

GOING LIVE



*Starting &
Running a
Virtual
Reference
Service*

STEVE COFFMAN

Going Live Starting And Running A Virtual Reference Service

Barbara Petruzzelli



Going Live Starting And Running A Virtual Reference Service:

Going Live Steve Coffman, 2003-05-08 Chapter One Reference The First One Hundred Years Chapter Two Getting Started Designing Virtual Reference Systems Chapter Three Managing Virtual Reference Services Chapter Four Marketing Virtual Reference Services Chapter Five Where Do We Go from Here Appendixes A Software Feature Checklist B Sample Pre employment Screening Test and Key Virtual Reference Services Bibliography by Bernie Sloan **Implementing Virtual Reference Services** Beth Thomsett-Scott, 2013-02-07 Social web technologies present an often confusing array of options for answering user reference questions Applying 20 years experience as a reference librarian working through the development of virtual reference and the integration of new tools and technologies into the industry Thomsett Scott lays out how libraries are using vendor **Virtual Reference Service** R. David Lankes, Philip Nast, 2008 Shares experts best practices forward looking models and advice on new developments in virtual reference Discusses the building of consortia motivational and coaching activities for staff instant messaging options creation of subject specific taxonomies interpersonal communications improvement and more **Distributed Learning and Virtual Librarianship** Sharon G. Almquist, 2011-09-12 Brought to you by a team of experienced practitioners in the field this book examines the vast topic of library support for distributed learning providing both historical and contemporary viewpoints What is the best way to deliver research resources to students who live off campus as in way off campus in a rural area without a high speed Internet connection And where does one find a complete and accurate synopsis of copyright guidelines that will prevent well intentioned librarians from being labeled as the copyright police The answers to these two questions regarding distributed learning and many more are contained in Distributed Learning and Virtual Librarianship Written by practitioners in their field of expertise this book documents the history of distributed learning and discusses current issues in distributed learning librarianship with a special focus on the role of technology Topics covered include virtual libraries reference assistance E reserves and document delivery administrative and marketing issues and copyright concerns This text is valuable to librarians working in public school and academic libraries *The Reference Interview Today* Susan Knoer, 2011-06-02 Learn and perfect the skills needed to conduct satisfying reference interviews in the modern technological environment with this easy to use guide In today s technology driven world reference librarians must serve users who come into the building as well as remote users who ask via various digital means With virtual reference and social networking tools now commonplace reference questions have become more complex and interdisciplinary The Reference Interview Today will help reference librarians decide which tools and strategies will best serve their diverse group of patrons in person and in cyberspace This text covers the skills needed for traditional face to face reference and how they can be applied in 2 0 media Best practices for culturally diverse disabled and difficult patrons strategies for public and academic libraries and virtual technologies like Twitter and Second Life are described Written by a practicing reference librarian this invaluable book makes it easy to train paraprofessionals

and serves as a guide for experienced librarians to hone their skills in new delivery methods **The Virtual Reference**

Desk R. David Lankes, 2006 The Virtual Reference Desk is based on the peer reviewed lead papers from the November 2004 virtual reference conference in Ohio Divided into sections management evaluation and standards technology resources research and policy the book features chapters written by recognized leaders in the reference information field **Planning**

and Implementing Resource Discovery Tools in Academic Libraries Popp, Mary Pagliero, Dallis, Diane, 2012-06-30 This book addresses the many new resource discovery tools and products in existence as well as their potential uses and applications Provided by publisher Encyclopedia of Information Science and Technology Mehdi Khosrow-Pour, Mehdi

Khosrowpour, 2009 This set of books represents a detailed compendium of authoritative research based entries that define the contemporary state of knowledge on technology Provided by publisher **Library Journal** , 2006 Includes beginning

Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately Reference and Information Services Melissa A. Wong, Laura

Saunders, 2020-05-04 This revised and updated sixth edition of Reference and Information Services continues the book's rich tradition covering all phases of reference and information services with less emphasis on print and more emphasis on strategies and scenarios Reference and Information Services is the go to textbook for MSLIS and i School courses on reference services and related topics It is also a helpful handbook for practitioners Authors include LIS faculty and professionals who have relevant degrees in their areas and who have published extensively on their topics The first half of the book provides an overview of reference services and techniques for service provision including the reference interview ethics instruction reader's advisory and services to diverse populations including children This part of the book establishes a foundation of knowledge on reference service and frames each topic with ethical and social justice perspectives The second part of the book offers an overview of the information life cycle and dissemination of information followed by an in depth examination of information sources by type including dictionaries encyclopedias indexes and abstracts as well as by broad subject areas including government statistics and data health and legal information This second section introduces the tools and resources that reference professionals use to provide the services described in the first half of the text **The**

Community College Library Janet Pinkley, Kaela Casey, 2022-04-13 Community colleges are a cornerstone of higher education and serve the unique needs of the communities in which they reside In 2019 community colleges accounted for 41 percent of all undergraduate students in the United States Community college librarians are engaged in meaningful work designing and delivering library programs and services that meet the needs of their diverse populations and support student learning The Community College Library series is meant to lift the voices of community college librarians and highlight their creativity tenacity and commitment to students The Community College Library Reference and Instruction collects research programs and new approaches to reference and instruction implemented by community college librarians around the U S

Chapters include sample activities and materials and cover topics including using race centered and trauma informed practices in the reference interview incorporating online workshops into an existing information literacy program and using student driven pedagogy to navigate the early stages of research This book demonstrates the innovative and replicable ways community college librarians are meeting the information and research needs of their college population both in person and remotely all while providing a safe inclusive space for students to explore and learn **New Directions in Reference**

Bryon D. Anderson, 2012-12-06 Design and deliver traditional reference services in new and innovative ways Librarians work in an environment of constant change created by new technology budget restraints inflationary costs and rising user expectations New Directions in Reference examines how they can use new and innovative methods to design and deliver traditional reference services in a wide range of settings The book s contributors relate first hand experiences in libraries large and small public and academic and urban and rural dealing with a variety of changes including virtual reference music reference self service interlibrary loan e mail reference and copyright law Change isn t new to libraries but the accelerated pace of change is Traditional lines that have existed between library departments have been erased and traditional notions about general and specialized reference services have been reconsidered New Directions in Reference documents how librarians are re thinking their roles and responsibilities to keep pace with the ongoing process of evolution that borders on revolution New Directions in Reference examines the skills needed to manage and evaluate virtual reference services the basics of modern copyright law and the Digital Millennium Copyright Act DMCA the changes in users sources and modes of access in music reference services the use of interlibrary loan management software that allows patrons to request track and renew borrowed materials online the Ask A Librarian e mail reference service the Government Printing Office and government information online and much more New Directions in Reference also includes case studies involving the new Martin Luther King Jr Library in San Jose California and the impact of Personal Digital Assistants PDAs in providing references services for medical libraries This important book is an essential professional resource for public academic and special librarians especially those providing reference services *Library and Information Science* Michael

Bemis, 2014-03-03 This unique annotated bibliography is a complete up to date guide to sources of information on library science covering recent books monographs periodicals and websites and selected works of historical importance

American Reference Books Annual Bohdan S. Wynar, 2005 1970 issued in 2 vols v 1 General reference social sciences history economics business v 2 Fine arts humanities science and engineering **Instant Messaging Reference** Rachel Bridgewater, Meryl Cole, 2008-01-31 Virtual reference is a vital component in twenty first century reference service and the time for debate over its virtues and necessity has passed This book focuses on the practical implementation of instant messaging IM including privacy and security and its future potential Targeting busy practitioners who are looking for comprehensive answers about instant messaging in particular rather than virtual reference in general this book addresses

questions from the basics of what IM is and how it operates to the more complicated issues such as privacy and security to its future potential as a strong candidate in the virtual reference arena Exclusively focused on instant messaging reference services Provides practical information about starting and running a successful instant messaging reference service Includes significant background information and in depth discussion of the broader issues raised by instant messaging and instant messaging reference *Reference & User Services Quarterly* ,2007 **University Libraries and Digital Learning Environments** Jill Beard,2016-02-24 University libraries around the world have embraced the possibilities of the digital learning environment facilitating its use and proactively seeking to develop the provision of electronic resources and services The digital environment offers opportunities and challenges for librarians in all aspects of their work in information literacy virtual reference institutional repositories e learning managing digital resources and social media The authors in this timely book are leading experts in the field of library and information management and are at the forefront of change in their respective institutions University Libraries and Digital Learning Environments will be invaluable for all those involved in managing libraries or learning services whether acquiring electronic resources or developing and delivering services in digital environments *The Bowker Annual Library and Book Trade Almanac 2004* Information Today, Incorporated,2004-05 As an on the job answer book a statistical information resource a planning and research guide and a directory and calendar The Bowker Annual Library and Book Trade Almanac 2004 delivers the hard to find industry news and information you need This acclaimed must have resource provides the following Expert reviews of the key trends events and developments that will influence your work in 2004 and the years to come Clear explanations of new legislation and changes in funding programs and how this will affect libraries Definitive statistics on book prices numbers of books published library expenditures average salaries and other budget crunching assistance A full calendar of events key organizations names and numbers of important individuals including e mail addresses and fax numbers and much more This fully updated reference tool makes it easy to stay on top of the developments that affect libraries booksellers and publishers alike and to find fast answers to the countless on the job questions you encounter *Starting and Operating Live Virtual Reference Services* Marc Meola,Sam Stormont,2002 In this text the minds behind Temple University s real time virtual reference desk walk the reader through six key steps to starting and operating a virtual reference service They identify five service models basic homegrown advanced collaborative and corporate *Real-Life Marketing and Promotion Strategies in College Libraries* Barbara Petruzzelli,2012-11-12 Practical advice on how to promote your library and how to better understand and serve library users Real Life Marketing and Promotion Strategies in College Libraries is a how to guide to marketing and promotional activities that will raise your library s visibility in the face of increased competition from other information providers Academic librarians draw on their own experiences with real life examples of what works and what doesn t when developing implementing and evaluating on campus marketing initiatives You ll learn how to use surveys focus groups

advertising target audiences community outreach and public relations to learn more about the needs of your library's users how to make improvements to meet those needs and how to communicate those improvements to students and faculty Academic librarians just getting started or well into their careers will benefit from the book's practical approach to using marketing and promotional techniques that are effective and affordable Each article of Real Life Marketing and Promotion Strategies in College Libraries includes tables figures and appendices that provide tangible examples of marketing and promotional activities that really work The book also includes a bibliography of effective marketing resources that's kept up to date through an accompanying Web site Real Life Marketing and Promotion Strategies in College Libraries shows you how to incorporate the results of LibQUAL and student focus groups into your short and long range planning use posters displays brochures newspaper ads and giveaways in your public relations campaigns get the word out to the community about your library and its services use the right media to match your message with your audience increase awareness of your library's virtual reference services use postcards to promote your services collaborate with students to develop an advertising campaign implement a marketing action plan stage large scale special events and programs and a whole lot more Real Life Marketing and Promotion Strategies in College Libraries is an essential professional resource for practicing academic librarians and library directors at colleges and universities

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