

IM Reference Bibliography:

- Abram, S. (2004). Twenty reasons to love IM. *Information Outlook*, 8(10), 40-42.
- Beck, L., Bobrowksy, T. & Grant, M. (2005). The chat reference interview: practicalities. *Reference Librarian*, (89/90), 179-191.
- Breeding, M. (2003). Instant messaging: it's not just for kids anymore. *Computers in Libraries*, 23(10), 38-40.
- Coffman, S. (2003). *Going live : starting & running a virtual reference service*. Chicago: American Library Association.
- Desai, C. (2003). Instant messaging reference: how does it compare?. *The Electronic Library*, 21(1), 21-30.
- Foley, M. (2002). Instant messaging reference in an academic library: a case study. *College and Research Libraries*, 63(1), 36-45.
- Heise, J. & Kimmel, S., eds. (2003). *Virtual reference services: issues and trends*. New York: Haworth Press.
- Houghton, S. (2005). Instant messaging: quick and dirty reference for teens and others. *Public Libraries*, 44(4), 192-193.
- Houghton, S. & Schmidt, A. (2005). Web-based chat vs. instant messaging: who wins?. *Online*, 29(4), 26-30.
- Meola, M. & Stormont, S. (2002). *starting and operating live virtual reference services : a how-to-do-it manual for librarians*. New York: Neal-Schuman.
- Ronan, J. (2003). *Chat reference : a guide to live virtual reference services*. Westport, CT: Libraries Unlimited.
- Schmidt, A. & Stephens, M. (2005). IM me. *Library Journal*, 130(6), 34-35.

--List comes courtesy of Janelle Ruswick formerly of University of San Francisco