

1. Record Nr.	UNINA9910816841803321
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