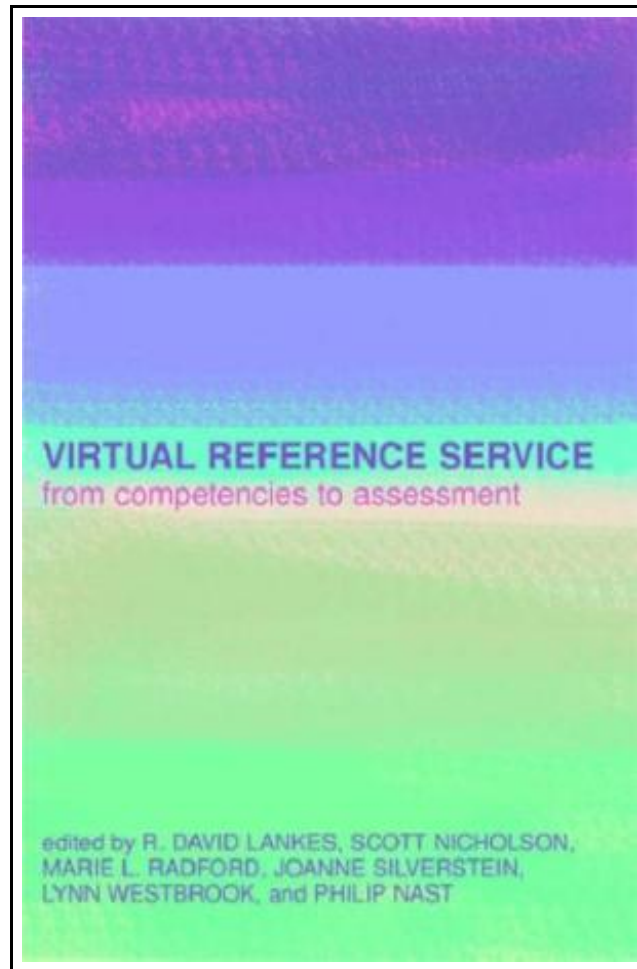


Virtual Reference Service: From Competencies to Assessment



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(Rene Olson)

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Facet Publishing, United Kingdom, 2008. Paperback. Book Condition: New. 229 x 152 mm. Language: N/A. Brand New Book. During the last decade, virtual reference has grown from a topic of largely theoretical conversation into a very real and practical library service. This is the latest volume in a groundbreaking series of cutting-edge conference titles which influenced that development, following on from Implementing Digital Reference Services (2002) and The Virtual Reference Desk (2006). Leading experts in the reference field contribute to this new collection, which shares with the reader examples of best practice, forward-looking models, and advice on new developments in virtual reference. The contributors discuss the building of consortia, motivational and coaching techniques for staff, instant messaging options, the creation of subject-specific taxonomies, how to improve interpersonal communications, methods of assessment and much more. A special section of the book introduces the all-new core competencies and standards of the Digital Reference Education Initiative, a funded project to compile training tools from digital reference educators and practitioners. The book is divided into four parts: each chapter offers both practical guidance and the latest thinking about virtual reference work in libraries: *Part 1: Starting up - creating your own consortium in less than six months: a true story of virtual reference; and implementing virtual reference on the fly: staff motivation and buy-in. *Part 2: Branching out - adding instant messaging to an established virtual reference service; responding to triage taxonomy: answering virtual medical questions; and the evolving role of reference librarians in the health sciences environment. *Part 3: Ongoing improvement - examining interpersonal communication in virtual reference encounters: the library LAWLINE consortium; and assessing inappropriate use: learning from the AskColorado experience. *Part 4: Pulling it together - virtual reference training - meeting the challenges of reference service in a hybrid environment: teaching LIS...



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