation The main contribution of this book is the assessment of effectiveness of DRS in academic libraries in Malaysia the identification of perceived needs issues and problems and suggestions on the areas of improvement in the use of DRS In the process a conceptual model for the effectiveness of the implementation of DRS in academic libraries in Malaysia is presented The author also proposes directions for future research in the area of DRS   Digital Versus Non-digital Reference Jessamyn West,2004 Compare and contrast library reference models and more consumer oriented models Digital versus Non Digital Reference Ask A Librarian Online and Offline analyzes the quality of commercial Ask A Librarian AskA and tutorial services and how they compare to traditional library services Edited by Jessamyn West proprietor of librarian net and the hippest ex librarian on the Web according to Wired magazine the book looks at library models and more consumer oriented models examining a variety of services that range from Ask Jeeves and Google Answers to your own reference desk and Web e mail reference forms Academic librarians and information specialists share their experiences good and bad in starting assessing or ending AskA services and in working with collaborative reference tools and outsourcing reference services and discuss the highs and lows of dealing with individual online services Digital versus Non Digital Reference Ask A Librarian Online and Offline chronicles the experiences and interactions of librarians with digital reference including case studies how to guides and philosophical

essays The book s contributors discuss their concerns about using the Internet as not only a reference tool but as a reference medium that most libraries find inevitable to some degree Topics include the political ramifications of offsite or outsourced reference the truth behind the assertion that it s all available online cultural and or language barriers to text based reference services and patrons experiences with reference tools from a librarian s perspective Digital versus Non Digital Reference Ask A Librarian Online and Offline addresses policy staffing and technology for telephone reference services e mail reference in public libraries the University of Michigan s Internet Public Library archivists and remote users in the digital age success and failure with commercial AskA programs the history of Q and A NJ New Jersey s virtual reference service multilingual chat reference systems the ongoing debate over the value of digital reference the case for nonintrusive reference Digital versus Non Digital Reference Ask A Librarian Online and Offline is an invaluable resource for practitioners and academics on the appropriate assessment technologies and methods for successfully creating and operating human mediated Internet based information services **Digital Reference Service in the New Millennium** R. David Lankes,John William Collins,Abby S. Kasowitz,2000-10 A guide to the theoretical aspects of defining digital reference services in the new millennium and the evolving service and technical aspects of developing managing and evaluating them **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 Evaluation of Worldwide Digital Reference Services in Libraries** Jia Liu,2007-06-30 This book outlines and evaluates the digital reference services in libraries worldwide The work is based on an international collaborative project between two groups from German and Chinese institutions during which digital reference services provided by nearly 200 libraries all over the world were evaluated The book also examines the reasons for the resulting differences it also contains more generic proposals and perspectives on digital reference services An international evaluative approach is taken Includes unique information which has never before being gathered and evaluated Includes a brief introduction to the basic knowledge and development in the field of digital reference service in the library **Digital Reference Services, Not Just Q and A** ,2003 Virtual Reference Services Stacey Kimmel,Jennifer Heise,2026-02-02 A state of the art guide to virtual reference services This essential book provides a snapshot of virtual reference VR services in all kinds of library settings and discusses the issues trends and practices involved in offering this kind of service The chapters go beyond descriptions of services to offer practical advice and suggestions for product selection policy setting technical support collaborative efforts staffing training marketing budgeting evaluation and administration Case studies relevant Web sites and vendor information are included An ample selection of tables figures and illustrations makes important information easy to access and understand From the editors The purpose of this book is to describe the state of the art in virtual reference services by which we mean real time interactive reference service with a librarian offered online via chat or videoconferencing Significant players in virtual reference services have prepared chapters for this book Some of these address virtual reference as a service trend Others describe services in a variety of settings including public academic and special libraries Some focus on one aspect of virtual reference such as statistics evaluation policy setting or the reference interaction Our intent is to provide an opportunity for reflection on the impact of virtual reference services on librarians clients and libraries as well as to offer a glimpse of the future Virtual Reference Services Issues and Trends addresses topics that will help institutions and VR professionals provide

more effective services Chapters focus on the principles and concepts of continuous quality improvement CQI for virtual reference such as the Kano Model of user satisfactionand how it can help libraries improve their VR services a case study of the adoption of VR service at the Suffolk Cooperative Library System in New York with emphasis on the benefits of maintaining a user centered perspective to help inform decisions about procedures and services staff selection structuring the work environment scheduling and other VR issues at a large university library collaborative VR services in the state of New Jersey and the development of the Q and A NJ initiative and the experiences of two participating public libraries the development and testing of innnovative software developed through a partnership with a high tech company statewide and regional VR collaboration in Florida with a comprehensive and detailed overview of that state s VR initiatives post implementation issues such as high call volume difficult users training and quality assessment and service improvement a report from a medical dental library participating in a multitype library collaborative VR servicewith insights on budgeting training administration coordination morale marketing user reaction and how a health sciences library contributes to and benefits from this kind of initiative VR services at The Boeing Corporation a model and framework for collecting and making use of statistical data in a VR service with AskERIC s implementation as an example the nature of the user librarian VR interaction with an insightful analysis of chat transcripts from Carnegie Mellon University how users interact with various services offered on library Web pages with an illuminating comparison of the use of the library Web site search tool at Southern Illinois University Carbondale vs the use of the VR service available on that site   Handbook of Research on Digital Libraries: Design, Development, and Impact Theng, Yin-Leng,Foo, Schubert,Goh, Dion,Na, Jin-Cheon,2009-02-28 This book is an in depth collection aimed at developers and scholars of research articles from the expanding field of digital libraries Provided by publisher   **Virtual Reference Service** R. David Lankes,Philip Nast,2008 Shares experts best practices forward looking models and advice on new developments in virtual reference Discusses the building of consortia motivational and coaching activities for staff instant messaging options creation of subject specific taxonomies interpersonal communications improvement and more   *Reforming Reference* Ratan Kumar Khan,Bhubaneswar Chakrabarti,Swapna Banerjee,2004 This Book Is For Advanced Students In Library And Information Science And Practising Reference Librarians Provides An Overview Of The Concepts And Processes Behind The Current Reference Services On The Philosophic Rationale For The Reference Services Nature Of Effective Conversation The Challenges Of Web Features Of Remote Reference Services Etc Contributes Towards Quality Reference Service   Digital Reference Services William A. Katz,2003 Digital Reference Services provides an overview of electronic reference services and software and explores the opportunities that real time digital reference services can offer in a variety of library settings Experts in the field offer numerous reports and theory about the evolution of this new approach to answering reference questions This well referenced volume contains case examples figures useful Web sites and case histories to show how the basic principles of digital reference services work

Librarians and students of information and library science will find this book helpful to enhance their library and electronic reference expertise **Multidisciplinary Approach to Information Technology in Library and Information Science** Holland, Barbara,Sinha, Keshav,2024-02-14 In the ever evolving landscape of information technology within library and information science scholars often find themselves navigating a complex web of diverse research areas The broad spectrum of topics ranging from digital libraries to artificial intelligence poses a significant challenge for academic scholars seeking a comprehensive understanding of the field s intricacies The absence of a consolidated resource tailored to the specific needs of graduate students professors and practitioners further exacerbates this issue Multidisciplinary Approach to Information Technology in Library and Information Science addresses the pressing challenges faced by scholars in the realm of library and information science This reference handbook serves as a beacon illuminating the multifaceted interactions and impacts of technologies on information resources This book delves into the ethical legal and social implications of information technology across diverse contexts libraries information centers archives museums education business government and healthcare Striving for Excellence ,2000 **Implementing Digital Reference Services** R. David Lankes,2003 The advent of digital and virtual technology has meant radical implications and opportunities for reference services and a changing reference culture is now beginning to emerge This text is a collection of papers from the Third Annual Virtual Reality Desk VRD Digital Reference Conference which has been brought together to form a comprehensive survey of current practice The papers focus on the theoretical and practical issues of digital reference in libraries and information services with special emphasis on the theme of quality standards and evaluation *Starting and Operating Live Virtual Reference Services* Marc Meola,Sam Stormont,2002 In this text the minds behind Temple University s real time virtual reference desk walk the reader through six key steps to starting and operating a virtual reference service They identify five service models basic homegrown advanced collaborative and corporate

The book delves into Digital Reference Services. Digital Reference Services is a vital topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Digital Reference Services, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:

    - Chapter 1: Introduction to Digital Reference Services
    - Chapter 2: Essential Elements of Digital Reference Services
    - Chapter 3: Digital Reference Services in Everyday Life
    - Chapter 4: Digital Reference Services in Specific Contexts
    - Chapter 5: Conclusion

2. In chapter 1, this book will provide an overview of Digital Reference Services. The first chapter will explore what Digital Reference Services is, why Digital Reference Services is vital, and how to effectively learn about Digital Reference Services.
3. In chapter 2, this book will delve into the foundational concepts of Digital Reference Services. This chapter will elucidate the essential principles that must be understood to grasp Digital Reference Services in its entirety.
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5. In chapter 4, the author will scrutinize the relevance of Digital Reference Services in specific contexts. The fourth chapter will explore how Digital Reference Services is applied in specialized fields, such as education, business, and technology.
6. In chapter 5, the author will draw a conclusion about Digital Reference Services. The final chapter will summarize the key points that have been discussed throughout the book.
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Table of Contents Digital Reference Services

1. Understanding the eBook Digital Reference Services

Digital Reference Services Introduction

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