

The Virtual Customer: A New Paradigm for Improving Customer Relations in Libraries and Information Services

Satellite Meeting Sao Paulo, Brasil, August 18-20, 2004

O cliente virtual: um novo paradigma para melhorar o relacionamento entre clientes e servicos de informacao e bibliotecas

Reuniao Satélite

L'usager virtuel: un nouveau paradigme pour améliorer le service à la clientèle dans les bibliothèques et services d'information

Colloque Satellite

El cliente virtual: un nuevo paradigma para mejorar el relacionamiento entre clientes y servicios de información y biblioteca

Reunión Satélite

IFLA Publications 117

Edited by Sueli Mara Soares Pinto Ferreira,

Réjean Savard

2005. XVII, 385 pages. Hardbound

€ 128.00

Special price for IFLA members: € 96.00

ISBN 3-598-21845-1

For several years the concept of 'virtual client' or 'virtual customer' has been part of the world of libraries and information services. This publication contains the proceedings of a satellite meeting on this topic, organized by the Management and Marketing Section of IFLA and held in Sao Paulo, Brazil in August 2004. It contains papers from more general points of views such as the democratization of access to digital information to more specific questions such as virtual libraries and new services, not forgetting user and librarian education, web site design, more specialized information, etc. In these pages, the readers of these proceedings will find very stimulating contents, guiding them towards better services for virtual clients. Papers are presented in the original language of their presentation (Portuguese, French, Spanish and English) with summaries in these four languages.

Sigelverzeichnis für die Bibliotheken der Bundesrepublik Deutschland

(Index of Institution Codes of Libraries in the Federal Republic of Germany)

Edited by: Staatsbibliothek zu Berlin – Preußischer Kulturbesitz

14th edition. 2005. 479 pages. Clothbound

Pre-publication price until 31.12.05. € 64.00

Thereafter: € 78.00

ISBN 3-598-23469-4

The 14th edition lists a total of approximately 2,700 German libraries. For academic libraries, only central and main libraries have been entered, whilst the libraries of faculties, departments or institutes are not included in most cases. In the case of disbanded libraries, users are referred to other libraries. In addition to name and institution code, the following details are provided: the library's address (including the postal address where it is different), phone, fax, telex, eMail, URL as well as information on inter-library lending. The *Sigelverzeichnis* is arranged as follows:

- Index of place identifiers: alphabetical section of the institution code deciphered
- Numeric institution codes: list of libraries with numeric codes, organized by institution code
- Institution codes listed by place: list of all libraries with institution codes. Libraries are, initially, listed alphabetically by the library's location; within place names, libraries are organized by institution code
- German libraries abroad
- Virtual libraries.

Harvey, Ross

Preserving Digital Materials

2005. Approx. 250 pages. Hardbound

Approx. € 98.00

ISBN 3-598-11686-1

This book provides a single-volume introduction to the principles, strategies and practices currently applied by librarians and record keepers to the preservation of digital information. Also included are case studies of practice from the library, record keeping, audiovisual archiving, data archiving and geospatial communities. *Preserving Digital Materials* is aimed at public and academic librarians, information specialists, as well as record and knowledge managers.

Adams, Stephen Richard

Information Sources in Patents

2nd edition. 2005. Approx. 230 pages. Hardbound

Approx. € 98.00

ISBN 3-598-24443-6

 eBook. 2nd edition. 2005. Approx. 230 pages

Approx. € 108.00

ISBN 3-598-44014-6

The new edition of this well respected reference work is aimed at information specialists and librarians as well as anyone needing to know where and how patent information can be found. The author discusses patent information within the context of the current legal framework for patents both from a national and international perspective. Future developments and their likely effect on patent information are considered, and the three major patent systems are described in detail and sources of information are given. Patent information needs within different subject fields varies and the author has included detailed information on the specialist techniques required in the engineering, chemical and life sciences sectors. In addition there is a glossary of patenting terms, a contact list for major databases and an index of abbreviations.

Chen, Su / Deng, Shi

Glossary of Library Terminology: English - Chinese / Chinese - English

2005. Approx. 320 pages. Hardbound

Approx. € 98.00

ISBN 3-598-11689-6

This glossary covers all areas of library and information science. It offers English library terms that are used in the United States, and Chinese terms that differentiate Mainland China, Hong Kong and Taiwanese usage. It contains approximately 8,000 entries, listed alphabetically and categorized according to functional use. The glossary emphasizes technical terms not defined in standard dictionaries and provides translations for new terms as well as those long in daily use. The subjects covered are: collection development and management, acquisitions cataloguing, reference service, circulation services, digitization, interlibrary loan, library automation and systems.

Weilenmann, Anne-Katarina

Fachspezifische Internetrecherche

(Expert Internet Searches)

2005. Approx. 170 pages. Paperback

Approx. € 29.80

ISBN 3-598-11723-X

This textbook presents universally valid Internet search strategies for information specialists. It covers the selection of information (information overload), information competence and appraisal as well as difficulties surrounding search engines. Practical applicability is ensured by an introduction providing guidelines. In addition, the handbook offers a compilation of relevant, tested links with short descriptions of the subject areas: bibliographies, databases, encyclopaedia, dictionaries, subject gateways, book and media catalogues, special libraries and e-Journals. Fachspezifische Internetrecherche will prove useful to academic librarians, specialists in larger libraries and information specialists covering German-speaking regions or dealing with German language material.

K · G · Saur Verlag

Library and
Information Science

July – December
2005



Library and Information
Science Supplement 2005 / 2

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Dienstleistungen Öffentlicher Bibliotheken

IFLA / UNESCO Richtlinien für die Weiterentwicklung

(Services in Public Libraries)

(IFLA / UNESCO Guidelines for Development)

Arranged by a working group under the chairmanship of Philip

Gill on behalf of the Section of Public Libraries 2001

2005. XIV, 100 pages. Hardbound

€ 38.00

ISBN 3-598-21167-8

Public libraries have accepted the challenge of new electronic possibilities and developed a remarkable range of services.

Today, by providing these services, public libraries have the greatest opportunity to contribute to bridging the ‘digital gap’.

These guidelines and standards have been developed for a variety of public libraries at different levels of development, in order to support librarians in building effective library services in all circumstances everywhere, to meet the requirements of the local users. Examples from all over the world of the range of services offered illustrate the text and provide insights into imaginative possible solutions to specific problems. Internet addresses lead to further information on a variety of initiatives.

Meredith, Meri

Dealing with an International Clientele: Communications, Diplomacy and Etiquette

2005. XXII, 241 pages. Hardbound

€ 78.00

ISBN 3-598-24370-7

eBook. 2005. € 86.00. ISBN 3-598-44012-X

This book is aimed at all librarians and information professionals working in a culturally diverse environment, whether in an academic, public or commercial setting. It addresses the issues of communication, diplomatic etiquette and common courtesies from a wide range of cultures and how to provide a library service across cultural boundaries and languages. Each chapter clearly defines a different aspect and provides clear guidance and strategies for librarians to follow in their everyday work. The book is packed with advice on how to deal with many of the situations, which arise as the result of different cultural backgrounds and languages. It also covers many of the customs associated with the worlds different ethnic groups. In an increasingly multi-cultural and international environment, librarians require communication and diplomacy skills to interact with their library patrons. This extremely helpful and clearly set out book will be invaluable to librarians providing an effective library service to patrons from different countries and ethnic backgrounds.

Continuing Professional Development – Preparing for New Roles in Libraries: A Voyage of Discovery

Sixth World Conference on Continuing professional Development and Workplace learning for the Library and Information Professions

IFLA Publications 116

Edited by Paul Genoni and Graham Walton

2005. 307 pages. Hardbound

€ 78.00

Special price for IFLA members: € 58.00

ISBN 3-598-21844-3

Librarians and information workers the world over are faced with the constant challenge of remaining abreast of developments in their field. Rapid changes in technology and workplace roles threaten to make their skills obsolete unless they undertake constant professional development. This international collection presents a comprehensive overview of current continuing professional development theory and practice for those who manage and work in library and information services. Papers by academics and practitioners describe numerous innovative responses to emerging continuing education and training needs, including workplace learning; individual learning and learning organisations.

Mills, Jack / Broughton, Vanda

Bliss Bibliographic Classification

The Bliss Bibliographic Classification Association is an association of users and supporters of the Bibliographic Classification. The association promotes the development and use of classification, publishes official amendments, enables users to keep in touch and exchange experience, and gives them a say in the future of the scheme. It is a non-profit organization, founded in 1969, with members all over the world. Each of the following schedules is the result of a rigorous and detailed analysis of the terminology of the field in question, using the techniques of facet analysis.

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