Record Nr. UNINA9910780306903321 Autore Jurewicz Lynn Titolo High tech, high touch [[electronic resource]]: library customer service through technology / / Lynn Jurewicz and Todd Cutler Chicago,: American Library Association, 2003 Pubbl/distr/stampa **ISBN** 0-8389-9852-6 Descrizione fisica 1 online resource (152 p.) Altri autori (Persone) CutlerTodd 025.5/24 Disciplina Soggetti Libraries and the Internet Public services (Libraries) - Technological innovations Customer services - Technological innovations Library Web sites Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali 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.