

**RESEARCH WORKS IN LIBRARY AND  
INFORMATION SCIENCE  
VOLUME 1**

**Yushiana Mansor  
Ahmad Bakeri Abu Bakar**



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**INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA**

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## Editors

Yushiana Mansor

Ahmad Bakeri Abu Bakar



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## **3. DIGITAL REFERENCE SERVICES GUIDELINES**

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### **ABSTRACT**

In order to develop a formalized digital reference services there should be in place the standards and guidelines for the digital reference services. In addition, the digital reference services must not only be well promoted to the users but also must be adequately funded, staffed and supported. This is because operating digital reference services is confronted with compelling issues pertaining to costs, licensing and copyright. However, these problems could be handled through collaborative digital reference services on consortia basis

### **3.1 INTRODUCTION**

For years, the provision of electronic reference services has been conducted on a largely informal or ad hoc basis. Sloan (1998) suggested that electronic reference services are in need of guidelines, similar to those used to guide the development of library support for distance learning and branch libraries. The suggested guidelines are intended to help libraries formalize their electronic reference services. Specific issues that will need to be considered in the development of such guidelines including administration management, services, primary clientele, personnel, infrastructure facilities, finances, and evaluation. As libraries move closer to the digital age, increased focus will be