



The 7 Habits of Highly Effective Virtual Librarians

1 **Make Google Your #1 Reference Tool.**

If you know how to compose a Google search, you're on the right track to quickly answering the question.

Learn how to become expert here:

<http://www.google.com/about.html>

2 **Be "there" for the Customer: send "Still Searching" or similar messages frequently -- every minute or so.**

Let the customer know that you are still there and working on his/her answer.

3 **Know how to send web pages.**

Sending a page through your librarian browser to the customer's browser will be the most common way you'll get answers to customers.

4 **Alert the customer before sending a page AND explain what you are sending.**

Don't surprise the customer and don't let them guess. Remember, it may not be obvious to the customer what was sent (e.g., an article) and where the information is located on the web page.

5 **Use resources which are appropriate to the question.**

Don't forget to use your library's subscription databases, search the online catalog of the customer's local library, etc.

6 **Don't be afraid to ask the customer if you can get back to them with the answer.**

Think of how you would proceed if it was a telephone call. It's better to get back to the customer with a quality answer than to keep the customer waiting longer than he/she has the patience for.

Likewise, quickly assess if the question needs to be referred to the Statewide Reference Center.

7 Ask if a question has been completely answered.

And then be clear that you are ending the session.