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Virtual Reference Handbook Interview And

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workshop leader Diane Kovacs has assembled this handbook to help reference librarians develop the communication skills and resources they need to work effectively in the virtual reference environment. The handbook shows how to adapt traditional face-to-face reference interview skills to the virtual interview and how to interpret and use new cues (chat slang, IM shorthand, emoticons, etc.) to better serve your users.

Amazon.com: Virtual Reference Handbook: Interview and ...

The index is effective for identifying numerous acronyms and product names and has several unusual entries that strengthen it, such as “Ways to Make Virtual Reference Users Disconnect and Never Visit Your Virtual Reference Service Again” and “Empathy in the Virtual Reference Interview.” The Virtual Reference Handbook is a practical manual for identifying and learning the skills and knowledge sets key to building

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librarian competence in providing virtual reference. It should prove a...

The Virtual Reference Handbook: Interview and Information ...

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The Virtual Reference Handbook: Interview and Information ...

The virtual reference handbook : interview and information delivery techniques for the chat and e-mail environments. [Diane K Kovacs] -- This handbook demonstrates how to adapt

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traditional face-to-face reference
interview skills to the virtual interview,
and how to interpret and use new
communication techniques - chat slang,
IM ...

The virtual reference handbook : interview and information ...

The Virtual Reference Handbook:
Interview and Information Delivery
Techniques for the Chat and E-mail
Environments. New York: Neal-Schuman
Publishers, 2007. 132 p. \$78 CDN. ISBN
1-55570-598-7.

"The Virtual Reference Handbook: Interview and Information ...

Virtual Reference Handbook: Interview
and Information Delivery Techniques for
the Chat and E-mail Environments.
Renée Goodvin (Sul Ross State
University, Alpine, United States of
America) The Electronic Library. ISSN:
0264-0473. Publication date: 11 April
2008. Abstract. Keywords ...

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Virtual Reference Handbook: Interview and Information ...

The Handbook's first chapter explores the technical, communications, reference skills, and knowledge needed by virtual reference librarians. It reviews reference interviewing and search strategy development and provides a number of learning questions for each.

The Virtual Reference Handbook: Interview and Information ...

The Virtual Reference Handbook: interview and information delivery techniques for the chat and e-mail environments, by Kovacs, Diane K.

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Table of contents for The virtual reference handbook : interview and information delivery techniques for the chat and e-mail environments / Diane K. Kovacs. Bibliographic record and links to related information available from the Library of Congress catalog.

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Table of contents for The virtual reference handbook

The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments. New York: Neal-Schuman Publishers, Inc., 2007. This handbook helps reference librarians develop the communication skills and resources they need to work effectively in the virtual reference environment.

Virtual Reference: A Selected Annotated Bibliography ...

1.4.2 Virtual reference is sometimes asynchronous which leads to delays and difficulties in communication, especially for conducting reference interviews and providing detailed instructions. The time constraints of the medium, especially with chat and text, can also undermine the reference interview and user instruction.

Guidelines for Implementing and

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Diane K. Kovacs has assembled this handbook to help reference librarians develop the communication skills and resources they need to work effectively in the digital reference environment. The handbook demonstrates how to adapt traditional face-to-face reference interview skills to the virtual interview, and how to interpret and use new communication techniques - chat slang, instant messaging shorthand, emoticons, etc - to better serve your users.

The Virtual Reference Handbook: Interview and Information ...

****crossposted at LibTech Soup**.**

Introduction. Welcome to part 3 of my reference interview series. This article can best be seen as a continuation of The Reference Interview, Part 1, which focussed on the essentials of the conventional face-to-face reference interview. As we progress and technological advances improve our

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The Reference Interview Part 3: Virtual Reference ...

Virtual Reference Interviewing

Discussions on virtual reference began in the late 1990s and journal articles and conferences, such as the annual Virtual Reference Desk Conferences that began in 1999, widely promoted this new service.

Virtual Reference Interviewing and Neutral Questioning

Virtual Reference Training: The Complete Guide to Providing Anytime, Anywhere Answers. Chicago: American Library Association, 2004. Kovacs, Diane K. The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments. New York: Neal-Schuman Publishers, 2007.

Virtual Reference - Professional tips

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The Handbook offers a comprehensive examination of the interview at the cutting edge of information technology. Drawing upon leading experts from a wide range of professional disciplines, this book addresses conceptual and technical challenges that confront both academic researchers and interviewers with more applied goals.

SAGE Reference - Handbook of Interview Research

ACRL online trainer and popular Internet workshop leader Diane Kovacs has assembled this handbook to help reference librarians develop the communication skills and resources they need to work effectively in the virtual reference environment. The handbook shows how to adapt traditional face-to-face reference interview skills to the virtual interview-and how to interpret and use new cues (chat slang, IM shorthand, emoticons, etc.) to better serve your users.

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Listening and Inquiring - Reference Interview - ULibraries...

Virtual interviews are a convenient, affordable solution that meets the needs of both sides of the hiring equation. Virtual interviewing—conducted via mediums like web conferencing, instant messaging, and video calling—has emerged as a viable hiring resource for employers seeking qualified workers in a variety of professions.

Virtual Interviewing: Strategies and Tips for Employees ...

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