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## **KEY=DOCUMENTATION - KERR RICH**

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librarians, researchers, university administrators, and information scientists in both the U.S. and China. Confidential Documents Encyclopedia of Library and Information Science: Volume 7 - Derunov: Konstantin Nikolaevitch Dobrzhinsky; Yevgeniy Narkisovitch to Egypt: Libraries in CRC Press "The Encyclopedia of Library and Information Science provides an outstanding resource in 33 published volumes with 2 helpful indexes. This thorough reference set--written by 1300 eminent, international experts--offers librarians, information/computer scientists, bibliographers, documentalists, systems analysts, and students, convenient access to the techniques and tools of both library and information science. Impeccably researched, cross referenced, alphabetized by subject, and generously illustrated, the Encyclopedia of Library and Information Science integrates the essential theoretical and practical information accumulating in this rapidly growing field." Subject Directory of Special Libraries and Information Centers Federal Register Electronic Resources and Collection Development Psychology Press This work examines how the transition to electronic resources in academic libraries has impacted traditional collection development policies and practices. Encyclopedia of Library and Information Science Volume 9 - Fore-Edge Painting to Germany: Libraries and Information Centers in: Training of Documentalists and Information Officers at the Nonuniversity Level in the Federal Republic of Germany CRC Press "The Encyclopedia of Library and Information Science provides an outstanding resource in 33 published volumes with 2 helpful indexes. This thorough reference set--written by 1300 eminent, international experts--offers librarians, information/computer scientists, bibliographers, documentalists, systems analysts, and students, convenient access to the techniques and tools of both library and information science. Impeccably researched, cross referenced, alphabetized by subject, and generously illustrated, the Encyclopedia of Library and Information Science integrates the essential theoretical and practical information accumulating in this rapidly growing field." Illinois Libraries Includes proceedings of the Illinois Library Association. Research in Education Scientific Information Notes Trends in Rare Book & Documents Special Collections Management Primary Research Group Inc This special report examines the management practices and business decisions of special collections libraries with a focus on rare books, manuscripts, maps, and other historical documents. The report profiles the John J. Burns Library of Rare Books and Special Collections at Boston College, the Buffalo and Erie County Public Library, the L. Tom Perry Special Collections at Brigham Young University-Provo, the Huntington Library, the Newberry Library, the San Antonio Public Library, the Watkinson Library at Trinity College, the Special Collections Research Center at the University of Southern Illinois-Carbondale, and the Bancroft Library at the University of California-Berkeley. Interviews were conducted in November and December of 2007. Additional information through an online form was provided by San Jose State University Kent State University Map Library AGS Libraries, University of Wisconsin-

**Milwaukee and California State University-Chico. Agricultural Libraries Information Notes Interlibrary Loan/Document Delivery and Customer Satisfaction Strategies for Redesigning Services Routledge** This book contains the results of the first and only multi-institution study of interlibrary loan and document delivery customer satisfaction among academic library patrons. By examining customer perceptions and ILL/DD activities, *Interlibrary Loan/Document Delivery and Customer Satisfaction: Strategies for Redesigning Services* allows library administrators and managers to better understand service needs and shows them where to best allocate resources. The volume includes current reports on workload and staffing in ILL, analysis of current ILL statistical software packages, reports of on-site software development, and suggestions for the future of ILL/DD services. As ILL and DD are the fastest growing services in academic libraries, having a tool that provides so much comparative data on service quality, efficiency, and effectiveness is crucial for librarians in search of solutions to an array of ILL/DD problems. *Interlibrary Loan/Document Delivery and Customer Satisfaction* is a valuable resource for academic librarians, public and special librarians struggling with ILL/DD issues, DD providers (commercial or otherwise), and students in the field of library and information studies. Readers become immersed in the issues as this book: describes the development of local software to reduce the tedious tasks involved in request fulfillment, freeing office personnel to tackle more difficult requests analyzes how important delivery speed is to academic ILL/DD requestors and suggests when investing additional resources in improving delivery speed may be a waste of money provides comparative data on how many requests can be processed by the typical ILL office staff member debunks some long-held assumptions about delivery speed sets guidelines for efficiency and effectiveness proposes two strategies for redesigning ILL services to incorporate new developments in technology and innovative approaches toward long-standing, traditional services *Interlibrary Loan/Document Delivery and Customer Satisfaction* is useful not only to administrators interested in redesigning ILL and DD, but also to other libraries interested in comparing the speed and effectiveness of their service with some positively evaluated services provided by high-volume libraries. The software review helps providers implement the best choice of software for their offices and provides in-depth discussions about the strategies needed to further develop one's own software to reduce workload. At a time when the tenets of Total Quality Management and customer satisfaction are the focus of many managers, interlibrary loan and document delivery are transforming from peripheral services to primary services in the academic library. *Interlibrary Loan/Document Delivery and Customer Satisfaction* reflects the convergence of these trends and provides a great snapshot of services provided by a representative group of academic libraries. *Census Catalog and Guide* Includes subject area sections that describe all pertinent census data products available, i.e. "Business--trade and services", "Geography",

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