

The Human Side of Reference and Information Services in Academic Libraries: Adding Value in the Digital World (Chandos Information Professional Series)



This book examines the questions: how academic libraries provide value-added reference and information services in the digital age. It provides best practices from a global perspective. The book starts by looking at the information needs and info-seeking behaviours of university students and faculty. Then it examines the use cycle: consumer, instructor, and producer. It examines the resource cycle: collection development, instructor, maintenance. What are the essential elements of reference: orientation, instruction, collaborative planning, products? Focuses on information needs and information-seeking behaviours of academic library stakeholders (faculty, students, community) Focuses on technologies: impact on reference and information services (selection, access, interaction, instruction, administration), focusing on the human issues Emphasizes collaborative aspects of reference/info services (with faculty for program/course instruction, with computer services for digital integration, with other libraries for resource

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and information services in academic Adding Value in the Digital World. A volume in Chandos Information Professional Series academic libraries provide value-added reference and information services 1 - Technology impact on information needs and behaviours of the academic community 4 - Technology impact on packaging reference and information.