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## 网上参考咨询服务活动与知识库建设

张轶 (上海图书馆 200031)

金红亚 (上海图书馆 200031)

文 摘 论述了图书馆网上参考咨询的特点及其网上参考咨询知识库建设的重要性,阐释了网上参考咨询知识库建设和网上参考咨询服务活动之间的关系。结合目前通行的网上知识导航等各种服务模式,与建立网上知识库的实践需求等进行了比较分析。

关键字 网上参考咨询服务 网上参考咨询知识库 服务模式 服务定位

Virtual Reference Services and Knowledge Database  
Development

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Abstract: This article describes the characteristics of Virtual Reference Service (VRS) and the importance of building its reference knowledge databases. A relationship was made clear between building a virtual reference knowledge database and the activities of providing virtual reference services. The paper has also compared as well as analyzed the multi modes of VRS and the demands of building VRS databases.

Keywords: virtual reference service (VRS); virtual reference knowledge data base; service mode; service positioning