

## Going live: starting and running a virtual reference service

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Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20436181&lokasi=lokal>

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### Abstrak

If your customers don't sleep, why should your reference service? Online library reference services available 24/7 are offered in a growing number of institutions. With many models to choose from and more details to be worked out, it is a critical time for librarians to assess their patrons' needs and market their services to address these needs.