

## ASIGNACIÓN#2

### Evaluación y uso de fuentes de información de referencia

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Fecha de entrega: 21 de marzo de 2016

Puntos: 45 (Valor porcentual de la nota final: 20%)

**Tema:** Las fuentes de referencia, características, usos, evaluación.

**Objetivo:** Utilizar fuentes de información en el contexto del servicio de referencia. Identificar características de estas fuentes en formato electrónico y discutir su significado para el trabajo del bibliotecario referencista.

**Enunciado:** Tome en consideración el ejercicio práctico en el que preparó estrategias de búsqueda y recuperación de información, utilizando tres de las principales herramientas de búsqueda en el servicio de referencia (Catálogos en línea (OPAC), Servicio de bases de datos, Internet), con el propósito de explorar una temática en particular:

1. Prepare una guía con las fuentes seleccionadas por usted. Haga una distinción entre las fuentes impresas y las que están en formato electrónico.
2. Su guía debe:
  - a. Estar organizada por tipo de fuente.
  - b. Incluir la descripción bibliográfica de la fuente.
  - c. Incluir información sobre la autoridad de la fuente.
  - d. Indicar localización y condiciones de uso. Para las fuentes electrónicas indique el punto de acceso (ej. Si es la página del sistema de bibliotecas) o la dirección (URL) de la entidad responsable.

## GUÍA:

Tema de investigación del usuario:

¿Cuál es la autoridad mayor en referencia virtual del momento?

Este tema se ve delimitado a los idiomas español e inglés y a información de una antigüedad no mayor de cinco años.

### Búsqueda a través de Google Académico

#### ARTÍCULOS DE REVISTA ACADÉMICA.

#### ✓ A survey and empirical study of virtual reference service in academic libraries.

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- Revista: **The Journal of Academic Librarianship**: The Journal of Academic Librarianship, an international and refereed journal, publishes articles that focus on problems and issues germane to college and university libraries. JAL provides a forum for authors to present research findings and, where applicable, their practical applications and significance; analyze policies, practices, issues, and trends; speculate about the future of academic librarianship; present analytical bibliographic essays and philosophical treatises. JAL also provides special features in each issue which include book reviews on subjects of interest to academic

librarians, information on academic library technology issues, research in international librarianship, digests of special reports, and a guide to sources and analysis of library metrics.

- Punto de acceso: Se puede acceder al texto completo del artículo en formato pdf y descargarlo desde:  
[http://ac.els-cdn.com/S0099133311000176/1-s2.0-S0099133311000176-main.pdf?\\_tid=10682554-eff5-11e5-a8b1-00000aacb35d&acdnat=1458627333\\_8afe4d1f2df3163da783e0d77d356b14](http://ac.els-cdn.com/S0099133311000176/1-s2.0-S0099133311000176-main.pdf?_tid=10682554-eff5-11e5-a8b1-00000aacb35d&acdnat=1458627333_8afe4d1f2df3163da783e0d77d356b14)
- Año de publicación: 2011
- Este artículo ha sido citado posteriormente a su publicación en 13 diferentes oportunidades.
- doi: <http://dx.doi.org/10.1016/j.acalib.2011.02.003>
- Abstract: Virtual Reference Services (VRS) have high user satisfaction. The main problem is its low usage. We surveyed 100 academic library web sites to understand how VRS are presented. We then conducted a usability study to further test an active VRS model regarding its effectiveness.
- Citación en APA: Mu X., Dimitroff A., Jordan J., Burclaff N. (2011) A Survey and Empirical Study of Virtual Reference Service in Academic Libraries. Journal of Academic Librarianship, 37(2), 120-129.

### ✓ A usability evaluation of academic virtual reference services.

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- Revista: **College & Research Libraries**: información detallada sobre esta revista puede encontrarse en: <http://crl.acrl.org/site/misc/about.xhtml>
- Punto de acceso: Se puede acceder al texto completo de este artículo y descargarlo a través de: <http://crl.acrl.org/content/75/3/309.full.pdf+html>
- Año de publicación: 2014

- Abstract: This study examined the usability of five virtual reference services—instant messenger chat, e-mail, telephone, text messaging, and Skype videoconferencing—by having 31 undergraduate and graduate students evaluate the usability of the virtual reference services of two different universities. The study's results suggest that user preference and satisfaction for virtual reference service are highly correlated with the service's overall usability in terms of effectiveness and efficiency. Online chat was rated highest across all measures including satisfaction and seven different usability factors. Major implications of the study suggest that online chat is the virtual reference of choice for university students and that usability metrics are a good predictor of user preferences centered on high return on investment, speed of transaction, convenience, and minimal effort
- Este artículo ha sido citado posteriormente en 9 ocasiones: en artículos publicados por Journal of Academic Librarianship, Library & Information Science Research, Internet Reference Services Quarterly Journal, library.ifla.org, entre otros.
- Citación en APA: Anthony S. Chow & Rebecca A. Croxton (2014). A usability evaluation of academic virtual reference services. College & Research Libraries, 75(3), 309-361.

✓ **A model of the reference and information service process: an educators' perspective.**

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  - Eileen G. Abels, Professor and Associate Dean for Academic Affairs, College of Information Science and Technology, Drexel University.

- Revista: Reference & User Services Quarterly (RUSQ) is the official journal of the Reference and User Services Association of the American Library Association. The purpose of RUSQ is to disseminate information of interest to reference librarians, information specialists, and other professionals involved in user-oriented library services. The scope of the journal includes all aspects of library service to adults, and reference service and collection development at every level and for all types of libraries.
- Año de publicación: 2010
- Punto de acceso: Se puede leer en línea previo registro a una cuenta en MyJSTOR que provee UPR-RP:  
<https://www.jstor.org/action/showLogin?redirectUri=/action/showSubscriptions>
- Abstract: Over the past decade and a half, reference and information services have increasingly moved away from library reference desks and away from libraries' print collections into the electronic world. This article describes a study that addressed two research questions related to the changing reference and information services environment: 1. What are the current trends in the provision of reference and information services in terms of user behaviors, librarian behaviors, and information sources being used? 2. What is the basic model of the current reference process? Data were gathered via focus group interviews with reference and information service educators and via discussions at a town hall-style meeting of faculty members and doctoral students interested in virtual reference education. The study results indicate a shift toward an increasingly interactive, collaborative reference model, in which both the reference librarian and the reference user play the roles of information seeker, information receiver, and information creator. The article concludes with a model of this process and with a discussion of implications for the provision of reference and information services.
- Este artículo ha sido citado desde el año 2012 hasta la actualidad en 26 ocasiones diferentes.
- Citación en APA: Agosto, D. A., Rozaklis, L., MacDonald, C., & Abels, E. G.. (2011). A Model of the Reference and Information Service Process: An Educators' Perspective. Reference & User Services Quarterly, 50(3), 235-244.

## LIBRO ELECTRÓNICO

### ✓ Seeking synchronicity: Revelations and recommendations for virtual reference

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- Año de publicación: 2011
- ISBN: 1-5563-427-2  
978-1-556553-427-0
- Abstract: As individuals become more and more comfortable mediating all kinds of situations online and through various technologies, their virtual selves increasingly overlap their "real" lives. Posting a "happy birthday!" message on Facebook is as automatic as dropping a card in the mail. E-mailing relevant links to co-workers happens as naturally as mentioning an interesting article over lunch. Which points toward why the "R" in "Virtual Reference" needs to change if libraries are going to succeed in promoting reference through chat sessions, phone calls, e-mails, texts, mobile applications and other as-of-yet unimagined technologies. Going back to 2005, the authors' research of the use of virtual reference (VR) has had one primary goal: to deliver research-based recommendations that will improve the service that information professionals provide. The purpose of this publication is to distill several years' and several hundred pages' worth of work into a few very specific, easily digestible, actionable suggestions for how individuals can sustain and develop their VR services and systems (Radford and Connaway 2005-2008a). A bibliography is included. Individual sections contain footnotes and references. (Contains 16 charts.)
- Ha sido citado posteriormente hasta en 37 oportunidades
- Citación en APA: Connaway, L. S., & Radford, M. L. (2011). Seeking Synchronicity: Revelations and Recommendations for Virtual Reference. *OCLC Online Computer Library Center*,

CINF6807 (PRESENCIAL) Productos y Servicios de  
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Enero-Mayo de  
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Suárez-Balseiro