Library Evaluation A Casebook And Can Do Guide

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

Ideal for public, school, and academic libraries looking to freshen up their reference collection, as well as for LIS students and instructors conducting research, this resource collects the cream of the crop sources of general reference and library science information.

A companion to Lyle's Administration of the College Library, by Caroline Coughlin & Alice Gertzog. Applying principles to practice is one of the most valuable exercises teachers can present to students. Designed for use in a course dealing with academic libraries or with library management, the twenty cases in this book describe problems that every college librarian will encounter in one form or another. Each has policy, political, practical, and procedural implications. Questions are offered at the conclusion of the cases to promote discussion, and suggested readings are supplied to help students investigate the cases in light of precedent and against the background of information provided in professional literature. Cases include "Mapplethorpe at McMillan"; "The Obsolescent Employee"; "At the Judge's Behest"; "Alumni Blues"; "The Single Mom"; and others.

This volume is the first of two volumes that address the most recent ten years (1997-2006) of focus group studies and research literature. Volume one provides coverage of the arts and humanities, social sciences, and the nonmedical sciences, and volume two concentrates on the medical and health sciences. These volumes cover the English-language academic literature (books, chapters in books, journal articles, and significant pamphlets) available in libraries via interlibrary loan and online. A variety of materials are included: instructional guides, handbooks, reference works, textbooks, and academic journal literature. In Focus Groups, Volume I, the following subject disciplines have been considered: in the arts and humanities_linguistics, music, religion, and sports and leisure studies; in the social sciences_anthropology, business, cartography, communication, demography, education, law, library science, political science, psychology, and sociology; and in the non-medical sciences_agriculture, biology, engineering, environmental sciences, and physics. The selected entries have a minimum of four pages, and include 29 books, 50 book chapters, 349 articles, and 10 pamphlets, for a total of 438 entries. An appendix includes the titles of the 245 journals cited, along with the appropriate entry numbers for each. Author and subject indexes provide access to the contents, with the subject index providing access to unique terms. The detailed contents pages are designed to enable the reader to quickly find appropriate entries through the use of extensive and detailed subheadings.

Advances in information technology, networked systems, and especially the advent of the Web have driven a rapid and vast change in academic libraries. Almost every aspect of library work has been dramatically impacted by the Web which enabled greatly enhanced remote access to collections and services and has prompted innovations such as virtual reference, e-book and e-journal collection development, and digitized archives. Academic Library Research: Perspectives and Current Trends updates traditional topics that have undergone exceptional, and in some cases, unexpected change since 1990 as well as reaching into new areas that have developed. It combines theoretical scholarship as well as research designed to inform practice, including case studies and user surveys.

Public librarians are directly responsible for providing a large proportion of the American population with access to the Internet and guidance in obtaining important government information. Effectively servicing today's adult library users is already a pressing need, and will only become a larger priority as the nation's population ages. Library Services for Adults in the 21st Century is for library science students interested in working with adults in public libraries. As the first text dedicated to adult library services to be published since 1991, this title has been sorely needed and much anticipated. This book will provide a model for training public librarians for the specific challenges of providing adult services. Part I provides a survey of the history and development of Adult services. Part II addresses planning and tools for service development. Part III examines the different types of services for adults and best practices, while Part IV presents training methods.

This collection examines the potential inherent in partnerships between libraries and writing centers and suggests that such partnerships might respond more effectively to student needs than separate efforts. The essays consist primarily of case studies of collaborations in institutions throughout the US. The concluding chapter reflects on the impl

Offers insights and ideas on readers' advisory services.

As classrooms and universities strive to adapt their instructional methods to an ever progressing technological age, it is imperative that academic libraries also revisit the ways in which reference and instruction services are organized and implemented. Library Reference Services and Information Literacy: Models for Academic Institutions not only advocates for a more intentional integration of reference and instructional services, but it also provides organizational background, staff objectives, and various successes and challenges that have already been experienced by real institutions. This publication is an important reference source for librarians, practitioners, and university leaders who wish to maximize the current utilization of their resources.

Papers originally presented at the IFLA Satellite Pre-Conference held in Chania, Crete, Greece, August 6-8, 2010 in conjunction with the 76th IFLA General Conference and Assembly.

Includes, beginning Sept. 15, 1954 (and on the 15th of each month, Sept.-May) a special section: School library journal, ISSN 0000-0035, (called Junior libraries, 1954-May 1961). Also issued separately.

Written by librarians who have experience with integrating technology into all subject areas and working with teens and young adults, this book is a toolkit for youth and young adult librarians—school and public—who wish to incorporate science, technology, engineering, art, and math (STEAM) into their programs and collections but aren't sure where to begin. • Provides school and public librarians with the resources and clear guidance they need to implement STEAM programs and collections at their libraries • Places librarians in a key position—based on knowledge and ability—with STEAM initiatives in their school and community • Connects STEAM programming to national standards • Explains how to secure funding and find partners to collaborate in STEAM

The changing higher education environment requires a new kind of relationship among faculty, academic liaisons, and students. A core resource for any LIS student or academic librarian serving as a liaison, this handbook lays out the comprehensive fundamentals of the discipline, helping librarians build the confidence and cooperation of the university faculty in relation to the library. Readers will learn about connecting and assisting faculty and students through skillful communication and resource utilization with coverage of key topics such as Orientation meetings Acquiring Subject specialization Advice on faculty communication and assistance Online tutorial creation Collection development Information literacy instruction Embedded librarianship Library guides New courses and accreditation Evaluation methods Written in a straightforward way that lends itself to easy application, Fundamentals for the Academic Liaisonprovides ready guidance for current and future academic library liaisons.

This SPEC survey was distributed to the 123 ARL member libraries in May 2007. Of those 123 libraries, 73 (60%) completed the survey. The survey results indicate that while a modest number of libraries engaged in assessment activities beyond annual ARL statistics gathering in the 1980s and earlier, the biggest jump in assessment activity occurred between 1990 and 2004. The overwhelming majority of responses

indicate the impetus for assessment was service driven and user centered and came from within the library itself rather than from an outside source.

The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and information services and their users. It is the global voice of the information profession. The series IFLA Publications deals with many of the means through which libraries, information centres, and information professionals worldwide can formulate their goals, exert their influence as a group, protect their interests, and find solutions to global problems.

Unique in all the world, the American foundation sector has been an engine of social change for more than a century. In this companion volume toThe Foundation: A Great American Secret, Joel Fleishman, Scott Kohler, and Steven Schindler explore 100 of the highest-achieving foundation initiatives of all time. Based on a rich array of sources--from interviews with the principals themselves to contemporaneous news accounts to internal evaluation reports--this volume presents brief case studies of foundation success stories across virtually every field of human endeavor. The influence of the foundations on American, and indeed global society, has only occasionally come into the public view. For every well-known foundation achievement--Andrew Carnegie's massive library building program or the Robert Wood Johnson Foundation's public efforts to curb tobacco use--there are a great many lesser-known, but often equally important stories to be told. The cases in this volume provide a wealth of evidentiary support for Joel Fleishman's description of, and recommendations for, the foundation sector. With lessons for grant-makers, grant-seekers, public officials, and public-spirited individuals alike, this casebook pieces together 100 stories, some well known, others never before told, and offers hard proof of the foundation sector's immense and enduring impact on scientific research, education, public policy, and many other fields. The workthat foundations have supported over the past century has achieved profound results. Yet foundations are capable of more and better. This volume, a window onto great successes of the past and present, is at once a look back, a look around, and a point of reference as we turn to the future.

An essential resource for LIS master's and doctoral students, new LIS faculty, and academic librarians, this book provides expert guidance and practical examples based on current research about quantitative and qualitative research methods and design. Conducting research and successfully publishing the findings is a goal of many professionals and students in library and information science (LIS). Using the best methodology maximizes the likelihood of a successful outcome. This outstanding book broadly covers the principles, data collection techniques, and analyses of quantitative and qualitative methods as well as the advantages and limitations of each method to research design. It addresses these research methods and design by discussing the scientific method, sampling techniques, validity, reliability, and ethical concerns along with additional topics such as experimental research design, ethnographic methods, and usability testing. The book presents comprehensive information in a logical, easy-to-follow format, covering topics such as research strategies for library and information science doctoral students; planning for research; defining the problem, forming a theory, and testing the theory; the scientific method of inquiry and data collection techniques; survey research methods and questionnaires; analyzing quantitative data; interview-based research; writing research proposals; and even time management skills. LIS students and professionals can consult the text for instruction on conducting research using this array of tools as well as for guidance in critically reading and evaluating research publications, proposals, and reports. The explanations and current research examples supplied by discipline experts offer advice and strategies for completing research projects, dissertations, and theses as well as for writing grants, overcoming writer's block, collaborating with colleagues, and working with outside consultants. The answer to nearly any question posed by novice researchers is provided in this book. Now in its sixth edition, the book provides new and updated content that is even more comprehensive than before and contains added sections featuring the voices of prominent LIS scholars, researchers, and editors "Voices of the Experts" text boxes provide researchers' advice on specific methods and identify what was most important or most valuable about using a particular method and software for analysis—e.g., NVivo, SurveyMonkey, and log capture Written by coauthors with extensive expertise in research design, securing grant funding, and using the latest technology and data analysis software

This reference work documents every aspect of the American public library experience through topical entries, statistics, biographies, and profiles.

An introductory text on various aspects of reference services—that requires your students to think! An Introduction to Reference Services in Academic Libraries is a comprehensive textbook that presents compelling case studies and thought-provoking essays that teach the principles of reference services. Eighteen authorities from private and public academic libraries around the United States offer unique perspectives and solid information in an active learning format that requires students to think and learn. The book provides a stimulating starting point for those learning about planning, managing, and evaluating reference services. An Introduction to Reference Services in Academic Libraries is a valuable teaching resource that helps college teachers to move beyond traditional passive learning to more effective active learning. Each chapter's interest-sparking activities and questions challenge students to dynamically search out solutions to specific problems. The text takes a broad, informative—and at times amusing—look at the foundations of reference services, using the uniquely creative activities and questions to make difficult topics such as virtual reference services, relational reference, academic portfolios, and reference cost calculators easy to learn. The book is thoroughly referenced, and many chapters include charts and special activities to help spark student engagement in the learning process. Over thirty tables and figures make complex information easy to access and understand. An Introduction to Reference Services in Academic Libraries includes discussions on: virtual information literacy tutorials the minimal and maximal models of reference functions—and the smooth transition to the triage model marketing strategies to attract male faculty the reference desk as impediment to accessibility relational reference virtual reference—including instant messaging and software issues guidance, assistance, and instruction of students reference assistance, outreach, and instructions maintaining high quality service—while maximizing the time of reference librarians collection development policies evaluating reference costs diversity librarians ranking on level with faculty positions the importance—and development—of teaching portfolios unusual library patrons and more! An Introduction to Reference Services in Academic Libraries is a stimulating teaching resource that is perfect for library school students, entry-level academic librarians, library support staff, mid-career librarians new to academic libraries, and library school faculty.

Presents guidelines for building a homework help program in a public library, considering such issues as needs assessments, how to use in-house and remote technology, getting parental participation, marketing, and collaborating with school libraries.

Knowing the principles of general management is both useful and necessary for LIS students, but learning management techniques specific to the world of libraries is no less important. Created to fill a surprising educational void, this edited volume focuses on best practices from library management experts teaching in LIS programs across the country. Among the many topics discussed are Classic and contemporary theories of management, and how they apply to the library Human resource planning

Marketing and public relations Negotiations, mediation, and financial management of the library Facilities management Information technology management and future trends Change management and organizational culture Ethics and confidentiality In addition to providing students with a solid foundation in library management, experienced managers will also benefit from the structured, practical knowledge included in this impressive volume.

Thoroughly updated, this book introduces the major issues involved in designing and conducting original research relevant to the fields of library and information science. * Library and information science examples to explain research methodologies and techniques * Explanations and examples of sampling procedures * A table for determining sample sizes and a random number table * Notes at the end of each chapter, plus a list of more than 400 research-related references at the end of the book

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.

More than 30 stellar authors have contributed to these up-to-date essays on public services librarianship, including timely topics such as new service configurations, the impact of e-resources in reference and collection development, and innovative outreach. * Over 30 contributors, including established experts and the next generation of leaders in reference and public services librarianship * A subject index guides readers to topics of interest

This work provides easy-to-follow advice for using the latest management tools. Evaluation tools are an essential part of improving service and proving the library's value.

This book is a guide that leads the reader through many aspects of a library's collection including the user, current holdings, selection, and acquisition of new materials. The reader is also led to consider budgets, and how books are made available in 21st century markets. Methods for assessing library vendors are described. Practical details are frequently included; concepts and theory are alluded to but are not a major emphasis of the text. A global scope creates an inclusive mood for readers in developed or developing nations. The final chapter speculates upon acquisitions librarianship in the 21st century, on influences of biotechnology, nanotechnology, and increased computerization. This is a fundamental book for the student or practicing librarian, a book that shares much about acquisitions but admits an uncertainty about the evolution of the profession. The author brings a global scope, and global examples to the text The text draws on more than a decade of authorial experience in acquisitions librarianship The author discusses potential acquisitions problems and solutions

"This set of books represents a detailed compendium of authoritative, research-based entries that define the contemporary state of knowledge on technology"--Provided by publisher.

Examines strategies and best practices that effectively integrate LGBTQ areas of teaching and research with student life activities. Many educational professionals agree that the time has come to expand their circle of inclusion and broaden their definition of diversity by increasing LGBTQ studies, but the question of how to do so is still debated. Although some colleges and universities have been incorporating LGBTQ studies for decades, courses and programs continue to be pockets of innovation rather than models of inclusion for all of higher education. Colleges and universities need to encourage faculty members to teach and research a wide range of LGBTQ topics, as well as support student life professionals in building inclusive campus communities. This book includes testimonies that alert educators to possible pitfalls and successes of their policies through an analysis of changing student attitudes. Based on these case studies, the contributors offer practical suggestions for the classroom and the provost's office, demonstrating not only the gains that have been made by LGBTQ students and the institutions that serve them, but also the tensions that remain. "Expanding the Circle is a comprehensive overview of issues facing LGBTQ students in higher education in the US and those seeking to 'queer the academy' through incorporating LGBTQ content into curricula. It highlights problems we might not have imagined—a closeted gay man being harassed by those who are more 'out'—and describes issues we would have hoped were history—faculty and staff telling students not to list a certificate in LGBTQ studies on a resume. This book presents proven strategies to create affirming institutions of higher learning in which students and faculty can be their full selves and study the contributions of LGBTQ people to the human experience." — Sean Cahill, coauthor of LGBT Youth in America's Schools

"This 10-volume compilation of authoritative, research-based articles contributed by thousands of researchers and experts from all over the world emphasized modern issues and the presentation of potential opportunities, prospective solutions, and future directions in the field of information science and technology"--Provided by publisher.

ECDL 2002 was the 6th conference in the series of European Conferences on Research and Advanced Technologies for Digital Libraries. Following previous events in Pisa (1997), Heraklion (1998), Paris (1999), Lisbon (2000), and Da- stadt (2001), this year ECDL was held in Rome. ECDL 2002 contributed, - gether with the previous conferences, to establishing ECDL as the major - ropean forum focusing on digital libraries and associated technical, practical, and social issues. ECDL 2002 continued the tradition already established by the previous conferences in meeting the needs of a large and diverse constituency, which includes researchers, practitioners, educators, policy makers, and users. The focus of ECDL 2002 was on underlying principles, methods, systems, and tools to build and make available e?ective digital libraries to end users. Architecture, metadata, collection building, web archiving, web technologies,- books, OAI applications, preservation, navigation, query languages, audio video retrieval, multimedia-mixed media, user studies and evaluation, humanities, and digital libraries were some of the key issues addressed. An

international Program Committee was set up composed of 61 members, with representatives from 25 countries. A total of 145 paper submissions, 15 poster submissions, and 18 proposals for demos were received. Each paper was evaluated by 3 referees and 42 full papers and 6 short papers of high quality were selected for presentation.

"This book explores the world of Decision Making Support Systems (DMSS), which encompasses Decision Support Systems (DSS), Executive Information Systems (EIS), Expert Systems (ES), Knowledge Based Systems (KBS), Creativity Enhancing Systems (CES), and more"--Provided by publisher.

Learn how to provide better service to distance information users! This book is the result of the conference held in May, 2004 in Scottsdale, Arizona, focusing on librarians' challenges providing service to nontraditional faculty and students. Respected authorities discuss in detail specific problems—and fresh strategies and solutions—to further promote service to distance information users. Each chapter tackles a particular issue such as collaboration outside the contributor's organization or how services can be monitored and assessed to gauge quality, and fully explains what can be done to address those issues. Each distinguished contribution was carefully selected by a 26-member advisory board using a juried abstracts process. Thorough bibliographies, useful figures, tables, and graphs provide accessibility and clarify ideas. Some of the topics in this book include: the promotion of library services to Native American students the planning and development process of a project to create a Web-based multi-media instruction tool for off-campus graduate students an examination of direct linking tools provided by major aggregators distance learning for the learning disabled distance learning implementation strategies for institutions course management software (CMS) and library services integration a survey of Association of Research Libraries offered services the do's and don'ts of videoconferencing on and off-campus an eBooks collection study one-on-one research coaching via digital reference service an online tool that assesses students' research skills and attitudes creating a library CD for off-campus students expanding student and faculty access to information services the collaboration with faculty on electronic course reserves developing assessment questions for services supporting off-campus learning programs providing secure off-campus access to library services beyond proxy servers and much, much more! The Eleventh Off-Campus Library Services Conference Proceedings is an invaluable comprehensive resource detailing the latest challenges and solutions for on- and off-campus librarians.

Bringing together library and information science faculty and practicing library managers, this work combines some of the most exciting concepts and methodologies of library evaluation with the practical experiences of those working in the field. A variety of approaches (e.g., focus groups, TQM) are thoroughly described, then illustrated with actual case studies. These cases can serve as inspiration and models to library managers and other individuals responsible for evaluation, as well as to those who aspire to library management positions.

The only book currently available that comprehensively integrates research and evaluation for evidence-based library and information science practice.

A practice-driven and proven resource for library administrators of all types of libraries. The work describes how the library can identify the service environment factors impacting customers; strategic needs; identify library competitors; strategic abilities and service environment impacts; and use the combined results to develop proactive competitive responses that drive the service environment instead of reacting to the service environment. These strategic competitive responses would allow the library to increase the value of its service impact and effectiveness while increasing customer appreciation and the libraries advantage in the competitive service environment. Written by a highly knowledgeable practitioner from the library field Experience of the author (library and for-profit management experience) provides a hybrid/blended view of library competition and management responses from both the library and for-profit management worlds Written to applicable to all types of libraries

Learn effective ways to assess and evaluate reference services in YOUR library 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. Because of fiscal pressures, the need to attract the best and brightest students and faculty to the academy, and increased competition from Internet search engines, the evaluation and assessment of reference service remains one of the most important challenges for academic libraries. Reference Assessment and Evaluation provides practical tips and clear examples on assessing and evaluating several diverse aspects of reference services. This book discusses in detail case studies from various colleges and universities on wide-ranging issues such as virtual reference evaluation, merging reference desks, peer evaluations, library instruction, and staff development. Academic libraries of all types will find opportunities to modify these innovative ideas to remain at the forefront of reference service. Topics in Reference Assessment and Evaluation include: a case study of the library at the University of Colorado at Boulder's efforts to implement a drop-in research consultation program for students enrolled in the introductory writing course coordination of an annual professional development program for specialized instruction targeted at faculty and staff members at Colorado State University peer observation between the reference staff members of Augustana College Library and St. Ambrose University Library the merging of San Jose State University's government publication desk with the reference services desk—along with the public library's reference desk Valparaiso University's main library's training and use of student assistants analyzing user and librarian satisfaction within virtual reference transactions evaluation of the University of South Alabama's Baugh Biomedical Library's chat reference service evaluation of the University of Texas at Arlington's virtual reference service library technology's impact on reference desk statistics statistical analysis of reference desk data for staffing needs at the University of Tennessee at Chattanooga Reference Assessment and Evaluation is timely, important reading for academic references librarians and supervisors.