

Virtual reference training: the complete guide to providing anytime, anywhere answers

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20436131&lokasi=lokal>

Abstrak

Even the best reference librarian can falter when suddenly thrust into cyberspace without the proper tools and training. As online library reference services become commonpractice, there?s a critical need to develop core competencies unique to the virtual world?from conducting chats to multitasking. What does it take to be successful at the virtual reference desk? Washington State has committed to training its librarians to provide answers "anytime, anywhere." Now this proven, learner-centered approach is available to libraries large and small, as they confront issues relating to offering virtual reference or improving existing services.