

SCRLC Virtual Communications webinar

RESOURCES

GUIDELINES

American Library Association. Reference and User Services Association.

RUSA Guidelines <http://www.ala.org/rusa/resources/guidelines>

- Guidelines for Behavioral Performance of Reference and Information Service Providers (2004)
- Guidelines for Cooperative Reference Services (2006)
- Guidelines for Implementing and Maintaining Virtual Reference Services (2010)
- Guidelines for Information Services (2000)

RUSA. **Measuring and Assessing Reference Services and Resources: A Guide.**

<http://www.ala.org/rusa/sections/rss/rsssection/rsscomm/evaluationofref/measrefguide>

[OCLC QuestionPoint's 24/7 Cooperative Reference's Performance Guidelines](#)

BOOKS

Hirko, Buff. **Virtual reference training : the complete guide to providing anytime, anywhere answers.** Chicago : American Library Association, 2004.

Kern, M. Kathleen. **Virtual reference best practices : tailoring services to your library.** Chicago : American Library Association, 2009.

McClure, Charles R. **Statistics, measures, and quality standards for assessing digital reference library services : guidelines and procedures.** Syracuse, N.Y. : Information Institute of Syracuse, School of Information Studies, Syracuse University ; Tallahassee, Fla. : School of Information Studies, Information Use Management and Policy Institute, Florida State University, [2002]

Virtual Reference Desk Conference (3rd : 2001 : Orlando, Fla.). **Implementing digital reference services: setting standards and making it real /** edited by R. David Lankes ... [et al.]. New York : Neal-Schuman Publishers, c2003.

COLLECTED ARTICLES

Miller, W., & Pellen, R. M. **Improving Internet reference services to distance learners.** Binghamton, NY: Haworth Information Press, 2004. Co-published simultaneously as Internet Reference Services Quarterly, volume 9, numbers ½, 2004.

Miller, W., & Pellen, R. M. **Internet reference support for distance learners.** Binghamton, N.Y: Haworth Information Press, 2004. Co-published simultaneously as Internet Reference Services Quarterly, volume 9, numbers ¾, 2004.

ARTICLES

Coonin, Bryna, and Angela Whitehurst. "**The Assessment Portfolio: A Possible Answer To The Distance Education Assessment Dilemma.**" *Internet Reference Services Quarterly* 16.3 (2011): 91-97.

Coonin, Bryna, Beth Filar Williams, and Heidi Steiner. "**Fostering Library As A Place For Distance Students: Best Practices From Two Universities.**" *Internet Reference Services Quarterly* 16.4 (2011): 149-158.

Lee, Lisa Sandra. "**Reference Services For Students Studying By Distance: A Comparative Study Of The Attitudes Distance Students Have Towards Phone, Email And Chat Reference Services.**" *New Zealand Library & Information Management Journal* 51.1 (2008): 6-21.

SOFTWARE

Free chat software

- Trillian www.trillian.im/ Trillian, the free instant messenger for Windows, MacOS X, Android, iPhone, BlackBerry, and the Web. Supports Windows Live, Facebook, Twitter, Yahoo, ...
- <http://mashable.com/2010/01/25/gtalk-aim-fbchat/>
- Pidgin, the universal chat client www.pidgin.im/ A free chat client used by millions. Connect easily to MSN, Google Talk, Yahoo, AIM and other chat networks all at once.
- Twitter, Facebook, Gmail

Proprietary chat software

- OCLC QuestionPoint
- Library H3lp
- Altarama

Text software

Free

Twitter

Proprietary

- Mosio Text a Librarian, QuestionPoint, Altarama, Library H3lp, etc.
- Collaborative Texting: My Infoquest <http://myinfoquest.info/>

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

Free Wiki software for FAQs and other content

<http://www.clickonf5.org/7599/10-free-opensource-wiki-software-engine/>