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Going Live : starting and running a virtual reference service

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Deskripsi Lengkap: https://library.stik-ptik.ac.id/abstrakpdfdetail.jsp?id=36062&lokasi=lokal

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Abstrak

An overview of the process and ramifications of starting and running an online library reference service. Using checklists, it covers the basics of designing, implementing, operating and marketing a virtual reference service, including a study of the costs and a look into the future.