





Universitatea  
Transilvania  
din Braşov



*Creșterea prestigiului bibliotecii  
prin serviciile de referințe /  
Increasing prestige of the  
library with reference services*

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Președinte Secțiunea Cultura Informației, Asociația Bibliotecarilor din România



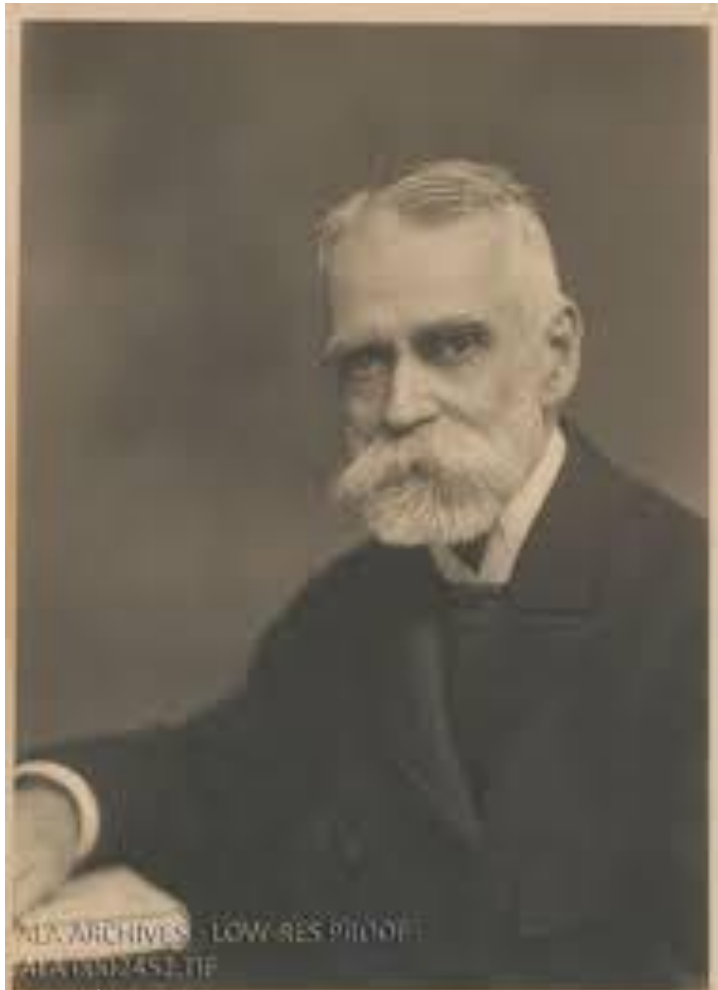
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# CUPRINS

- Repere istorice privind serviciile de referințe
- Serviciile de referințe
- Bibliotecarul de referințe
- Ghiduri internaționale
- WORKSHOP

# Samuel Swett Green

Organizație înființată: Asociația Bibliotecilor Americane



## Cărți



Library aids  
1881



The Public  
Library  
Movemen...  
1913



Libraries  
and Schools  
1883



The  
Scotch-Irish  
in America  
1895

Vedeți încă peste 5

# Samuel Swett Green

- Samuel Swett Green (1837-1918) este considerat părintele serviciilor de referințe.
- Director al Bibliotecii Publice din Worcester (1867-1871) și bibliotecar (1871-1909), S.S. Green a fost o figură proeminentă a mișcării biblioteconomice americane.
- Contribuția sa în domeniu vizează studii despre aspectele tehnice ale domeniului (modalități de catalogare), despre cooperarea între biblioteci publice și școli, precum și o serie de articole cu privire la serviciile de referințe oferite utilizatorilor bibliotecii.



Samuel S. Green în 1876, în revista American Library Journal  
(în prezent Library Journal).

# SERVICII DE REFERINȚE

- referințe prin e-mail (e-mail reference)
- întreabă bibliotecarul/biblioteca (ask a librarian/the library)
- întreabă bibliotecarul de referințe (ask the reference librarian)
- vorbește cu un bibliotecar (chat with a librarian)
- fă click pentru a vorbi cu un bibliotecar (click to talk to a librarian)
- fă click aici pentru a obține imediat asistența bibliotecarului (click here for immediate librarian assistance)
- întreabă acum (ask now live reference)
- scrie unui bibliotecar (text a librarian)
- mesagerie în timp real (instant messaging-IM)

# Bibliotecarul de referințe



mediator



intermediar



tehnician



expert



ghid



procesor de  
date



filtru



comunicator



ajutor



consilier



educator



# Madam Librarian

## Reference Desk for the Internet

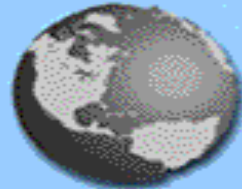


Find what you want,  
when you want it.

Tips on how to  
improve your  
internet searches.

**CLICK HERE**

Links to Search Engines,  
and Directories.  
**CLICK HERE!**



Benefit from  
earlier research

**CLICK HERE**

For FREE topic  
links from previous  
researches.



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"Decimals are OK I guess, but there better not be a Dewey fraction system."



'Do you have any employers references?'

CPEA-2015/10014

<https://www.youtube.com/watch?v=MDSP622Cra4>

# Termeni precum:

- referințe informatizate
- referințe electronice
- referințe virtuale
- referințe digitale
- referințe în timp real

utilizați în literatura de specialitate, se integrează în același concept, sintetizat, conform definiției din Encyclopedia of Library and Information Science, astfel:

**„serviciul de referințe care, într-un mod sau altul, utilizează computerul”.**

# Servicii de referințe

- Serviciile de referințe tradiționale au în vedere asistarea utilizatorului în căutarea informațiilor prin consultarea documentelor tipărite,
- Serviciile de referințe electronice se bazează pe consultarea documentelor electronice (cataloage online, baze de date online, resurse internet) și furnizarea lor la distanță sau în incinta bibliotecii.
- Cele două tipuri de servicii de referințe coexistă, deși, se pare că cele de tip tradițional vor pierde teren în fața celor electronice.



# Bune practici

- [ghid intreaba bib.pdf](#)



BS USARB  
Biblioteca Științifică a Universității de Stat „Alecu Russo” din Bălți



Colecția *Ghidul utilizatorului*

## Întreabă bibliotecarul ?

*Referințe bibliografice prin e-mail*

The screenshot shows the website of the Scientific Library of the State University 'Alecu Russo' of Bălți. The header includes the library's name and logo. A navigation menu at the top contains: PREZENTARE, PAGINA UTILIZATOR, FURNIZIRE, NOIȚĂRI, ÎNTREABĂ (highlighted with an orange arrow), and CONTACT. Below the menu, there is a section titled 'Întreabă bibliotecarul' with a brief description of the service and a list of bullet points.

**Întreabă bibliotecarul** prezintă un serviciu de bază de date pentru utilizatori și profesori.  
Pe această cale nu se oferă răspunsuri exhaustive, ci doar ghidare și orientare în găsirea informației. Răspunsul îl vezi prin funcția de comenzi, cel mult 2 zile.

- Utilizarea acestui serviciu este gratuită.
- Trebuie să scrie în cererea sa cuprinzând o singură solicitare.
- Întrebările trebuie să fie concrete, specificând cât mai multe detalii despre subiect.
- Pentru a primi informații adresă electronică Bibliotecă, tu ești responsabil de nelimitarea adresei electronice.
- În **arhivă** vor fi incluse întrebările și răspunsurile date.

# LibGuides Community

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164,346 LIBRARIANS  
4,776 INSTITUTIONS  
56 COUNTRIES

Search for LibGuides content and librarian authors, and find great examples of guides from our worldwide user community.



FIND GUIDES



FIND INSTITUTIONS



FIND LIBRARIANS



SPRINGY PICKS

KEYWORD:

Reference librarian

Find

Showing 20 of 128,201 Pages, Sorted By **Relevance** ▾



## Online Reference Assistance on Reference Services

by [Stephanie Shippey](#) | at [Texas Tech University Health Sciences Center](#) | **Last Update** Jun 12, 2018

**Subjects** [Reference](#)

TeamViewer (Remote Assistance) TeamViewer Ask A Librarian Reference questions submitted to Ask A Librarian are instantly submitted to multiple reference librarians. ... TeamViewer Downloads TeamViewer for Macs TeamViewer for the Mac is software that allows the reference librarian to view your desktop while guiding you through a search. TeamViewer Downloads TeamViewer for PCs TeamViewer for Windows OS is software that allows the reference librarian to view your desktop while guiding you through a search.

### Filter by Library Type

- Academic Institution (120807)
- K-12 School or District (3431)
- Special Library (1547)
- Public Library (798)
- Library School (602)
- Hospital/Medical Library (358)



## Reference Services: Online Reference Assistance

A guide on reference services at the TTUHSC Library.

[General Information](#)[Online Reference Assistance](#)[Literature Searches](#)[Instruction](#)[Make an Appointment](#)[Library Liaisons](#)[Embedded Librarians](#)[CML](#)[Systematic Reviews](#)[Research Assistance](#)[Library Courses](#)

### Ask A Librarian

Reference questions submitted to [Ask A Librarian](#) are instantly submitted to multiple reference librarians. The first available librarian will answer your question. TTUHSC faculty, students, and staff can either email, text, or chat with a reference librarian for assistance on finding articles and books, searching databases, and bibliographic citation assistance.

### TeamViewer (Remote Assistance)

Teamviewer allows the librarians to assist remotely. Please see below for instructions on how to download TeamViewer.

-  [TeamViewer](#)

## Who's Your Librarian?: Personal Librarian Program

Personal Librarians @ Drew

**Personal Librarian Program****Research Consultations****Drew Seminar Personal Librarians****Personal Librarians by Major/Program**

### What is the Personal Librarian Program?

The Personal Librarian Program is designed to introduce students entering Drew University to information literacy skills and the collections and services of the Drew Libraries. As a first year student, you will be matched with a Librarian based on your college seminar group, a relationship that will continue through your first year. When you declare a major, you will graduate to the [reference librarian for your department/major](#), who will help you with the research you do for your major.

**First Year students:** check your [college seminar name to find your librarian](#).

**Personal Librarians work with students to find and use the information resources-- books, databases, journals, websites, etc-- available at Drew. We provide personalized help, assisting students to become savvy and skilled users of information and research.**

Your Personal Librarian will contact you occasionally throughout the year to let you know about new databases and tools, library tips, and research methods and strategies. You are encouraged to contact your Personal Librarian with any questions you have about your research or the Library. How often you choose to avail yourself of your Personal Librarian is entirely up to you.

### Get Help

Chat is offline. Email  
[reference@drew.edu](mailto:reference@drew.edu)  
Phone 973-408-3675; email  
[reference@drew.edu](mailto:reference@drew.edu)





# Library Guides

Drew University Library / LibGuides / Who's Your Librarian? / Personal Librarians by Major/Program

## Who's Your Librarian?: Personal Librarians by Major/Program

Personal Librarians @ Drew

Personal Librarian Program

Research Consultations

Drew Seminar Personal Librarians

Personal Librarians by Major/Program

Majors/Departments

Minors

Graduate Programs

All librarians are happy to schedule appointments during working hours via email or phone.

| Major/Minor/Department | Librarian      | email  | phone         |
|------------------------|----------------|--|---------------|
| Anthropology           | Jody Caldwell  | <a href="mailto:jcaldwel@drew.edu">jcaldwel@drew.edu</a> | 973-408-3481  |
| Art                    | Jenne Heise    | <a href="mailto:jheise@drew.edu">jheise@drew.edu</a>     | 973-408-3675  |
| Art History            | Jenne Heise    | <a href="mailto:jheise@drew.edu">jheise@drew.edu</a>     | 973-408-36753 |
| Biochemistry           | Margery Ashmun | <a href="mailto:mashmun@drew.edu">mashmun@drew.edu</a>   | 973-408-3483  |
|                        | mun            | <a href="mailto:mashmun@drew.edu">mashmun@drew.edu</a>   | 973-408-3483  |

[www.drew.edu/library/](http://www.drew.edu/library/)



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[Activities and Groups](#)

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Home » [Activities and Groups](#) » [Reference and Information Services](#) »  
[Publications](#) » IFLA Digital Reference Guidelines



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[RISS Presentations](#)

[RISS Satellite Meeting Presentations](#)

[Conferences](#)

[Minutes of Meetings](#)

## IFLA Digital Reference Guidelines

### Introduction

The purpose of these guidelines is to promote digital reference best practices on an international basis. The online environment is uniquely suited to consortial models of work and to the development of shared resources. Libraries in different countries may have different traditions of public service, which both affect their current reference practices and their patrons' expectations. But it is also important to recognize that new technologies will enable librarians to redefine the scope of their public services. These guidelines attempt to create some common standards from diverse traditions in the hope that this will allow the worldwide community of

**Web Editor for this group**  
 Contact [Mattye Laverne Page](#)

librarians to freely explore the possibilities.

Some issues raised in these guidelines may ultimately warrant additional consideration and expansion—issues such as the management of change: how does the administrator of a digital reference project mitigate the impact of new models of work on an institution's staff, schedule, and clients? Additional work might also be done to determine the exact funding requirements for these efforts in a variety of different communities, with respect to staffing, resource acquisition, and equipment.

## Original language (2002)

- \* English: [IFLA Digital Reference Guidelines](#)

## Translations

- \* العربية [Arabic version](#)
- \* 中國 [Chinese version](#)
- \* Nederlands: [Richtlijnen voor Digitale Inlichtingen](#) Dutch
- \* Français: [Lignes directrices de l'IFLA en matière de référence numérique](#) French
- \* Deutsch: [IFLA Richtlinien Digitale Auskunft](#) German
- \* ελληνικά [Τμήμα Αναφοράς και Υπηρεσιών Πληροφόρησης](#) Greek
- \* Italiano: [Linee Guida per il servizio di digital reference](#) Italian
- \* latviešu valoda [IFLA digitālo uzzīņu vadlīnijas](#) Latvian
- \* Español [Recomendaciones para el Servicio de Referencia Digital](#) Spanish
- \* Català [Directrius de serveis d'informació digital](#) Catalan

#### 1.4 Training: The Basics.

- Determine who will train staff and set aside time for staff training and orientation and professional development.

Key skills a digital reference librarian should include:

- Multi-tasking.
- Clear communication skills, especially in writing.
- Database and online searching skills.
- Interviewing skills - to compensate for lack of visual and auditory cues.
- Knowledge of reference resources.
- Familiarity with software package selected.
- Update training as necessary. Encourage and enable staff members to meet regularly to discuss their experiences and new developments in the field.

## Reference and Information Services

\* [More about this group](#)

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[RISS Satellite Meeting Presentations](#)

[Conferences](#)

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## About the Reference and Information Services Section

The Reference and Information Services Section will address all aspects of reference work, in all types of libraries, in all regions of the world. Current interests encompass the electronic environment and the resulting changes in reference work, the future role of reference work, and the quality of reference services.

Future investigation, discussion, and programming will focus on:

- \* User-centered reference services
- \* Organization, education and staffing of reference services
- \* Ethics and the provision of high quality service
- \* The impact of social media and mobile technologies on reference and information services
- \* Reference collections in a digital world
- \* Changing business models from publishers for provision of reference information
- \* Marketing/Visibility of library reference services
- \* Providing a forum for information on the nature of reference work in different parts of the world

## IFLA -- IFLA Public Library Service Guidelines

<https://www.ifla.org> › ... › [Public Libraries](#) › [Publications](#) ▼ Traducerea acestei pagini

de C Koontz - Citat de 71 ori - Articole cu conținut similar

12 feb. 2016 - These **guidelines** are framed to provide assistance to **library** and information ... English (available from de Gruyter **Reference** Global). erratum ...

## Guidelines for Implementing and Maintaining Virtual Reference Services

[www.ala.org](http://www.ala.org) › [RUSA](#) › [Resources](#) ▼ Traducerea acestei pagini

**Guidelines** for Implementing and Maintaining Virtual **Reference** Services. ... User Services Association. A Division of the American **Library** Association ...

## ifla-digital-reference-guidelines-en.pdf | Librarian | Privacy - Scribd

<https://www.scribd.com/.../ifla-digital-reference-guidelines-e...> ▼ Traducerea acestei pagini

**ifla-digital-reference-guidelines-en.pdf** - Download as PDF File (.pdf), Text File (.txt) or read online.

## Virtual reference services: Implementation of ... - Wiley Online Library

<https://onlinelibrary.wiley.com/doi/.../bult.2008.1720340207> - Traducerea acestei pagini

de P Shachaf - 2008 - Citat de 8 ori - Articole cu conținut similar

17 sept. 2008 - The highest levels of adherence to **IFLA guidelines** were observed for ... [4] **guides [reference] librarians** to provide unbiased responses to all ...





Reference and User Services Association

## **Professional Competencies for Reference and User Services Librarians**

Originally written by the RUSA Task Force on Professional Competencies. Approved by the RUSA Board of Directors, January 26, 2003. Extensively revised and rewritten by the RUSA Professional Competencies for Reference and User Services Librarians Task Force in 2016-2017. Approved by the RUSA Board of Directors, September 7, 2017.

### **Introduction**

As the professional organization for reference and user services, the Reference and User Services Association (RUSA) has developed and updated a model statement of competencies essential for successful reference and user services librarians. This statement builds upon *ALA's Core Competencies of Librarianship; Section 5. Reference and User Services* <http://www.ala.org/educationcareers/sites/ala.org.educationcareers/files/content/careers/corecomp/corecompetences/finalcorecompstat09.pdf>. which defines the basic knowledge to be

## Definitions:

*Reference and User Services Librarians:* Librarians who assist, advise, and instruct users in accessing all forms of recorded knowledge. The assistance, advice, and instruction include both direct and indirect service to patrons.

*Competencies:* Behaviors that excellent performers exhibit consistently and effectively. A behavioral basis is necessary because effective assessment of competencies depends on observed behavior.

### **Offers services responsive to individual expressed user needs**

1. Applies *Guidelines for Behavioral Performance of Reference and Information Service Providers* <http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral>
2. Recognizes, honors, and responds appropriately to diversity and cultural differences
3. Determines situational context of individual information needs
4. Engages in discussion and expresses interest in individual experiences related to information needs
5. Understands and applies laws and policies governing confidentiality and rights to privacy
6. Consults with the user to identify the most appropriate resources in the context of accuracy, authority, interest, and content level
7. Respects the right of individuals to pursue their research preferences
8. Assists the user in evaluating, managing, formatting, storing, using, or displaying information
9. Consults with the user to select appropriate technology for providing answers, balancing the nature of the information being provided with user preferences
10. Applies knowledge of state of the art information retrieval technologies and systems to assist the user in identifying and obtaining information
11. Identifies opportunities for instruction that empowers users to improve their own information-seeking abilities



**5D. Develops appropriate expertise in information literacy and instruction skills and abilities, including textual, digital, visual, numerical, and spatial literacies**

**Defines information literacy**

1. Creates a personal definition of information literacy
2. Develops a shared understanding with colleagues
3. Collaborates with users and colleagues to help the institution or organization develop its own definition of information literacy

**Integrates information literacy concepts into the full range of library services, from classroom instruction to community programs to one-on-one reference and instruction**

1. Helps individuals to assess their own information needs, to differentiate among sources of information, and to develop skills to effectively identify, locate, and evaluate sources
2. Adjusts communication style and methods according to learner needs and context
3. Leads or facilitates discussion of controversial or unexpected issues in a skillful, non-judgmental manner that helps individuals to learn
4. Designs interactive presentations and exploratory activities
5. Incorporates communication technologies to provide assistance to learners in and outside the classroom
6. Requests feedback from users and peers on instruction-related communication skills and uses feedback to improve individual skills
7. Develops and implements assessments that encompass the various aspects of learning in order to improve instruction

## **Creates a learner-centered teaching environment**

1. Designs group instruction sessions by defining expectations and desired learning outcomes in order to determine content, sequencing the lessons and incorporating activities that facilitate learning
2. Designs instruction to best meet the common learning characteristics of individuals, including prior knowledge and experience, motivation to learn, cognitive abilities, and circumstances under which they will be learning
3. Implements active, collaborative, and other appropriate learning activities
4. Modifies teaching methods and delivery to address different learning preferences, language abilities, developmental skills, age groups, and the diverse needs of learners
5. Integrates appropriate technology into instruction to support experiential and collaborative learning as well as to improve individual receptiveness, comprehension, and retention of information
6. Designs effective assessments of individual learning and uses the data collected to guide personal teaching and professional development
7. Reflects on practice in order to improve teaching skills and applies new knowledge of teaching methods and learning theories
8. Shares teaching skills and knowledge with other instructional staff

## **5E. Promotes and demonstrates the value of library services through marketing and advocacy**

# SERVICIILE DE REFERINȚE DIN INSTITUȚIA DVS.

- ACUM

- CUM VEȚI INOVA SERVICIILE

# BIBLIOTECARII DE REFERINȚE DIN INSTITUȚIA DVS.

- COMPETENȚE

- CE DIRECȚII DE INSTRUIRE VEȚI  
DEZVOLTA



**Thank you for your attention!**  
**Tank for din oppmerksomhet!**

**Mulțumesc pentru atenție!**