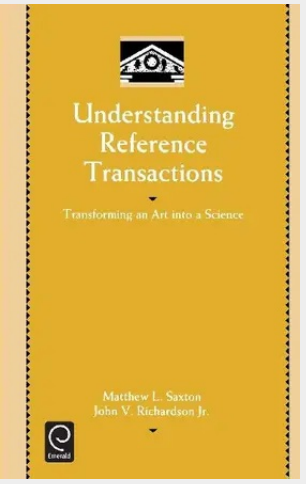
Saxton / Richardson

Understanding Reference Transactions

The goal of this book is to improve reference service in libraries and information centers, by improving the accuracy of answering capabilities. The authors provide a detailed analysis of the question-answering process and methods of evaluating the completeness, usefulness, user satisfaction, and accuracy of the information provided. This is an important contribution to library studies, and it will be a useful textbook for teaching references courses in library schools. - Powerful research models help explain what is happening in the reference transaction. - Encompasses a comprehensive review of the research literature. - Offers a unique systems analysis of the reference transaction. - Includes a detailed appendix of the concepts, operational definitions, and research variables used to measure outcomes as well as statistical results from all known prior studies.

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175,60 €
175,60 € (zzgl. MwSt.)

Lieferfrist: bis zu 10 Tage

Artikelnummer: 9780125877800
Medium: Buch
ISBN: 978-0-12-587780-0
Verlag: Academic Press Inc
Erscheinungstermin: 01.05.2002
Sprache(n): Englisch
Auflage: Erscheinungsjahr 2002
Serie: Library and Information Science
Produktform: Gebunden
Gewicht: 493 g
Seiten: 232
Format (B x H): 157 x 235 mm