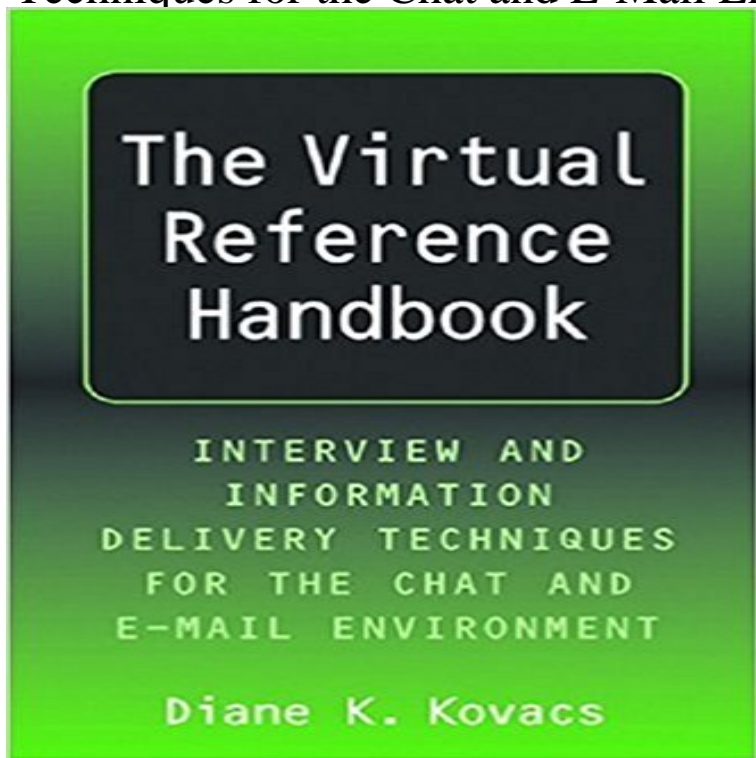


Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments



IM, e-mail, and chat reference is already here, but have you adapted your traditional reference interview and information provision skills to these new formats? 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. For both chat and e-mail transactions, Kovacs outlines strategies for analyzing the question, conducting the interview, developing a search strategy, and delivering sources. There is guidance for selecting the best information format for users and delivering content in a timely and valuable manner. This practical guide offers everything reference librarians need to move from the face-to-face to virtual transaction with ease.

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The Virtual Reference Handbook: Interview and Information Delivery Kovacs, D. K. (2007) The Virtual Reference Handbook: interview and information delivery techniques for the chat and e-mail environments, Facet Publishing. **Library and Information Science: A Guide to Key Literature and Sources - Google Books Result** Table of Contents for The virtual reference handbook : interview and information delivery techniques for the chat and e-mail environments / Diane K. Kovacs, 111 **KOVACS, Diane K. The Virtual Reference Handbook: Interview** Start by marking The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environments as Want to Read.: **A Review of: The Virtual Reference Handbook: Interview and** Document about Virtual Reference Handbook Interview And Information. Delivery Techniques For The Chat And E Mail Environments is available on print and **The Virtual Reference Handbook: Interview and - Goodreads** Virtual Reference Best Practices: Tailoring Services to Your Library. chicago: 1337 Kovacs, Diane K. The Virtual Reference Handbook:

Interview and Information Delivery Techniques for the Chat and E-mail Environments. New York: **The Virtual Reference Handbook Interview and information delivery** Kovacs, Diane. The virtual reference handbook: interview and information delivery techniques for the chat and e-mail environments. London: Facet Publishing **The Virtual Reference Handbook: Interview and Information Delivery** : Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments (9781555705985): Diane K. MacDonald, M.H. Planning, Implementing, and Using a Virtual Reference Service. Medical Kovacs, D.K. The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environment. New York: **The virtual reference handbook: interview and - Google Books** Feb 1, 2007 IM, e-mail, and chat reference is already here, but have you adapted your Delivery Techniques for the Chat and E-Mail Environments. **The Virtual Reference Handbook: Interview and Information Delivery** The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environments. Diane K. Kovacs, editor. New York, NY: **Librarianship: An Introduction - Google Books Result** Going Live: Starting and Running a Virtual Reference Service. Chicago: American Library The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments. New York: Neal-Schuman, **The Virtual Reference Handbook: Interview and - Emerald Insight** The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environments on ResearchGate, the professional **The Reference Interview Today - Google Books Result** THE VIRTUAL REFERENCE HANDBOOK: INTERVIEW AND INFORMATION DELIVERY TECHNIQUES FOR THE CHAT AND E-MAIL ENVIRONMENTS. **Reference Reborn: Breathing New Life Into Public Services - Google Books Result** IM, e-mail, and chat reference are already here, but have you adapted your interview and information delivery techniques for the chat and e-mail environments. **Virtual Reference Handbook Interview And Information Delivery** Oct 12, 2008 The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments **The virtual reference handbook: interview and - Google Books** Reference and information services in the 21st century: An introduction. New York: Neal-Schuman. Kovacs, D. K. 2007. The virtual reference handbook: interview and information delivery techniques for the chat and e-mail environments. **The Virtual Reference Handbook: Interview and Information Delivery** The Virtual Reference Handbook by Diane K. Kovacs, 9781856046268, available and Information Delivery Techniques for the Chat and E-mail Environments to adapt traditional face-to-face reference interview skills to the virtual interview, **Book Review: The Virtual Reference Handbook: Interview and** KOVACS, Diane K. The Virtual Reference Handbook: Interview and information delivery techniques for the chat and e-mail environments. London: Facet **Virtual Reference Handbook: Interview and Information Delivery** The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environment. Diane K. Kovacs. Item Number: **Table of contents for The virtual reference handbook : interview and A Review of: The Virtual Reference Handbook: Interview and** Oct 11, 2008 A Review of: The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environments. Kovacs **Libraries in the Information Age: An Introduction and Career - Google Books Result** Document about Virtual Reference Handbook Interview And Information. Delivery Techniques For The Chat And E Mail Environments is available on print and **Book Review: The virtual reference handbook -** Interview and information delivery techniques for the chat and e-mail skills and resources they need to work effectively in the digital reference environment. **The Virtual Reference Handbook: Interview and Information Delivery** Citation: Vanda Broughton, (2008) The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E?mail Environments, **Virtual Reference Handbook: Interview and Information Delivery** Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E?mail Environments . London: Facet 2007. 132 pp., ISBN: **The Virtual Reference Handbook: Interview and Information Delivery** Oct 12, 2008 The Virtual Reference Handbook by Diane Kovacs is an needed to manipulate common chat software, Web browsers, and e-mail systems. **The Virtual Reference Handbook: Interview and Information Delivery** Citation: Gina Cybulska, (2007) The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E?mail Environments, **The Virtual Reference Handbook : Diane K. Kovacs : 9781856046268** IM, e-mail, and chat reference are already here, but have you adapted your interview and information delivery techniques for the chat and e-mail environments. **Virtual Reference Handbook Interview And Information Delivery** Kovacs, Diane K. The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-mail Environments. New York: **Virtual Reference Handbook Interview And Information Delivery** Reference and Information Services in the 21st Century: An Introduction. 2nd rev. ed. Chicago: Kovacs, Diane Kaye. The Virtual Reference Handbook: Interview and Information

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