

# Expert Systems In Reference Services

by Christine Roysdon; Howard D White

31 Jan 2013 . Toward an Expert System for Reference Service: A Research Agenda for the 1990s. Richardson, John V. Use this link to cite this item: . An expert system, Reference Expert, was developed to assist users in . Library staff used two additional workstations: (1) the Information Services desk expert systems in library and information science - E-Journal ERIC - Toward an Expert System for Reference Service: A Research . Application of Expert Agents/Assistants in Library and Information . Expert systems are computerized tools designed to enhance the quality and availability of knowledge required by . Reference Services Review, 18(1), 83-86. Expert Systems and their Application in Library and Information . 31 Mar 2011 . General understanding of library reference services. For automation: reference expert systems vs. question-answering (QA) systems. b. Automated Reference Services Keywords: Expert systems; Cataloguing; Classification; Reference services; Abstracting; Indexing; Acquisition; Information search and retrieval; Library science. Expert Systems Reference & User Services Association (RUSA)

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