

# **Evaluation of Reference Staff**

- Approachability
- Knowledge of reference collection
- Knowledge of local services and referral
- Skills in identifying user needs through a reference interview
- Peer evaluation

# **Evaluation Of Reference Services**

**Linda S Katz** 

#### **Evaluation Of Reference Services:**

Evaluation of Reference Services Linda S Katz, 2013-10-18 Library authorities address the increasing significance of reference services and the increasing need for evaluation of those services to further ensure professionalism and efficiency Evaluation of Reference Services Linda S Katz, 2013-10-18 Library authorities address the increasing significance of reference services and the increasing need for evaluation of those services to further ensure professionalism and efficiency The Evaluation of Worldwide Digital Reference Services in Libraries Jia Liu, 2007-06-30 This book outlines and evaluates the digital reference services in libraries worldwide The work is based on an international collaborative project between two groups from German and Chinese institutions during which digital reference services provided by nearly 200 libraries all over the world were evaluated. The book also examines the reasons for the resulting differences it also contains more generic proposals and perspectives on digital reference services An international evaluative approach is taken Includes unique information which has never before being gathered and evaluated Includes a brief introduction to the basic knowledge and development in the field of digital reference service in the library Evaluating Reference Services Jo Bell Whitlatch, 2000-08 With this handy new guidebook reference luminary Jo Bell Whitlatch outlines practical methods for evaluating and delivering excellent reference service to the technology savvy library user of today Evaluation in Reference Services in ARL Libraries ,1987 Qualitative Evaluation Methods for Reference Services Lynn Westbrook.1989 Reference Assessment and Evaluation Tom Diamond, Mark Sanders, 2006 Innovation and the constant evolution of technology continually spur academic librarians to find superior ways to deliver high quality reference service to students faculty and researchers Reference Assessment and Evaluation offers librarians and administrators a plethora of fresh ideas and methods to effectively assess and evaluate reference service in any academic library Leading experts share their own best practices in delivering digital reference training staff and student workers and providing instruction through case studies from academic libraries of all sizes Assessment and Accountability in Reference Work Susan Griswold Blandy, Lynne M. Martin, Mary L. Strife, 2019-12-05 This book first published in 1992 explores the issue of library assessment methods and the impact of accountability on the delivery of reference services It is a call for librarians to actively adopt performance measures and learn how to work with the results It analyses a wealth of assessment methods that librarians can use to collect data and create standards that are valid practical and useful in accounting for reference services Some of the methodologies described include quantitative measures qualitative measures patron surveys questionnaires interviews case studies peer review unobtrusive testing and even updating the library s policies and procedures manual as a way to evaluate services A variety of assessment methods for reference services are applied to all types of libraries Chapters

in Assessment and Accountability in Reference Work describe how a small town library defends the relevancy of its services at a town meeting how a special library documents the value of its services to cost conscious management and how academic

libraries can become involved in university and college level assessment programs Librarians seeking to develop their own assessment methods will benefit from practical advice on assessing diversity in the library and helpful suggestions for improving reference services through training workshops peer coaching and changes in organizational climate Reference and User Services in a Digital Age Eric Novotny, 2013-05-13 Effectively assess whether any library is making good use of the reference user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context and Assessing Reference and User Services in a Digital Age makes significant contributions to this ongoing discussion The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices The contributors explore the impact of the Internet on the field of evaluation focusing on electronic reference and instruction They highlight current issues present research results and offer expert advice on how to assess online reference and instruction All chapters are well referenced to facilitate further study and many include tables appendixes checklists and other helpful features that make difficult information easy to access and understand The chapters that make up Assessing Reference and User Services in a Digital Age are as rich and varied as the backgrounds of their authors Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online reference services offered by various libraries Practitioners and administrators from different institutional settings academic libraries public libraries consortiums etc provide their perspectives on the issues facing librarians who need to assess the electronic services they provide In this important new book Andrew Briedenbagh shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e reference consortium and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters including Joseph Fennewald s comparisons of question categories Lesley Moyo s analysis of the use of instruction in the virtual environment and Caleb Tucker Raymond's proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a Tell Us What You Think button to gather user feedback Kristi Nelson and Catherine L Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross Charles McClure and R David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module Assessing Reference and User Services in a Digital Age is designed as essential reading for library administrators public service librarians and researchers It provides general advice for practitioners as well as an examination of research results and methodological issues We urge you to consider making it part of your professional or teaching collection today Unobtrusive Evaluation of

Reference Service and Individual Responsibility Juris Dilevko, 2000-09-30 Many reference librarians have been highly critical about unobtrusive evaluation studies But can their opposition be justified Or is it just a way to detract attention from serious shortcomings in reference service How can government documents reference service and reference service in general be improved Do librarians have enough general and subject specific knowledge to provide informed and intelligent answers to reference questions Would any business or non profit organization be satisfied with the traditional 55 percent efficacy rate in reference service revealed by unobtrusive evaluation studies Long a controversial topic in the specialized world of reference librarianship unobtrusive evaluation is nevertheless a useful tool in gauging the degree to which reference librarians are effectively performing their jobs Based on a nationwide study of government documents reference service in Canada this book examines the broad philosophical implications of negative attitudes to unobtrusive evaluation studies within libraries It also discusses what really happens when librarians make referrals to external sources Drawing on the insights of such library educators as Margaret Hutchins S R Ranganathan and James Wyer it also suggests overlooked ways that may help reference librarians deliver better reference service Finally it argues that such proposals as certification and recertification of reference librarians need to be seriously considered if librarians do not willingly take personal responsibility for improving their own knowledge levels Performance Evaluation in Reference Services in ARL Libraries ,1987 and Information Services Richard E. Bopp, Linda C. Smith, 2011-05-23 Reflecting the dramatic changes shaped by rapidly developing technologies over the past six years this new fourth edition of Reference and Information Services takes the introduction to reference sources and services significantly beyond the content of the first three editions In Part I Concepts and Processes chapters have been revised and updated to reflect new ideas and methods in the provision of reference service in an era when many users have access to the Web In Part II Information Sources and Their Use discussion of each source type has been updated to encompass key resources in print and on the Web where an increasing number of freely available sources join those purchased or licensed by libraries A number of new authors are contributors to this new edition bringing to their chapters their experience as teachers of reference and as practitioners in different types of libraries Discussions of services in Part I integrate digital reference as appropriate to each topic such as how to conduct a reference interview online using instant messaging Boxes interspersed in the text are used to present scenarios for discussion to highlight key concepts or to present excerpts from important documents Discussions of sources in Part II place more emphasis on designing effective search strategies using both print and digital resources The chapter on selection and evaluation of sources addresses the changing nature of reference collections and how to evaluate new types of sources Each chapter concludes with an updated list of additional readings to guide further study A new companion website will provide links to Web accessible readings and resources as well as additional scenarios for discussion and example search strategies to supplement those presented in the text Fundamentals of Reference Carolyn Mulac, 2012-07-02 The all in one Reference reference

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future providing a glimpse of how such services may change Library Users and Reference Services is a practical guide to help readers understand the many issues related to serving diverse populations in a community Reference librarians and graduate library school students and faculty will learn more effective ways to help a heterogeneous public with the help of this new book The Modern Reference Librarian's Essential Guide Pasquale De Marco, 2025-05-11 The Modern Reference Librarian s Essential Guide provides a comprehensive guide to the changing role of the reference librarian in the digital age This book covers all aspects of reference librarianship from building a strong reference collection to providing exceptional reference services to special populations Whether you are a new reference librarian or an experienced professional this book will help you to stay up to date on the latest trends and developments in the field The Modern Reference Librarian s Essential Guide is written by a team of experienced reference librarians who have a deep understanding of the challenges and opportunities that reference librarians face This book is packed with practical advice and real world examples that will help you to provide excellent reference service in a variety of settings In this book you will learn how to Build a strong reference collection Provide exceptional reference services Use technology to enhance your reference services Teach information literacy skills Deal with challenging patrons Evaluate your reference services Stay up to date on the latest trends in reference librarianship The Modern Reference Librarian's Essential Guide is an essential resource for all reference librarians who want to provide excellent service in the digital age If you like this book write a review on google books Reference Services and Technical Services Gordon Stevenson, Sally Stevenson, 2019-12-05 This book first published in 1984 analyses the provision of more effective library service by relying more heavily on collaboration between reference and technical services librarians

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