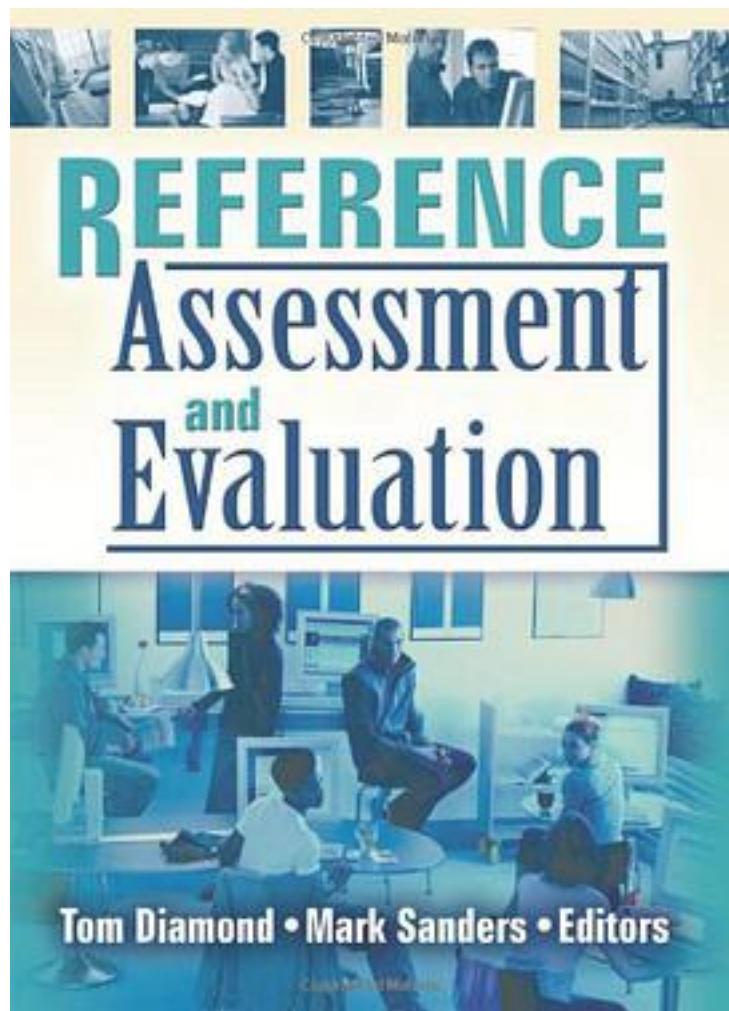


# Reference Assessment and Evaluation



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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. "Reference Assessment and Evaluation" is timely, important reading for academic references librarians and supervisors.

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