

The background of the cover is a vibrant red. In the upper portion, a computer mouse is shown from a top-down perspective, with its cord extending to the right. Below the mouse, a computer keyboard is visible, with its keys and a circular trackball or touchpad area on the left side. The lighting is soft, creating subtle shadows and highlights on the devices.

VIRTUAL REFERENCE SERVICES

ISSUES AND TRENDS

STACEY KIMMEL • JENNIFER HEISE

Virtual Reference Services Issues And Trends

Chao Zhang



Virtual Reference Services Issues And Trends:

Virtual Reference Services Stacey Kimmel, Jennifer Heise, 2003-09-10 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 satisfaction and 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 innovative 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 service with 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 Distributed

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Digital Reference Services in Academic Libraries Ab. Kadir Wan Dollah (Wan.),2012

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Prevailing and Best Practices in Electronic & Print Serials Management Primary Research Group,2006 This report looks closely at the electronic and print serials procurement and management practices of eleven libraries including The University of Ohio Villanova University the Colorado School of Mines Carleton College Northwestern University Baylor University Princeton University the University of Pennsylvania the University of San Francisco Embry Riddle Aeronautical University and the University of Nebraska Medical Center P 6

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librarians draw on their own experiences with real life examples of what works and what doesn't when developing implementing and evaluating on campus marketing initiatives You'll learn how to use surveys focus groups advertising target audiences community outreach and public relations to learn more about the needs of your library's users how to make improvements to meet those needs and how to communicate those improvements to the users

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