

1. Record Nr.	UNINA9910455619603321
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Titolo	High tech, high touch [[electronic resource]] : library customer service through technology // Lynn Jurewicz and Todd Cutler
Pubbl/distr/stampa	Chicago, : American Library Association, 2003
ISBN	0-8389-9852-6
Descrizione fisica	1 online resource (152 p.)
Altri autori (Persone)	CutlerTodd
Disciplina	025.5/24
Soggetti	Libraries and the Internet Public services (Libraries) - Technological innovations Customer services - Technological innovations Library Web sites Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 135-137) and index.
Nota di contenuto	Contents; Figures; Chapter 1 - Libraries on the Internet; Chapter 2 - What Libraries Can Learn from Business; Chapter 3 - An Automatic E-Mail Notification System; Chapter 4 - A Dynamic Web-Based Event Calendar with Sign-up System; Chapter 5 - An Online Meeting Room Reservation System; Chapter 6 - Portals, Gateways, and Directories; Chapter 7 - Local History; Chapter 8 - Online Summer Reading Registration, Tracking, and Statistics; Chapter 9 - Providing Online Access to Users without a Library Card; Chapter 10 - Stand-Alone Services; Chapter 11 - Marketing Web-Based Library Services BibliographyIndex;
Sommario/riassunto	To be competitive with other information providers, libraries and their staff have to offer customers premier access to information, technology and entertainment - without bureaucratic red tape. This work shows you how to learn how and why to empower the library and its teams.