전자 정보서비스 환경에서의 이용자 - 정보사서간의 커뮤니케이션에 관한 연구
A Study on the Communication between User and Librarian in the Digital Reference Services

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초 록
전자적 정보면담의 효율성에 영향을 미칠 수 있는 이용자 - 정보사서간의 커뮤니케이션 요소들을 분석하고 그 문제점과 개선방안을 논의하였다. 전통적 정보면담과 전자적 정보면담의 커뮤니케이션 특성들을 비교분석한 후 국내 대학도서관의 전자적 정보면담의 실태를 조사하였으며 서비스의 접근, 질문협상 그리고 답변 과정에 적용할 수 있는 커뮤니케이션 기법들을 제시하였다.

ABSTRACTS
Examine the communication between user and librarian in the digital reference services and discuss the limitations and possibilities in the quality of reference interview. Along with a comparison of traditional vs. electronic reference interview, 26 digital reference services in academic libraries were investigated. Some strategies were suggested to improve the quality of user-librarian communication in the process of accessing the service, of question negotiation and of responding to the questions.

키워드: 전자적 정보면담, 전자 정보서비스, 질문응답서비스, 이용자 - 정보사서간의 커뮤니케이션, 대학도서관

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