

THINKING LIBRARIAN – IN ELECTRONIC ENVIRONMENT

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University librarians should provide the most demanding patrons and users with information. The clients/readers of the library have modern devices, diagnostic methods, and the latest results of their research area at their disposal. As a result, they require and need relevant, exact and up-to-date answers to their questions.

Patrons may make inquiries at the information desk, in general in person, in some case by phone or by e-mail.

The poster presents the main groups of questions frequently asked at the service desk, as well as different sources of relevant answers.

Groups of frequently asked questions:

1. General information (not directly related to the library);
2. Information related to the library (but not profession-related);
3. Profession-related questions.

In the past few years, in addition to traditional card catalogues, guides and collections of reference handbooks, the following sources have been available:

- the shared online domestic catalogue (with collections of 12 libraries)
- catalogues of large foreign libraries
- special library-databases (Books in Print, Ufrichs Plus VLB)
- medical and science bibliographic databases (Medline, SCI.BA, EMBASE),
- full text databases (Micromedex, Cochrane)
- different Internet sources (discussion lists, publisher homepages, on-line periodicals, links: yahoo, alta vista etc.) to support the work of the reference librarian.

Electronic revolution also increases the tasks of the reference librarian. Finding the right answer requires multilateral simultaneous search from different electronic and non-electronic sources.

Since the librarian has to decide where to begin, and how to perform a task, computerisation does not reduce the need for librarian's skill and knowledge.

Correct and quick information will always be greatly appreciated.