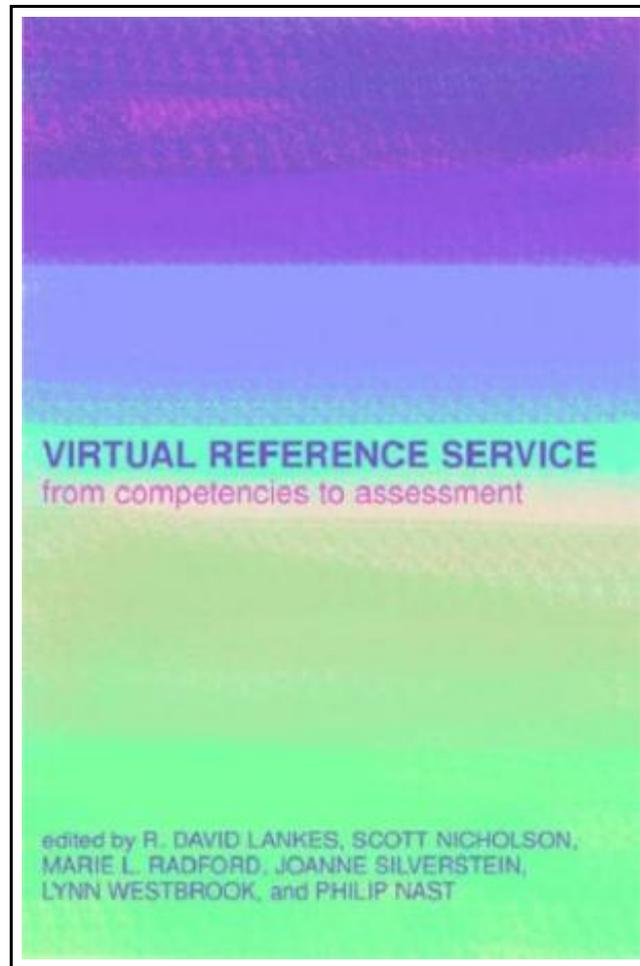


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VIRTUAL REFERENCE SERVICE: FROM COMPETENCIES TO ASSESSMENT (PAPERBACK)



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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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