

1. Record Nr.	UNINA990008591730403321
Autore	Cherkaoui, Mohamed
Titolo	Sociologia dell'educazione / Mohamed Cherkaoui ; [Trad. di Miscenka Solima]
Pubbl/distr/stampa	Napoli : Edizioni Scientifiche Italiane, 1994
ISBN	88-7104-862-8
Descrizione fisica	118 p. ; 17 cm
Collana	Che so? ; 35
Disciplina	370.19
Locazione	NAP02
Collocazione	XXVIII C 127. 20
Lingua di pubblicazione	Italiano
Formato	Materiale a stampa
Livello bibliografico	Monografia

2. Record Nr.	UNINA9910797502303321
Autore	Johannsen Carl Gustav
Titolo	Library user metaphors and services : how librarians look at their users // Carl Gustav Johannsen
Pubbl/distr/stampa	Berlin, [Germany] ; ; Boston, [Massachusetts] : , : De Gruyter Saur, , 2015 ©2015
ISBN	3-11-041854-1 3-11-041856-8
Descrizione fisica	1 online resource (182 p.)
Collana	Current Topics in Library and Information Practice, , 2191-2742
Disciplina	025.5
Soggetti	Public services (Libraries) Library users
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.
Nota di contenuto	Front matter -- Acknowledgements -- Contents -- 1. Introduction -- 2. User segmentation in libraries – from library usage patterns to lifestyle segments -- 3. Theoretical considerations concerning metaphors, images, and similar concepts and idea transfer in organizations -- 4. Five library user metaphors -- 5. Library services and user metaphors -- 6. Library user metaphors and the experience society -- 7. Conclusions -- References
Sommario/riassunto	How do library professionals talk about and refer to library users, and how is this significant? In recent decades, the library profession has conceived of users in at least five different ways, viewing them alternatively as citizens, clients, customers, guests, or partners. This book argues that these user metaphors crucially inform librarians' interactions with the public, and, by extension, determine the quality and content of the services received. The ultimate aim of this book is to provide library professionals with insights and tools for avoiding common pitfalls associated with false or professionally inadequate conceptions of library users.