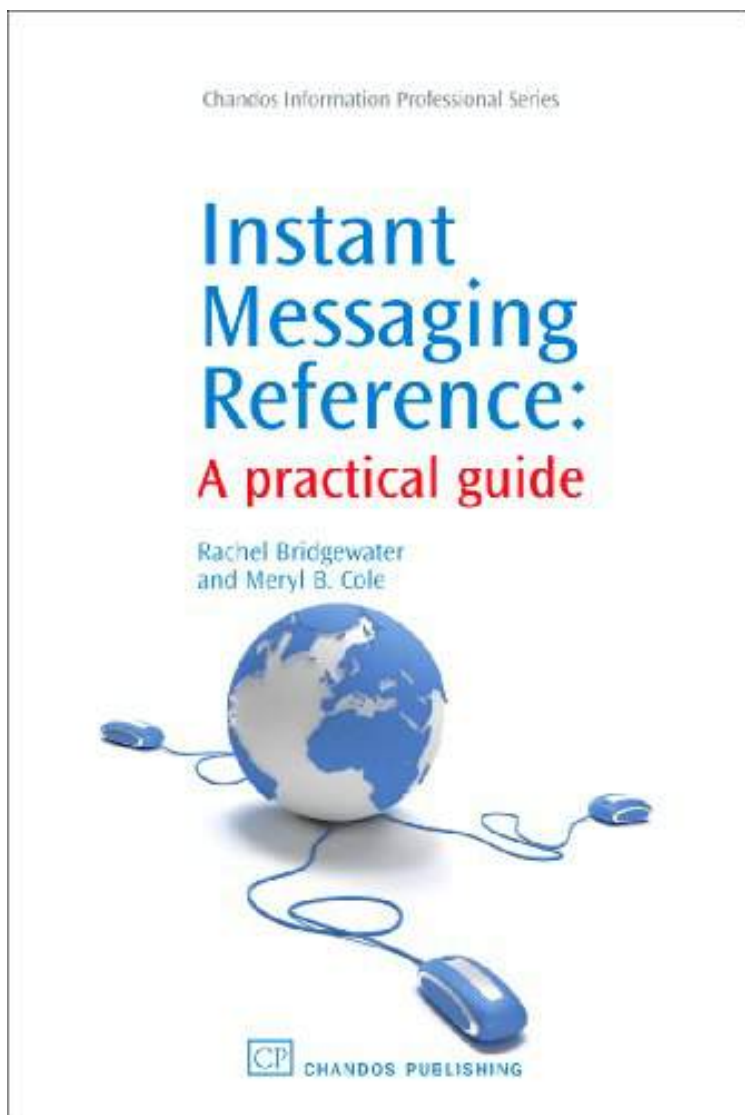


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## Instant Messaging Reference: A Practical Guide (Chandos Information Professional Series)

*By Rachel Bridgewater, Meryl Cole*

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Virtual reference is a vital component in twenty first century reference service and the time for debate over its virtues and necessity has passed This book focuses on the practical implementation of instant messaging IM including privacy and security and its future potential Targeting busy practitioners who are looking for comprehensive answers about instant messaging in particular rather than virtual reference in general this book addresses questions from the ba The strength of the book lies in its accessibility and comprehensive nature Library Management About the Author Rachel Bridgewater is the Reference Co ordinator at Washington State University Vancouver In additio

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