

Bookmarks for How to Help Anyone Use Licensed Databases

How Our Users See Us

[Perceptions of Libraries and Information Resources 2005](#)

www.oclc.org/reports/2005perceptions.htm

Far-reaching examination of user perceptions of libraries, based upon a survey of over 3300 respondents internationally. Includes a section on library electronic resources and users' understanding of them.

Library Terminology

[Library Terms That Users Understand](#)

www.jkup.net/terms.html

Clearinghouse of studies on web usability with a focus on which terminology used on library web pages is most likely to be understood by users. Positive and negative examples, primarily from academic libraries, can be found in the Best Practices section and the links there. Includes a useful bibliography.

[Multilingual Library Terminology Glossary](#)

www.ala.org/ala/acrlbucket/is/publicationsacrl/multilingualglossary.htm

Glossary of 47 commonly used library terms. Definitions are in English, with the terms listed in Chinese, Korean, Japanese, French, and Spanish.

Reference Work

[ALA Reference and User Services Association Guidelines](#)

www.ala.org/ala/rusa/rusaprotocols/referenceguide/guidelinesbehavioral.htm

Dry but concise and useful basic guidelines for effective reference service. Includes helpful bibliography.

[Ohio Reference Excellence on the Web](#)

www.ola.org/ore/

Outstanding online tutorial on reference work. Very comprehensive: covers model reference behavior; the reference interview; research strategies; and much more.

[Reference Interview Resources from the National Network of Libraries of Medicine](#)

nmlm.gov/archive/healthinfoquest/help/interviews.html

Concise and attractive explanation of reference interview basics, with an emphasis on answering health reference questions.

[Materials for Working with Computers and Spanish Speakers](#)

www.webjunction.org/do/Navigation?category=7843

Useful collection of lesson plans, handouts, and online training materials to help library staff work with technology assisting Spanish speakers.

Database Searching

[Dissecting a Database](#)

www.library.ucla.edu/biomed/quickguides/dissectingdb.html

Tutorial on database searching, designed for medical students but relevant for all searchers.

[OpenURL](#)

en.wikipedia.org/wiki/OpenURL

Basic technical explanation of the OpenURL standard.

[Metasearching Webcast by Roy Tennant](#)

infopeople.org/training/webcasts/webcast_data/7/index.html

Excellent one-hour presentation by the always thoughtful Roy Tennant on one of his pet themes: Only librarians like searching, everyone else likes finding. Covers both the hows and whys of federated or meta-searching.

Vendor Pages

[EBSCOhost Databases for Public Libraries](#)

www.epnet.com/thisMarket.php?marketID=6

Gateway to EBSCO public library databases, including descriptions, title lists, user guides, etc.

[Gale Product Sites](#)

www.gale.com/product_sites/index.htm

Gateway to Gale electronic resources, with links to additional information on each.

[EBSCOhost Visual Search](#)

www.epnet.com/thisTopic.php?topicID=407&marketID=6

Information on EBSCO's Visual Search product using Grokker software.