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Altri autori (Persone)	DaltonPete McNicolSarah
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Sommario/riassunto	The emergence of electronic information services (EIS) in academic libraries has been accompanied by a growing interest in, and need for, research in this area. One of the key issues for both researchers and practitioners is keeping abreast of the development of EIS in a rapidly changing, uncertain environment. Previously published in: Vine, Volume 34, Number 4, 2004