

Contents

Acknowledgments	vii
Introduction	ix
1. What Is an Expert System?	1
2. Anatomy of an Expert System	31
3. Modeling the Reference Process	65
4. Review of Expert System Projects	85
5. Knowledge Engineering for Reference and Information Retrieval	107
6. Knowledge Representation and Information Retrieval	145
7. Building a Solid Foundation: A Vocabulary Control System	185
8. Designing the User Interface	223
9. Developing a Microcomputer-Based System	255
10. Methodologies for Designing Large Expert Systems	291
11. The Future of Expert Systems and Artificial Intelligence in Libraries	317
Bibliography	343
Index	385