

---

# Index

- American Center for Information Resources (ACIR) 123
- American Library Association (ALA) Reference and Users Services Association (RUSA) 151
- Answers Now 137
- AskNow 137
- Association of Independent Information Professionals (AIIP) 189, 191, 204, 217–219, 221–222
  
- Bibliographic Enrichment Advisory Team (BEAT) 150
- Bureaus of International Information Programs and of Educational and Cultural Affairs 102
  
- Collaborative Digital Reference Service (CDRS) 136, 160
- Connecting Libraries and Schools Project (CLASP) 88
- Cookiemode 264
- Customized library 251
  
- Digital Library Federation and Outsell, Inc. survey 226
- Digital Library Project, CUIP3 84–85
- Digital Reference Education Initiative (DREI) 151
  
- eCUIP 84–85, 90–91
- Electronic Access to Reference Service (EARS) 134
- Environmental scanning 3
- Everyday life information-seeking (ELIS) 6
  
- Family Learning Connection (FLC) 86
  
- Google 142–143, 147, 149
  
- Health SmartLibrary 252
  
- Image delivery system scope 230
- Image source search engine 228
- Image user
  - academic uses 235–238
  - faculty profile 228
  - obstacles/motivations 231–233
  - search process 233–234
- Image user studies
  - checklist 225
  - problems 225, 239–241
- Improving Literacy Through School Libraries Program 91
- Info-entrepreneurs
  - client interview 214
  - marketing skills 209–212
  - pricing issues 207–209
  - ten mistakes 204–207
- Information browsing 3
- Information encountering 3, 17

- Information foraging 3
- Information landscape 155
- Information literacy 40–43, 46–47
- Information needs 4, 6–7
- Information practices 2
- Information provider
  - anytime, anywhere answers 178, 181
  - core competencies 172
  - going virtual 175
  - library fellow program 106
  - reference librarians 22–26
  - reference services 20, 22
  - VET 180–182
  - virtual reference 101, 175
  - weekly training schedule 173
- Information providers 1–2
- Information reference services
  - digital 34
  - electronic 34–36
  - internet 34–35, 48–53
  - See also* telephone reference
- Information Resource Center (IRC)
  - Abu Dhabi 125
  - Beijing 115–116
  - Bogota 126
  - Brussels 119
  - Buenos Aires 128
  - Freetown 110
  - Jakarta 116
  - Kinshasa 112
  - Lome 113
  - Moscow 121
  - Nairobi 114
  - Pretoria 115
  - Rome 122
  - Santo Domingo 128
  - Seoul 118
  - Tbilisi 122
  - Warsaw 123
    - mission statement 107
- Information retrieval technologies 39
- Information Search Process (ISP) 5
- Information sharing 1
- Information use 4
- Information-seeker 2, 6–7, 13, 20, 23–24, 26–29, 37, 51
  - characteristics 24
- Information-seeking 1–7, 10, 13, 15, 18–21, 23–25, 27–28, 33, 36–39, 41, 45, 52–56, 61, 138–139, 150, 224, 247, 252–255, 257–261, 264, 266–268
  - definition 2–3
  - methods 21, 44
  - research and practice 3
  - six general principles 5
- Information-seeking behavior
  - 1, 253
  - adults 37–38
  - children 36–37, 39
  - young adults 36–37, 39
- InfoZone 87
- Instant Messaging (IM) 140
- Institute of Museum and Library Services (IMLS) 151, 160
- Integrated library systems (ILS) 248, 250
- International Children’s Digital Library ICDL 82–83
- International Federation of Library Associations and Institutions (IFLA) 151
- Internet 137–138, 247
- Internet Public Library 151
- ISP model 5
- Law of surfing 253
- LDAP system 254, 257
- Librarian 60–62
- Librarians’ Index to the Internet (LII, or lii.org) 176
- Library and information studies (LIS) 3
- Library of Congress (LC) 160
- Library portal application features 250
- Library portal concept and technologies 247
  - challenges 248–249
  - definitions and functions 249

- Library portal service 247
  - major services 252
- Library portals
  - integration to campus portals and ILS 266
  - privacy issues 265
  - relationship with user
    - community 266
  - transformation to knowledge portals 267
- Library Services and Construction Act (LSCA) 86
- Library Services and Technology Act (LSTA) 160–161, 164, 168, 178, 183–186
- Library uses 13
- Library, physical facilities checklist 55–56
- Listservs 134, 143, 145, 152
  
- Metropolitan Cooperative Library System (MCLS) 136
- Museum Educational Site Licensing Project (MESL) 223
- MyLibrary 247–249, 251, 254
  - service features 251
- MyWelch 253. *See also* Welch
  - portal library
- MyYahoo 248
  
- Online Computer Library Center (OCLC) 136, 146–147
- Online Public Access Catalog (OPAC or WebPAC) 43–47, 69, 111
  
- Portal developers, services and functions 250
- Portal usage analysis 252
- Postcard Survey for Annual Reference Inventory 163
- Preparing Librarians for Urban Schools (PLUS) 78–79, 90
- Public librarians. *See* Information providers
- Public library 1–3, 6–11
  - Public Library Association (PLA) 7
  - Public library services 10
  - Public library user behavior 8–9, 14–15
    - browsing 16
  - Public Urban Library Service Education (PULSE) 78–79, 90
- QuestionPoint 136–137
- QuestionPoint Washington group (QPWA) 170–171, 176
  
- Readers' advisory 16, 22, 31–33, 52–53
- Real Simple Syndication (RSS) 146
- Reference interview 17, 19, 22–23, 25, 27–31, 34, 36, 141–142, 151, 172–173, 215
- Reference librarian 4, 20, 22–29, 34, 41, 52, 137, 140, 149–150, 218, 255
  
- School of Information Studies at Syracuse University 151
- Self-help philosophy. *See* self-help principle
- Self-help principle 17, 21
- Society of Competitive Intelligence Professionals 200
- State Library of Ohio 86
- Subscription service 1
  
- TalkBack Project 135
- Technological advances
  - DVD 1
  - electronic books 1
  - internet 1
- Telephone reference 33–34
  
- United States Information Service (USIS) 100, 104–110, 112, 114–115, 117–118, 121–123, 126, 128–129
- Urban children
  - risk factors 76
  - strategy for better library facilities 77

- Urban Libraries Council (ULC)
  - 85–86
- Urban youth
  - positive work of public libraries 85
- Use of Digital Resources in Humanities and Social Sciences Undergraduate Education (UDR)
  - 224–225
- User studies 4
- User-centric principles
  - ease of use 254
  - value-added information 255
- Virtual Reference (VR) service
  - 159–160, 162–163, 166–167, 169–172, 174, 176–179
- Virtual Reference Desk, (VRD) 134
  - Conference 161
- Visual Image User Study (VIUS) 224, 226–227, 236–237
- Visual Information Seeking Oriented Research (VISOR) 224
- VRS Grant Project Libraries
  - Collaboration Questionnaire 166
- Wally 176–177
- Washington State Library (WSL) 160
- Washington’s Statewide Virtual Reference (VRS) Project 159
- Welch portal library
  - data collection and tracking 255
  - data observation 257
  - design and development 253, 263