

---

# Bibliography

## Journal Articles

- Allen, Robert B. "User Models: Theory, Method, and Practice." *International Journal of Man-Machine Studies* 32 (May 1990): 511-543.
- American Library Association, Reference and Adult Services Division, Standards and Guidelines Committee. "Information Services for Information Consumers: Guidelines for Providers." *RQ* 30 (Winter 1990): 262-265.
- Ackoff, Russell L. "The Art and Science of Mess Management." *Interfaces* 11 (February 1981): 20-26.
- Aluri, Rao. "Improving Reference Service: The Case for Using a Continuous Quality Improvement Method." *RQ* 33 (Winter 1993): 220-236.
- Brown, Janet Dagenais. "Using Quality Concepts to Improve Reference Services." *College & Research Libraries* 55 (May 1994): 211-219.
- Bunge, Charles A. "Charting the Reference Query." *RQ* 8 (Summer 1969): 245-260.
- . "Factors Related to Output Measures for Reference Services in Public Libraries: Data from Thirty-six Libraries." *Public Libraries* 29 (January-February 1990): 42-47.
- Childers, Thomas. "Using Public Library Reference Collections and Staff." *Library Quarterly* 67 (April 1997): 155-173.
- . Cynthia Lopata, and Brian Stafford. "Measuring the Difficulty of Reference Questions." *RQ* 31 (Winter 1991): 237-243.
- Crews, Kenneth D. "The Accuracy of Reference Service: Variables for Research and Implementation." *Library and Information Science Research* 10 (July 1988): 331-355.
- Crum, Norman J. "The Librarian-Customer Relationship: Dynamics of Filling Requests for Information." *Special Libraries* 60 (May/June 1969): 269-277.
- Dewdney, Patricia, and Catherine Sheldrick Ross. "Flying a Light Aircraft: Reference Service Evaluation from a User's Viewpoint." *RQ* 34 (Winter 1994): 217-230.
- D'Elia, George, and Eleanor Jo Rodger. "Customer Satisfaction with Public Libraries." *Public Libraries* 35 (September-October 1996): 292-297.
- Dervin, Brenda, and Patricia Dewdney. "Neutral Questioning: A New Approach to the Reference Interview." *RQ* 25 (Summer 1986): 506-513.
- Douglas, Ian. "Reducing Failures in Reference Service." *RQ* 28 (Fall 1988): 94-101.
- Durrance, Joan C. "The Influence of Reference Practices on the Client-Librarian Relationship." *College & Research Libraries* 47 (January 1986): 57-67.
- Green, Samuel Swett. "Personal Relations between Librarians and Readers." *American Library Journal* 1 (30 September 1876): 74-81.
- Gross, Melissa. "The Imposed Query." *RQ* 35 (Winter 1995): 236-243.

- — —. and Matthew L. Saxton. "Who Wants to Know? Imposed Queries in the Public Library." *Public Libraries* 40 (May–June 2001): 170–175.
- Gothberg, Helen M. "Immediacy: A Study of Communication Effect on the Reference Process." *Journal of Academic Librarianship* 2 (July 1976): 126–129.
- Guerrier, Edith. "The Measurement of Reference Service." *Library Journal* 61 (July 1936): 529–531.
- — —. "The Measurement of Reference Service in a Branch Library." *Bulletin of the American Library Association* 29 (September 1935): 632–637.
- Harris, Roma M., and B. Gillian Michell. "The Social Context of Reference Work: Assessing the Effects of Gender and Communication Skills on Observers' Judgement of Competence." *Library and Information Science Research* 8 (January–March 1986): 85–101.
- Hernon, Peter, and Charles R. McClure. "Unobtrusive Reference Testing: The 55 Percent Rule." *Library Journal* 111 (15 April 1986): 37–41.
- Jahoda, Gerald, and Mary Culnan. "Unanswered Science and Technology Questions." *American Documentation* 19 (January 1968): 95–100.
- Kasowitz, Abby, Blythe Bennett, and R. David Lankes. "Quality Standards for Digital Reference Consortia." *Reference and User Services Quarterly* 39 (Summer 2000): 355–363.
- King, Geraldine B. "The Reference Interview: Open and Closed Questions." *RQ* 12 (Winter 1972): 157–160.
- Lubans, John. "Nonuse of the Academic Library." *College & Research Libraries* 32 (September 1971): 362–367.
- Lunz, Mary E., and John A. Stahl. "Interjudge Reliability and Decision Reproducibility." *Educational and Psychological Measurement* 54 (Winter 1994): 913–925.
- Murfin, Marjorie E., and Gary M. Gugelchuck. "Development and Testing of a Reference Prediction Assessment Instrument." *College & Research Libraries* 48 (July 1987): 314–338.
- Perry, James W. "Defining the Query Spectrum—The Basis for Designing and Evaluating Retrieval Methods." *IEEE Transactions on Engineering Writing and Speech* 6 (September 1963): 20–27.
- Powell, Ronald R. "An Investigation of the Relationships between Quantifiable Reference Service Variables and Reference Performance in Public Libraries." *Library Quarterly* 48 (January 1978): 1–19.
- — —. "Reference Effectiveness: A Review of the Research." *Library and Information Science Research* 6 (July–September 1984): 3–19.
- RASD Ad Hoc Committee on Behavioral Guidelines for Reference and Information Services. "Guidelines for Behavioral Performance of Reference and Information Services Professionals." *RQ* 36 (Winter 1996): 200–203.
- Rettig, James. "A Theoretical Model and Definition of the Reference Process." *RQ* 18 (Fall 1978): 19–29.
- Richardson, John V., Jr. "Teaching General Reference Work: The Complete Paradigm and Competing Schools of Thought, 1890–1990." *Library Quarterly* 62 (January 1992): 55–89.
- — —, and Rex B. Reyes. "Government Information Expert Systems: A Quantitative Evaluation." *College & Research Libraries* 56 (May 1995): 238.
- Ross, Catherine Sheldrick, and Patricia Dewdney. "Negative Closure: Strategies and Counter-Strategies in the Reference Transaction." *Reference and User Services Quarterly* 38 (Winter 1998): 151–163.
- Rothstein, Samuel. "Reference Service: The New Dimension in Librarianship." *College & Research Libraries* 22 (January 1961): 11–18.
- — —. "The Measurement and Evaluation of Reference Service." *Library Trends* 12 (January 1964): 456–472.
- Saxton, Matthew L. "Reference Service Evaluation and Meta-analysis: Findings and Methodological Issues." *Library Quarterly* 67 (July 1997): 267–289.
- Shera, Jesse. "Automation and the Reference Librarian." *RQ* 3 (July 1964): 3–7.

- Stone, Elizabeth O. "Methods of Evaluating Reference Service." *Library Journal* 67 (1 April 1942): 296–298.
- Taylor, Robert S. "The Process of Asking Questions." *American Documentation* 13 (October 1962): 392.
- — —. "Question Negotiation and Information Seeking in Libraries." *College & Research Libraries* 29 (May 1968): 178–194.
- Van House, Nancy, and Thomas Childers. "Unobtrusive Evaluation of a Reference Referral Network: The California Experience." *Library and Information Science Research* 6 (July–September 1984): 305–319.
- Weech, Terry, and Herbert Goldhor. "Obtrusive versus Unobtrusive Evaluation of Reference Service in Five Illinois Libraries." *Library Quarterly* 52 (October 1982): 305–324.
- White, Marilyn D. "Evaluation of the Reference Interview." *RQ* 24 (Fall 1985): 76–84.

## Books and Reports

- Bernstein, Ira. *Applied Multivariate Analysis*. New York: Springer-Verlag, 1988.
- Bryk, Anthony S., and Stephen W. Raudenbush. *Hierarchical Linear Models: Applications and Data Analysis Methods*. Newbury Park, CA: Sage Publications, 1992.
- Bunge, Charles A. *Professional Education and Reference Efficiency*. Springfield, IL: Illinois State Library, 1967.
- Cheney, Frances Neel. *Fundamental Reference Sources*. Chicago: American Library Association, 1971.
- Cooley, William W., and Paul R. Lohnes. *Multivariate Data Analysis*. New York: John Wiley & Sons, 1971.
- Crowley, Terence, and Thomas Childers. *Information Service in Public Libraries: Two Studies*. Metuchen, NJ: Scarecrow Press, 1971.
- Dana, John Cotton. *A Library Primer*, 5th ed. Chicago: Library Bureau, 1910.
- Fitzgerald, Jerry, Ardra Fitzgerald, and Warren D. Stallings. *Fundamentals of Systems Analysis*. New York: Wiley, 1987.
- Goldhor, Herbert. *A Plan for the Development of Public Library Service in the Minneapolis–Saint Paul Metropolitan Area*. Saint Paul, MN: State of Minnesota Department of Education, Library Division, 1967.
- Grimm, Laurence G., and Paul R. Yarnold, eds. *Reading and Understanding Multivariate Statistics*. Washington, D.C.: American Psychological Association, 1995.
- Hawley, George S. *Referral Process in Libraries: Characterization and an Exploration of Related Factors*. Metuchen, NJ: Scarecrow Press, 1987.
- Hutchins, Margaret. *Introduction to Reference Work*. Chicago: American Library Association, 1944.
- Jahoda, Gerald, and Judith S. Braunagel. *The Librarian and Reference Queries: A Systematic Approach*. New York: Academic Press, 1980.
- Jennerich, Elaine Z., and Edward J. Jennerich. *The Reference Interview as a Creative Art*. Littleton, CO: Libraries Unlimited, 1987.
- Kroeger, Alice Bertha. *Guide to the Study and Use of Reference Books*. Chicago: American Library Association, 1902.
- — —. *Guide to the Study and Use of Reference Books*, 2nd ed. Chicago: American Library Association, 1908.
- Learned, William S. *The American Public Library and the Diffusion of Knowledge*. New York: Harcourt, Brace, & Co., 1924.
- McClure, Charles R., and Peter Hemon. *Improving the Quality of Reference Service for Government Publications*. Chicago: American Library Association, 1983.
- Mudge, Isadore Gilbert. *Guide to Reference Books*, 6th ed. Chicago: American Library Association, 1936.

- Pedhazur, Elazar J. *Multiple Regression in Behavioral Research: Explanation and Prediction*. Fort Worth, TX: Harcourt Brace Jovanovich, 1982.
- Public Library Association. *Minimum Standards for Public Library Systems*, 1966. Chicago: American Library Association, 1967.
- Radford, Marie L. *The Reference Encounter: Interpersonal Communication in the Academic Library*. Chicago: American Library Association, 1999.
- Richardson, John V., Jr. *Knowledge-Based Systems for General Reference Work: Applications, Problems, and Progress*. San Diego: Academic Press, 1995.
- Robertson, James, and Suzanne Robertson. *Complete Systems Analysis*. New York: Dorset House Publishing, 1994.
- Ranganathan, Shiyali Ramamrita. *Reference Service*. London: Asia Publishing House, 1940.
- Shores, Louis. *Basic Reference Books*. Chicago: American Library Association, 1937.
- — —. *Basic Reference Sources*. Chicago: American Library Association, 1954.
- Van de Geer, John P. *Introduction to Multivariate Analysis for the Social Sciences*. San Francisco: W.H. Freeman, 1971.
- White, Howard D. *Brief Tests of Collection Strength: A Methodology for All Types of Libraries*. Glenview, IL: Greenwood Press, 1995.
- Whitlatch, Jo Bell. *The Role of the Academic Reference Librarian*. New York: Greenwood Press, 1990.
- Wyer, James I. *Reference Work: A Textbook for Students of Library Work and Librarians*. Chicago: American Library Association, 1930.

## Dissertations and Theses

- Breed, Paul F. "An Analysis of Reference Procedures in a Large University Library." Ph.D. dissertation, University of Chicago, 1955.
- Cole, Dorothy E. "An Analysis of Adult Reference Work in Libraries." M.A. thesis, University of Chicago, September 1943.
- Dewdney, Patricia. "The Effects of Training Reference Libraries in Interview Skills: A Field Experiment." Ph.D. dissertation, University of Western Ontario, August 1986.
- Gothberg, Helen M. "User Satisfaction with a Librarian's Immediate and Nonimmediate Verbal-Nonverbal Communication." Ph.D. dissertation, University of Denver, August 1974.
- Rich, Elaine A. "Building and Exploiting User Models." Ph.D. dissertation, Carnegie Mellon University, April 1979.
- Saxton, Matthew L. "Evaluation of Reference Service in Public Libraries Using a Hierarchical Linear Model: Applying Multiple Regression Analysis to a Multi-level Research Design." Ph.D. dissertation, University of California, Los Angeles, June 2000.
- Van Hoesen, Florence. "An Analysis of Adult Reference Work in Public Libraries as an Approach to the Content of a Reference Course." Ph.D. dissertation, University of Chicago, December 1948.
- Whitlatch, Jo Bell. "Client/Service Provider Perceptions of Reference Service Outcomes in Academic Libraries: Effects of Feedback and Uncertainty." Ph.D. dissertation, University of California, Berkeley, 1987.