

Camelia Toporaş
Reference Services in „V. A. Urechia” Library: from Theory to Necessity

This article intends to mark the main steps undertaken within the modernization process of „V. A. Urechia” Library through the foundation of the Reference Section. Starting with the theoretical justification, the phases of the study undertaken in order to establish the necessity for the change in the organizational structure of the library are presented. It begins with a description of the existing organizational frame and the way in which user’s requests have determined the necessity for improving it and led to reorientation of the library services towards the new realities of the information society. The guidelines for the activities within the new structure of the Reference Section had been established.

Keywords: *reference services; public libraries*

Corina Apostoleanu
Research Behaviour of Public Library Users

Being an open system with a continuous feed-back from its users, library needs permanently to be very dynamic, to renew its working methods, to accept and use very up-to-date technologies. Under the circumstances of an informational society, user’s requests aim not only the databases in the libraries they are accustomed with, but also general information on the subject, that meaning of course, Internet. Thus, the librarian has to cope with this “challenge”, being himself a trained person who is able to guide the users in reaching information. A democratic access to information can be offered by libraries, in the same time places where users get in touch with new technologies.

Keywords: *library users; information sources; information retrieval; public libraries*

Corina Dovîncă
E-mail Reference Services in Central University Library of Bucharest

This article briefly presents the evolution of the reference services in the Central University Library, emphasising the importance of implementation and development of new services, orientated towards users, based on digital environment. The article concentrates on the provision of e-mail references by the Central University Library of Bucharest from 2001 to 2005. The development of new services, which benefits from new media, like the Internet, has to be a major objective for the libraries.

Keywords: *e-mail reference services; academic libraries*

Hermina G.B. Angheliescu
Training of Reference Librarians in North America

Current issues in the information industry are followed by the presentation of the reference services course, a core course in all library and information science schools in North America. Reference services represent a fundamental value of all libraries regardless of type. Training and competencies of reference librarians in the context of the latest developments of the information and communication technologies receive the seal of approval of the American Library Association through its Committee of Accreditation.

Keywords: *library education; reference librarians; United States of America*

Angela Marcu
The National General Bibliography: an Essential Information Source for the Reference Department

The present paper intends to focus again on the essential domain of information sources - the national general bibliography, with special reference to non-periodical publications,

works achieved during the past two centuries and having crucial importance for the Romanian history of bibliography. Cited and described in detail, these works have been divided into three groups: current bibliographies, retrospective bibliographies and bibliographies of bibliographies. By chronological sorting within these groups of the bibliographic works comprised in The National Bibliography, we have the unitary perspective of the evolution of this representative domain of Romanian bibliography.

Keywords: *information sources; national bibliographies; Romania*

Mariana Ianuş, Robert Coravu
REM-RO Project (References through E-Mail - ROMANIA)

This article presents the main objectives and achievements of REM-RO project. This project intends to create a framework for the cooperation of Romanian libraries in the process of providing shared e-mail reference services.

Keywords: *e-mail reference services; shared reference services; Romania*

Sorina Stanca
Evaluating Library Services Provided Outside the Library

The article describes two of the most usual evaluation methods for library services: assessment by polls and usage tests. The examples included had been presented by Bo Ohrstom, deputy director at The Danish National Library Authority during the 6th Libraries without Walls Conference, held in Molyvos, Lesvos, Greece, 16-20 September 2005. The study shows the quick progress of libraries, the way they developed and expanded their services, but there are many things to be done to get to the „virtual library” capable of answering to all potential problems of different user categories. Polls and usage testing are indispensable instruments for the libraries in their attempt to expand their role within information society.

Keywords: *library services; evaluation*