1.	Record Nr.	UNINA9910786958903321
	Titolo	Designing and implementing virtual reference services [[electronic resource]] : a LITA guide / / edited by Beth C. Thomsett-Scott
	Pubbl/distr/stampa	Chicago, Ill., : ALA TechSource, c2013
	ISBN	1-55570-950-8
	Descrizione fisica	1 online resource (170 p.)
	Collana	LITA guide Implementing virtual reference services
	Altri autori (Persone)	Thomsett-ScottBeth C
	Disciplina	025.5/2
	Soggetti	Electronic reference services (Libraries)
		Electronic reference services (Libraries) - United States
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Description based upon print version of record.
	Nota di bibliografia	Includes bibliographical references and index.
	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