



CREATING THE CUSTOMER-DRIVEN ACADEMIC LIBRARY

JEANNETTE WOODWARD

Creating The Customer Driven Academic Library

Peter Hernon, Ellen Altman



Creating The Customer Driven Academic Library:

Creating the Customer-driven Academic Library Jeannette A. Woodward, 2011 With more and more scholarly content available online and accessible almost anywhere where does the traditional brick and mortar library fit in In this book Jeannette Woodward attacks this and other pressing issues facing today's academic librarians Librarians are now faced with marketing to a generation of students who log on rather than walk in and this book supplies the tools needed to keep customers coming through the door **BOOK JACKET**

Creating the Customer-Driven Academic Library Jeannette Woodward, 2009 In this book the author attacks these and other pressing issues facing today's academic librarians Her trailblazing strategies centre on keeping the customer's point of view in focus at all times to help you to integrate technology to meet today's student and faculty needs

Creating the Customer-Driven Library Jeannette Woodward, 2005 Building libraries on the bookstore model

Marketing Today's Academic Library Brian Mathews, 2009 In *Marketing Today's Academic Library* Brian Mathews uses his vast experience to speak directly to the academic library practitioner about matching services with user needs This book proposes new visions and ideas challenging the traditional way of thinking and providing a framework to target users more precisely Most library marketing intended for undergraduates promotes the collection reference and instructional service and occasional events such as guest speakers or exhibits The guiding principle of *Marketing Today's Academic Library* is that marketing should focus on the lifestyle of the user showcasing how the library fits within the daily life of the student Mathews personal and compelling presentation will assist readers in challenging and rethinking their marketing strategies Demonstrating their value through applied relevance Focusing on the needs of the student and their expectations Written in a concise and engaging manner that speaks to popular anxiety points about new marketing techniques this book is filled with tips and strategies that academic librarians can use to communicate with students surpassing their expectations of their library experience

How to Stay Afloat in the Academic Library Job Pool Teresa Y. Neely, 2011 But whether job hunters are jumping into the job pool for the very first time or back in the water after a dry spell Neely and her crack team of expert contributors have the information needed to stay afloat

Inside, Outside, and Online Chrystie Hill, 2009-01-01 Whatever your role and whatever size or type of library the principles outlined here can support anyone working to build a strong community of engaged interested and satisfied library users

Library Programs and Services G. Edward Evans, Margaret Zarnosky Saponaro, Holland Christie, Carol Sinwell, 2015-06-30 Covering every essential topic ranging from circulation and literacy instruction to reference and security this benchmark text provides an up to date broadly based view of library public service and its functions Supplying essential foundational reading for students of library public services as well as an up to date overview for practitioners who wish to refresh their knowledge or acquaint themselves with a new area of responsibility this book's broad and solid coverage will benefit anyone concerned with developing or maintaining the public face of the library A revision and expansion of *Libraries Unlimited's Introduction to*

Library Public Services Seventh Edition this edition has new chapters covering such topics as e resources collections print and other media and facilities and funding Additionally every chapter has been substantially updated and reorganized to better reflect the role of technology in library services today The book begins with background information on public services in libraries and an analysis of the library s public service philosophy Then the authors delve into staffing and assessment of services moving logically to major functional areas of public services reference instruction document delivery circulation and reserves collections programming safety and security issues and facilities and funding Real life anecdotes from public academic and school libraries illustrate principles and concepts throughout the book For each topic the authors detail its role and philosophy and offer key points to remember references and lists for further reading

Hosting a Library Mystery Elizabeth M. Karle, 2009-04-13 *Hosting a Library Mystery* contains five example mystery scripts each targeted to a different audience but all original expertly created and thoroughly researched These scripts serve as an excellent starting point for you to acquaint users with a wide variety of your library services

The Slow Book Revolution Meagan Lacy, 2014-09-24 This inspiring guide shows how to implement the principles of the Slow Book movement in college campus libraries as well as public and high school libraries with the ultimate goals of encouraging pensive reading habits and creating a lifelong enjoyment of books In a world of constant Facebook posts and Tweets digital distractions and online reading habits are wearing at students ability to focus reflect synthesize and think deeply This professional text based on a concept introduced by Maura Kelly in the online edition of *The Atlantic* delves into the trend toward contemplative reading otherwise known as the Slow Book movement explaining what it is why it s important and how you can implement it in various ways and in multiple settings Author and librarian Meagan Lacy along with contributions from others in the field offers insights advice and practical tools to help you foster an appreciation of reading in students both during and after college The first part of the book establishes the importance of the Slow Book movement while the second and third sections combine case studies and guidance for employing the principles of this method across multiple genres including fiction nonfiction classics and contemporary works Chapters build a rationale for the approach describe its underlying philosophy and articulate concrete ways to apply the methodology in different venues

One-person Puppetry Streamlined & Simplified Yvonne Amar Frey, 2005 Most guides to puppetry assume elaborate set ups With library staffing and budgets stretched thin and other curricular commitments for teachers few have the time or resources to develop full blown puppet performances Frey provides a puppet alternative to enrich story times book talks and other library events for children of all ages

The Transformed Library Jeannette Woodward, 2013 Are libraries extinct In these times of economic downturn and digital availability what could provide libraries with a reason for being In order to provide a vital presence on Facebook and Google you must provide a true sense of connection with the library s friends

Open Access Walt Crawford, 2011-03-08 Academic libraries routinely struggle to afford access to expensive journals and patrons may not be able to obtain every scholarly paper

they need Is Open Access OA the answer **Library Science and Administration: Concepts, Methodologies, Tools, and Applications** Management Association, Information Resources, 2017-11-30 Effective administration of libraries is a crucial part of delivering library services to the public To develop and implement best practices librarians must be aware and informed of the recent advances in library administration Library Science and Administration Concepts Methodologies Tools and Applications is a comprehensive reference source for the latest scholarly material on trends techniques and management of libraries and examines the benefits and challenges of library administration Highlighting a range of pertinent topics such as digital libraries information sciences and academic libraries this multi volume book is ideally designed for academicians researchers practitioners and librarians seeking current research on library science and administration *Digital Library Programs for Libraries and Archives* Aaron D. Purcell, 2016-08-26 Planning and managing a self contained digitization project is one thing but how do you transition to a digital library program Or better yet how do you start a program from scratch In this book Purcell a well respected expert in both archives and digital libraries combines theory and best practices with practical application showing how to approach digital projects as an ongoing effort He not only guides librarians and archivists in transitioning from project level initiatives to a sustainable program but also provides clear step by step instructions for building a digital library program from the bottom up even for organizations with limited staff Approachable and easy to follow this book traces the historical growth of digital libraries and the importance of those digital foundations summarizes current technological challenges that affect the planning of digital libraries and how librarians and archivists are adapting to the changing information landscape uses examples to lay out the core priorities of leading successful digital programs covers the essentials of getting started from vision and mission building to identifying resources and partnerships emphasizes the importance of digitizing original unique materials found in library and archives collections and suggests approaches to the selection process addresses metadata and key technical standards discusses management and daily operations including assessment enhancement sustainability and long term preservation planning provides guidance for marketing promotion and outreach plus how to take into account such considerations as access points intended audiences and educational and instructional components and includes exercises designed to help readers define their own digital projects and create a real world digital program plan Equally valuable for LIS students just learning about the digital landscape information professionals taking their first steps to create digital content and organizations who already have well established digital credentials Purcell s book outlines methods applicable and scalable to many different types and sizes of libraries and archives **Innovative Solutions for Building Community in Academic Libraries** Bonnard, Sheila, Hansen, Mary Anne, 2015-05-31 The library has always been an essential part of the collegiate experience providing students with access to knowledge and literature However as virtual services and online learning become more prominent within collegiate environments the ways students conduct research and access resources has been altered Innovative

Solutions for Building Community in Academic Libraries examines new methods librarians use to engage both on campus and online users in library services taking into account the significant impacts of online learning on students interaction with library resources Focusing on various outreach practices techniques of literacy instruction and the utilization of library spaces this research supported book is a pivotal reference source for distance educators program planners academics and library professionals interested in new ways to attract users to library services

Academic Libraries in the US and China Hanrong Wang,Bethany Latham,2013-06-30 Academic libraries have a long history both in the USA and China with institutions developing along different trajectories and responding to the rapidly changing library environment globally Academic Libraries in the US and China compares current practices within Library and Information Science LIS in the USA and China giving an historical overview of instruction government documents and outreach in academic libraries as well as discussion and comparative analysis An introduction leads to chapters on instruction government publications and outreach Each topic is covered both for American and Chinese academic libraries A conclusion then gives comparative analysis of US and Chinese academic libraries Provides a clear examination of the historical foundations of three key areas within the academic library Includes examples of easy to implement current practices Anticipates future trends

Assessing Service Quality Peter Hernon,Ellen Altman,2010-01-19 This classic book is brought fully up to date as Hernon and Altman integrate the use of technology into the customer experience They offer solid practical ideas for developing a customer service plan that meets the library s customer focused mission vision and goals challenging librarians to think about customer service in new ways

Customer Care Pat Gannon-Leary,Michael McCarthy,2010-03-15 Customer Care provides a detailed course suitable for delivery to library staff at all levels It can be used as a stand alone reference work for customer care processes and procedures or alternatively it can be used by library staff to tailor a customer care course to suit the requirements and training needs of their own staff Dual use reference work and or training manual Potential as a text book Applicable to a wider context than LIS could be used for a whole HEI institutional approach to customer care or in local authorities public services

Planning and Implementing Resource Discovery Tools in Academic Libraries Popp, Mary Pagliero,Dallis, Diane,2012-06-30 This book addresses the many new resource discovery tools and products in existence as well as their potential uses and applications Provided by publisher

The Good, the Great, and the Unfriendly Sally Gardner Reed,United for Libraries,2017-09-29

Unveiling the Magic of Words: A Review of "**Creating The Customer Driven Academic Library**"

In a world defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Creating The Customer Driven Academic Library**," a mesmerizing literary masterpiece penned with a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve into the book's central themes, examine its distinctive writing style, and assess its profound affect on the souls of its readers.

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