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Soggetti	Reference services (Libraries) Electronic reference services (Libraries) Internet in library reference services Reference services (Libraries) - Information technology
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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Participatory approaches to building community-centered libraries / Anastasia Diamond-Ortiz (Cleveland Public Library) and Buffy J. Hamilton (Norcross High School Media Center) -- Guiding learners : information literacy / Alesia McManus (Howard Community College, Maryland) -- The reference interview revisited / M. Kathleen Kern (University of Illinois at Urbana-Champaign) -- Reader's advisory services as reference services / Jessica E. Moyer (University of Wisconsin-Milwaukee) -- Reference publishing in the 21st century : lead, follow, or get out of the way / Rolf Janke (Mission Bell Media) -- Wikipedia, user-generated content, and the future of reference sources / Phoebe Ayers -- (Wikimedia foundation and University of California, Davis) -- Discovery tools / Michael Courtney (Indiana University) -- Collaborative virtual reference : past, present, and future trends / Kris Johnson (AskColorado) -- The value of reference services : using assessment to chart the future / Amanda Clay Powers (Mississippi State University) -- Alienation, acceptance, or ambiguity? : a qualitative study of librarian and staff perceptions of reference service change / Mara H. Sansolo (Pasco-Hernando State College, Florida) and Kaya Van Beynen (University of South Florida) -- Meet your personal librarian / Martha

Adkins (University of San Diego) -- Roving reference / Madeline Cohen and Kevin Saw (Lehman College, City University of New York) -- On-call reference / Krista Schmidt (West Carolina University) -- Peer reference tutoring / Michelle Twain (Gustavus Adolphus College, Minnesota) -- A single service point / Diane Hunter and Mary E. Anderson (University of Missouri-Kansas City) -- Community outreach through LibGuides / Mandi Goodsett (Georgia Southwestern State University) and Kirstin Dougan (University of Illinois at Urbana-Champaign) -- 24/7 global virtual reference cooperation : the case of QuestionPoint / Susan McGlamery (OCLC Questionpoint) -- Serving the somewhere out there patron : the view from the digital cooperative reference desk / Nicolette Sosulski (Portage District Public Library -- Michigan) -- Integration of library resources into the course management system / Janet Pinkley (California State University, Channel Islands) and Margaret Driscoll (University of California, Santa Barbara) -- Negotiating space for the library : embedding library resources and services into a university LMS / Jolanda-Pieta van Arnhem and James Williams (College of Charleston) -- Boosting user engagement with online social tools / Georgina Parsons (Brunel University, United Kingdom) -- You have a question, so tweet me maybe : a study in using Twitter for reference / Amanda L. Folk (University of Pittsburgh at Greensburg) -- Embedding librarything for libraries in the online library catalog / Amanda Viana (Norton Public Library, Massachusetts) -- CrowdAsk : crowdsourcing reference and library help / Ilana Stonebraker and Tao Zhang (Purdue University) -- The guide to reference : a solution for teaching reference sources / Denise Beaubien Bennett (University of Florida) -- Reference to patrons with disabilities / Michael Saar (Lamar University, Texas) -- Discovery service : goals, evaluation, and implementation of OhioLINK Academic Consortium / Ron Burns (EBSCO) and Theda Schwing (OhioLINK) -- OCLC and discovery case study / John McCullough (OCLC) -- Discovery and the digital reference desk / Andrew Nagy (ProQuest) -- Reference : an architect's view / Rayford W. Law (American Institute of Architects) -- Addressing user intent : analyzing usage logs to optimize search results / Christine Stohn (Ex Libris) -- Educating reference librarians for first-day success / Elizabeth Mahoney and Christinger Tomer (University of Pittsburgh) -- Where do we go from here? / David A. Tyckoson and John G. Dove.

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#### Sommario/riassunto

"This book examines how library services meet user needs in the twenty-first century. Many libraries are asking key questions about reference services, such as: Should librarians be on call waiting for users or out in the community promoting the library? Should we assign staff to help users one-on-one or is it more effective to assign them to build and use tools to teach users how to find and evaluate information? Will we continue to purchase commercial reference sources or just use Wikipedia and other free resources on the web? With the proliferation of information available today, how can we help users evaluate search results and select the best resources that they can find? And how do we evaluate the effectiveness of reference services? Through contributions from the leading scholars and practitioners in the field, this volume addresses such issues and how they affect practices in public and academic libraries. In addition, it presents perspectives from the publishing community and the creators of discovery tools. Each section is enhanced by short case studies that highlight real-world practices and experiences"--

"Reference service, the idea that librarians provide direct assistance to users, has been a central function of libraries for over a century. Today's libraries are even more complex and intimidating to new users than libraries of the past, and the technical and social contexts in which

users experience their library's resources add to this complexity. The availability of a friendly librarian who helps users find materials, search for information on a topic, interpret citations, identify quality information, and format bibliographies has become a standard component of what libraries do. However, changes in technologies, economics, and user populations are causing many libraries to question the need and function of traditional reference services. This book examines how library services meet user needs in the twenty-first century. Through contributions from the leading scholars and practitioners in the field, this volume addresses such issues and how they affect practices in public and academic libraries"--

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