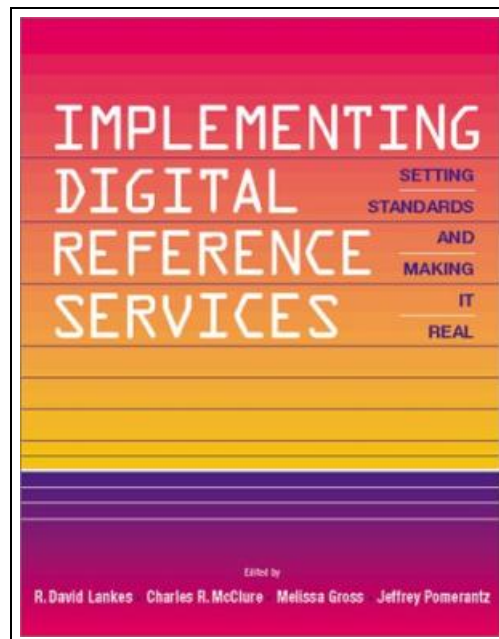


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IMPLEMENTING DIGITAL REFERENCE SERVICES: SETTING STANDARDS AND MAKING IT REAL (PAPERBACK)



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Neal-Schuman Publishers Inc, United States, 2003. Paperback. Condition: New. New.. Language: English . Brand New Book. This comprehensive survey of current digital reference practice focuses on the theoretical and practical issues of digital reference in libraries and information services, with special emphasis on the theme of quality standards and evaluation. The book is divided into six parts. Part One identifies the need for digital reference services; Part Two covers the management of digital reference; Part Three: real-time digital reference services; Part Four: collaborative reference initiatives; Part Five: research in digital reference; and Part Six: evaluating digital reference. Topics covered include: virtual reference-- what it is and what it may be; rethinking privacy for the virtual library; providing chat reference service: a survey of current practice; real-time digital reference pilot projects; emerging digital reference standards; moving from virtual to cooperative reference service models; understanding the information needs of adult learners; information-seeking behavior of online users; and assessing quality in digital reference services.



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