

Virtual Reference Adventure: Choose Your Own Experience

What are the basic skills needed by virtual reference providers? How have VR services and others described these basic skills?

Here are some examples to explore:

[L-Net Core Competencies](#) (Oregon)

Florida State University [checklist](#) for Ask a Librarian

Collaborative Virtual Reference Project [competencies checklist](#) (Ontario, Canada)

[Behaviors for librarians](#), Maryland AskUsNow

QandA NJ [competencies checklist](#)

Professional [Competencies](#) for Reference and User Services Librarians (RUSA)

The term “core competencies” usually means a cluster of related knowledge, skills and attitudes that correlates with excellent job performance. Competencies can be improved through training and practice and are often linked to service goals and values. As with any performance expectations, assessment of core competencies depends on observation of behaviors.

Which of the above examples provides core competencies for virtual reference?

Which provides task-oriented performance expectations?

Which describes competencies for successful reference interactions regardless of delivery mode?