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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

国外数字参考咨询馆员实务技能要求

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文 摘

回顾了从参考咨询馆员到数字参考咨询馆员的角色演变,并介绍了国外对数字参考咨询馆员业务技能的重要研究和实践,如IFLA数字参考咨询服务准则、IMLS数字参考服务教育计划、RUSA参考咨询及信息服务人员的行为准则等。最后,提出了数字参考咨询馆员实务技能六方面的核心要素,即:技术能力、服务能力、教育能力、资源管理能力、学习能力和综合素质。

关键字

数字参考咨询馆员 参考咨询馆员 参考咨询服务 数字参考咨询服务 虚拟参考咨询服务

Study on Practical Skills of Digital Reference Librarian

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Abstract: This paper reviewed the role transformation from reference librarian to digital reference librarian. Then introduced several important study cases on digital reference librarian practical skills, such as IFLA Digital Reference Guidelines, IMLS digital reference education initiative and RUSA reference Guidelines, etc. Six core elements for digital reference librarian practical skills were put forward. These core elements including technology skill, service skill, education skill, resource management skills, learning skill and general makings for an excellent digital reference librarian.

Keywords: Digital reference librarian, Reference librarian, Reference service, Digital Reference Service, Virtual Reference Service