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Nota di contenuto	Contents; Preface; Acknowledgments; Chapter 1: Virtual Reference Services; Chapter 2: Using Twitter for Virtual Reference Services; Chapter 3: Using Google Voice and Chat for Reference at the Kelvin Smith Library; Chapter 4: Virtual Reference at UNLV Libraries; Chapter 5: Instant Messaging for Virtual Reference; Chapter 6: Embedded Librarians Using Web 2.0 Services for Reference; Chapter 7: My Info Quest; Chapter 8: AskColorado; Suggested Reading; About the Contributors; Index
Sommario/riassunto	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 services such as LibraryH3lp, LibAnswers, and Text a Librarian, as well as free tools like Twitter and Google Voice for their reference needs. Practitioners offer details on virtual reference services such as Twitter Search, instant messaging services such as