

UNOBTRUSIVE EVALUATION OF REFERENCE SERVICE AND INDIVIDUAL RESPONSIBILITY

The Canadian Experience

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Unobtrusive Testing And Library Reference Services

William A. Katz



Unobtrusive Testing And Library Reference Services:

Unobtrusive Testing and Library Reference Services Peter Hernon, Charles R. McClure, 1987 **The Evaluation and Measurement of Library Services** Joseph R. Matthews, 2017-10-27 This guide provides library directors managers and administrators in all types of libraries with complete and up to date instructions on how to evaluate library services in order to improve them It s a fact today s libraries must evaluate their services in order to find ways to better serve patrons and prove their value to their communities In this greatly updated and expanded edition of Matthews seminal text you ll discover a breadth of tools that can be used to evaluate any library service including newer tools designed to measure customer and patron outcomes The book offers practical advice backed by solid research on virtually every aspect of evaluation including quantitative and qualitative tools data analysis and specific recommendations for measuring individual services such as technical services and reference and interlibrary loan New chapters give readers effective ways to evaluate critical aspects of their libraries such as automated systems physical space staff performance management frameworks eBooks social media and information literacy The author explains how broader and more robust adoption of evaluation techniques will help library managers combine traditional internal measurements such as circulation and reference transactions with more customer centric metrics that reflect how well patrons feel they are served and how satisfied they are with the library By applying this comprehensive strategy readers will gain the ability to form a truer picture of their library s value to its stakeholders and patrons *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 Introduction to Reference Work: Reference services and reference processes William A. Katz, 1992 Acquaints students taking reference service courses practising reference librarians and users of libraries with the basic reference and information sources in libraries New with the sixth edition is a chapter with coverage of the latest electronic technology **Reference services and reference processes** William A. Katz, 1992 **Encyclopedia of Library and Information Science** Allen Kent, 1994-05-12 The Encyclopedia of Library and Information Science provides an outstanding resource in 33 published volumes with 2 helpful indexes This thorough reference set written by 1300 eminent international experts offers librarians information computer scientists bibliographers documentalists systems analysts and students convenient access to the techniques and tools of both library and information science Impeccably researched cross referenced alphabetized by subject and generously illustrated the Encyclopedia of Library and Information Science integrates the essential theoretical and practical information accumulating in this rapidly growing field **Evaluating Library Programs & Services** Douglas Zweizig, 1993 **Evaluation of Public Services and Public Services Personnel**, 1956 Evaluation of Public Services and Public Services Personnel University of Illinois at Urbana-Champaign. Graduate School of Library and Information Science, 1991 *The Measurement and Evaluation of Library Services* Sharon L.

Baker, Frederick Wilfrid Lancaster, 1991 Reference & User Services Quarterly, 2007 College and Research Libraries, 1993 List of members of the association in v 1 Reference Quarterly, 1989 Current Research in Library & Information Science, 1987 Guidelines for Establishing Community Information and Referral Services in Public Libraries Public Library Association. Community Information Section, 1989 **Conducting the Reference Interview** Catherine Sheldrick Ross, Kirsti Nilsen, Patricia Dewdney, 2002 This handbook offers information and tips for librarians on conducting the reference interview It features models of communication such as sense making and microtraining exercises for avoiding common pitfalls and examples of both successful and problematic interviews *Qualitative Assessment of Public Reference Services*, 1987 *User-oriented Evaluation of Information Systems and Services* David Bawden, 1990 The book describes exemplifies and propounds methods for the evaluation of information systems and services from the view point of the information user Emphasis is placed on methods for ensuring the relevance of evaluation results to operational environments and on encouraging practitioners to carry out evaluations for themselves Qualitative case study methodologies are particularly important and set in the context of the wider area of evaluation of information resources *International Journal of Reviews in Library and Information Science*, 1987 **Improving the Quality of Reference Service for Government Publications** Charles R. McClure, Peter Hennon, 1983

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