

最新信息

刊物概况

新刊先睹

下期要目

过刊查询

录用文稿

· 过刊查询 ·

首页 - 过刊查询



网络编辑
管理系统



上海市图书馆学会
Shanghai Society for Library Science



专业学术



网络图林

沪ICP备05018142

实时型网上参考咨询的效用分析

臧国全 (郑州大学文献信息资源研究中心 河南 450052)

文 摘

在对国外图书馆虚拟咨询服务考察的基础上, 作者认为目前图书馆的实时型虚拟咨询项目用户少、成本高, 提出了摆脱这种困境的几种可能方案, 包括重视电话咨询、完善e-mail咨询、整合各种咨询方式和构建基于Web的用户自助虚拟咨询系统。最后从项目目标、咨询员的影响和成本效益分析三个角度探讨了虚拟咨询方式的选择。

关键字

虚拟参考咨询 数字参考咨询 项目决策

Cost-berifit Analysis of the Real-time Virtual Reference
in libraries

Zang Guoquan (Institute of Document Information Resource, Zhengzhou
University, Henan 450052)

Abstract: Based on the investigation of virtual reference in libraries abroad, the author concludes that the real-time virtual reference in library has few users and is also very high cost, and puts forward several possible solutions to avoid the predicament, including using telephone reference, improving e-mail reference, integrating all kinds of reference ways and building user's self-reference system. At last, from three aspects such as the reference purpose, staff's impacting and cost-benefit analysis, the author discusses the choice for the ways of virtual reference.

Keywords: Virtual reference, Digital reference, Project policymaking