

Government Documents Reference Service in Canada: A Nationwide Unobtrusive Study of Public and Academic Depository Libraries

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This study reports on a nationwide unobtrusive evaluation of government documents reference service at public and academic depository libraries in Canada. Fifteen questions dealing with subject matter from both the legislative and executive branches of government were asked 486 times at 104 depository libraries in 30 census metropolitan areas. Overall, depository library staff members provided complete answers to questions 29.3% of the time. When complete and partially complete answers are counted together, the success rate climbs to 42.4%. Academic full depositories achieved the highest rate of success, followed by public full depositories. In-person questions were answered more successfully than phone questions. Print materials were by far the largest single source used (45.7%) to answer questions. When print alone was used, complete answers to the test questions were found only 39.9% of the time. When World Wide Web sources alone were used, the complete answer rate was 63.7%. To improve service, extensive and periodic staff training may be needed about the structures and functions of both the legislative and executive branches of government. Staff members need to know what programs are available and who is responsible for which programs in the federal government.

Unobtrusive evaluation studies concerning the efficacy of library reference service have consistently shown that librarians are able to offer complete and satisfactory answers to patrons about 35% of the time (Herman & McClure, 1986) and that five variables (library expenditures, volumes added, fluctuations in the collection, size of the service population, and hours of operation) "reveal a cor-

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Government Documents Reference Services

Paul Kelsey, Sigrid Kelsey



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Government Documents Librarianship Lisa A. Ennis, 2007 This

book begins by looking at career opportunities in both Federal Depository Libraries FDLs and non depository libraries with government documents collections It then discusses skills and traits networking and training options managing and administering people paperwork and collections and both public services and technical services issues **Organization of**

Document Collections and Services Judy Horn,1998 **Opportunities for Reference Services** Bill Katz,2019-12-06

This book first published in 1991 explores the changing roles of reference services and offers advice and practical ideas to guide librarians through the increasingly tangled maze of duties being thrust upon the reference staff Although the everyday work of the reference librarian is often taken for granted these insightful chapters illuminate the essential service performed by the reference librarians as they facilitate access to information for a wide variety of users Furthermore this book helps reference librarians face the future by examining the technological and service developments that will challenge their profession It addresses unique reference problems such as making use of the telephone as an information gathering tool selecting reference material for the interdisciplinary field of Health Physical Education and Recreation HPER and helping non law students with legal research Topics related to information systems are examined such as the limitations of end user online services and an evaluation of the Library of Congress Information system Authoritative contributors make recommendations on how to design services to coordinate with the new technology and how to change librarians roles so they can assist people in using these systems **Monthly Catalog of United States Government Publications** United

States. Superintendent of Documents,1941 Lists all publications issued in 1941 46 received int the Library of the Public Documents Division too late for inclusion in the current Monthly catalog and certain publications received in 1947 which were declassified etc *An Account of Government Document Bibliography in the United States and Elsewhere* James

Bennett Childs,1927 **Outreach Services in Academic and Special Libraries** Paul Kelsey,Sigrid Kelsey,2003 Outreach Services in Academic and Special Libraries examines the creation and delivery of outreach programs designed to promote awareness of the library by meeting the information needs of underserved or uninformed patrons This book contains the experiences of academic and special librarians who describe a wide array of successful outreach programs that are in place throughout the country This valuable tool introduces professional librarians and library science students and faculty to current and highly innovative models of outreach services implemented in a variety of academic and special library settings

United States Government Publications Monthly Catalog ,1947 *Reference Service Expertise* William A. Katz,1993

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pinpoints specific areas in which librarians can increase their knowledge in order to become more efficient. These strategies include using a systems approach in reference instruction for library professionals, guidelines for academic librarians to use for evaluating facilities, services and staff as to how effectively they welcome users and validate their information needs, using team teaching to instruct users about library services, developing legal reference skills to support the constitutional right to know in a self governing society and helping non science librarians to become science literate by reading popular science literature, watching science television programs, visiting science museums and generally increasing their awareness of the problem of science illiteracy among the general population. A wide variety of resources available in today's reference libraries are discussed to help librarians become better informed about the options available to their patrons including ERIC and NTIS and the information gap between the two databases, resources on the evolving market economy or investments in the Commonwealth of Independent States, fee based services, PsycLIT CD ROM, PsycINFO online and the difference in retrieval patterns using the same vocabulary of terms, interactive media centers, advantages and shortcomings. Reference librarians in all types of libraries will benefit from chapters that describe specific methods for improving their own personal effectiveness as well as chapters that evaluate specific services and reference tools available for reference library users.

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