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Titolo	Virtual reference training [[electronic resource]] : the complete guide to providing anytime, anywhere answers // Buff Hirko, Mary Bucher Ross
Pubbl/distr/stampa	Chicago, : American Library Association, 2004
ISBN	0-8389-3822-1 0-8389-9867-4
Descrizione fisica	1 online resource (168 p.)
Altri autori (Persone)	RossMary Bucher <1948->
Disciplina	025.5/24
Soggetti	Electronic reference services (Libraries) - Study and teaching - Washington (State) Electronic reference services (Libraries) - Study and teaching Reference librarians - Training of Reference librarians - In-service training
Lingua di pubblicazione	Inglese
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Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 153-155) and index.
Nota di contenuto	Beyond shazam! : training for virtual reference -- Introduction, Washington's Statewide Virtual Reference Project -- Core competencies : knowledge, skills, and aptitudes needed for virtual reference -- Learning through using : the constructivist approach -- Multiple ways of learning : face-to-face and online, individual and collaborative -- Getting started : curriculum development -- Learning activities : taking the user perspective -- Model reference : online behaviors -- Evaluation, modification, and follow-up.
Sommario/riassunto	In a training program that promises to make any library staff member - regardless of education or experience - comfortable and proficient in providing virtual reference, expert educator-librarians Hirko and Ross detail 14 core competencies designed to foster consistent service.