

1. Record Nr.	UNINA9910449885903321
Autore	Chowdhury Gobinda
Titolo	Digital reference service [[electronic resource] /] / Gobinda Chowdhury
Pubbl/distr/stampa	Bradford, England, : Emerald Group, c2004
ISBN	1-280-51534-1 9786610515349 1-84544-394-2
Descrizione fisica	1 online resource (72 p.)
Collana	Library Review. No. 1 ; ; Vol. 53
Disciplina	025.5 025.524
Soggetti	Electronic reference services (Libraries) Digital libraries Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	Contents; Abstracts & keywords; Abstracts & keywords French; Abstracts & keywords German; Guest editorial; Evaluation of two library-based and one expert reference service on the Web; Digital reference services: how do the library-based services compare with the expert services?; How good are the free digital reference services? A comparison of library-based and expert services; Digital reference services for young library users: a comparison of four services Call centres for enhanced reference services: a comparison of selected library call centres and the Reference Point at National Library of Singapore Digital reference services: a snapshot of the current practices in Scottish libraries; "Beyond the virtual shore": an Australian digital reference initiative with a global dimension; Book reviews; Note from the publisher
Sommario/riassunto	It has become increasingly common for libraries to provide a reference service which operates via e-mail or through online forms. This paper compares the performance of three digital reference services available on the World Wide Web, namely, AllExperts, Ask a Librarian, and Internet Public Library (a fourth service, Ask Bob, was included initially but eventually excluded). The online digital reference/"expert" services

are generally very effective; most provide an answer within three days, and include suggestions for sources of further information. Although the general response rate from al

---