

Fall 07 Virtual Reference: Sharing Experiences

Tuesday, October 9th 2:30 - 4:30 PM Host: Patty Porcaro

Holy Cross Library - Scalia Electronic Classroom

Join the ARC Information Literacy and Reference Special Interest group for an informal afternoon to learn more about virtual reference offerings, experiences, and best practices when performing on online reference interview. Attendees will be invited to share their own experiences as well as new reference/information literacy happenings at their libraries.

Directions: <http://www.holycross.edu/directions/hogan.html>

Campus Maps: http://www.holycross.edu/directions/camp_map.html

Parking: Free/Hogan Center, no pass needed

Agenda Items

- Welcome & Introductions
- Virtual Reference Offerings - Patty
- Online Reference Interview - Best Practices (group activity)
- New Chair/Secretary - Christine
- Discuss ARC CMRLS STRATEGIC PLAN 2009 - 2013 - Christine

1. symposia idea

GOAL II. Demonstrate ARC's impact on the community.

Objective A. Promote demonstrate ARCs expertise in information literacy and assessment

Activity:

1. Sponsor an information literacy/assessment symposium for the greater ARC community, including audiences such as faculty members and administrators.

Who: Reference IG

When: F2010

Assessment: Survey feedback with participant

2. Use of technology

-- Other Business

-- Next Meeting: Date, Location

Readings

Web Sites

Online Reference - Library Success: A Best Practices Wiki

http://www.libsuccess.org/index.php?title=Online_Reference

Chat reference libraries – LISWiki

http://liswiki.org/wiki/List_of_libraries_providing_virtual_reference_services

Virtual or Remote Services, Chat Virtual reference demands special skills

<http://www.olc.org/ore/2remote.htm>

IFLA Digital Reference Guidelines

<http://www.ifla.org/VII/s36/pubs/drg03.htm>

RUSA Guidelines for Implementing and Maintaining Virtual Reference Services

<http://www.ala.org/ala/rusa/rusaprotocols/referenceguide/virtrefguidelines.htm>

Books

Janes, Joseph. (2003) Introduction To Reference Work In The Digital Age. New York: Neal-Schuman Publishers, 1555704298

Kovacs, Diane K. (2007) The Virtual Reference Handbook: Interview and Information Delivery Techniques for the Chat and E-Mail Environment. New York: Neal-Schuman. 1555705987

Lankes, David R., John William Collins & Abby S. Kasowitz. (2000) Digital Reference Service in The New Millennium: Planning, Management, And Evaluation. New York: Neal-Schuman. 1555703844
Part IV: Useful section on evaluating digital reference services.

McDaniel, Julie Ann and Judith K. Ohles. (1993). Training Paraprofessionals for Reference Service: A How-To-Do-It Manual For Librarians. New York: Neal-Schuman.1555700845. See Chapter 5: The Reference Interview.

Ross, Catherine Sheldrick Ross, Kirsti Nilsen, Patricia Dewdney. Conducting The Reference Interview : A How-To-Do-It Manual For Librarians. New York: Neal-Schuman. See Chapter 6.3: Real-Time Chat and Instant Messaging.

Compiled October 2007 by Christine Drew cdrew@wpi.edu
Chair, ARC Information Literacy & Reference SIG

URL: <http://users.wpi.edu/~cdrew/pdfs/ARCFall2007virtualref.pdf>