1. Record Nr.   UNINA9910777324303321

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   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

   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
                      SingaporeDigital 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,