

Once the results from the FAQ survey have been obtained, the Reference Transaction Assessment Instruments (see appendix D) for each site will be prepared. These instruments will take two formats. For libraries with computers at the reference desk, digital tools created using standardized general markup language (SGML) will be available for the librarian to enter data. During the course of the study, the investigator will periodically download this information. If Internet access is also available at the desk, then the data will be automatically transferred to a server designated by the investigator. For libraries without these technological resources, print instruments will be used. Print instruments will also be made available at all sites in the event of power failure, computer malfunction, or for the convenience of staff members who feel uncomfortable using the computer.

For one week prior to the beginning of the test period, staff will have been encouraged to practice using the survey instruments to record reference transactions. User data will not be solicited during this time. This preparation is solely intended to allow librarians to gain confidence and efficiency in using the instruments.

During the test period, every query and the answer given will be recorded on the Reference Transaction Assessment Instrument. For ready-reference and research queries, the User Response Instrument (see appendix E) will be employed to obtain data concerning user satisfaction and utility, although only a portion of these will be returned. After the transaction is completed, the User Response Instrument will be matched with the Reference Transaction Assessment Instrument. By recording all reference queries, the final number with complete information from both the librarian and the user can be compared against the total number of queries to determine whether a representative sample has been obtained.

Reference accuracy will be assessed by an examination of every query and resolution being asked at all sites during the test period, estimated to be 10,000 reference transactions, using the Transaction Accuracy Assessment Instrument (see appendix F). FAQs and ready-reference queries, estimated to compose three-fourths of the total, will be scored by the investigator and one research assistant. Assuming each question requires an average of 30 seconds to verify accuracy, it will require 65 hours to review the entire sample of transactions. A panel of three judges will examine all other reference questions, approximately 2,500, to determine if the question has been answered correctly given the resources and policies of the library where the question was asked. Assuming judges spend an average of two minutes per question, each judge will spend approximately 30 hours on the project. Librarians with over ten years of experience in public library reference work and who are currently practicing will be eligible to serve on the panel and will be given an honorarium in recompense for their participation.

As an additional test of accuracy, a sample of reference queries from different judges will be drawn randomly and submitted to second panel of judges. This will enable the investigator to assess the degree of inter-judge reliability. The investigator will approach the MCLS second-level reference center about undertaking this part of the project.

Once the transaction outcomes have been assessed and tabulated, then statistical reports describing the service characteristics at each site will be compiled and delivered to the appropriate agency (Appendix G). At this point, the interaction with the study participants is concluded.

At this point, all data will be screened for normality and the presence of outliers. Next, the data will be analyzed by applying multiple regression in a hierarchical design. The investigator will then describe the findings, draw conclusions, speculate on the direction of further study, and prepare a manuscript for publication.

## 5. PLAN OF OPERATION

The following is a detailed, stepwise plan of operation in conducting the study.

1. Construct instruments.
2. Write software programs.
3. Compose SGML instrument for computer-aided data gathering.
4. Prepare instructions for participants.
5. Prepare invitations to participate.
6. Conduct pilot study.
7. Revise instruments as necessary.
8. Draw sample.
9. Invite participants.
10. Receive acceptances.
11. Schedule orientations.
12. Conduct orientations.
13. Gather permission forms.
14. Gather data on libraries.
15. Gather data on librarians.
16. Gather data on FAQs.
17. Input data of reference environment and librarian background.
18. Customize reference transaction assessment instruments for each site.
19. Distribute instruments to each site.
20. Where applicable, load software on reference desk terminals.
21. Conduct one-week trial period.

22. Conduct three-week experiment.
23. Gather data on users, user satisfaction, utility, and the quality of communication.
24. Prepare queries for panel of judges.
25. Conduct query analysis.
26. Gather data on accuracy.
27. Input data on queries.
28. Screen data for skewness, outliers, and input errors.
29. Test data for reliability of constructs.
30. Prepare reports for participants on query distribution and collection development.
31. Perform multiple regression analysis.
32. Summarize findings.
33. Write conclusion.
34. Defend dissertation.
35. File dissertation.
36. Submit dissertation to the ALISE dissertation competition.

## 6. ETHICAL CONDUCT

The investigator is sensitive to the issues of confidentiality and anonymity. All participants in this study will be offered confidentiality; no names will be revealed outside the immediate research project. Anonymity will be respected; no published studies will make use of specific individual's names or institutional affiliations. Furthermore, all data coding will proceed with only an identifying number for participants so that anonymity in data analysis is preserved.

Participants will be fully educated regarding the aims of the study, the intended use of the data, and the means that will be employed to insure anonymity and confidentiality. Participants will be asked to sign a statement of informed consent in accordance with the procedures required by the UCLA Human Subjects Protection Committee to conform with regulations established by the United State Department of Health and Human Services (DHHS).

## 7. LIMITATIONS OF THE METHODOLOGY

Regardless of the efforts that have been taken to overcome the limitations of earlier studies, this research project is also subject to certain constraints.

First, since the only the most enthusiastic and conscientious librarians are likely to record the most transactions, and since the more satisfied users are more likely to take the time to participate in the survey, it is likely that the performance scores will be biased upwards. Analysis of the distribution of performance variables will suggest whether or not this bias constitutes a serious problem.

Second, this study does not include any mechanism for determining how often the same user participates in the survey. This situation may bias the results since an influence attributed to the user characteristics measured here could be masking some other trait unique to one individual. The large sample should minimize the effect of this bias.

Third, since most of the query analysis is performed after the query has been recorded, it will not be possible in this study to determine how often the negotiated query represents the actual query brought by the user. This is an important area for future research.

Fourth, this study will not determine the quality of service being provided at branch libraries in comparison to central libraries. This is an important area for future research.

Fifth, data regarding satisfaction and utility for telephone inquiries will not be captured. Fortunately, the queries will still be recorded in order to determine to what extent they compare with the in-person inquiries for which more complete performance data will be obtained. This will enable the investigator to draw inferences about the probable satisfaction and utility rates for telephone inquiries.

Finally, this study will only measure short-term performance rather than long-term performance. To conduct a study of latter would require obtaining a serious commitment of time and effort from a large sample of library users. Extensive resources for offering incentives (e.g., cash or prizes) would be required.

## CHAPTER IV SCHEDULE, BUDGET, AND QUALIFICATIONS OF PERSONNEL

This chapter identifies the adequate time and resources that are necessary to complete the project successfully. This chapter also establishes that the investigator is qualified to undertake the responsibilities necessary to complete the project successfully.

### 1. SCHEDULE

The following Gantt chart demonstrates that completion of the research project will take 10 months (see Table 2). The column labeled "P" includes the goals that have already been accomplished at this time and serve as evidence of prior planning. This schedule allows ample time for unforeseen delays during the invitation and orientation objectives. Judges are allowed four weeks to complete their assessment of research queries which is more than sufficient. Assuming that the research project is initiated by January 1998, the project will easily be finished by the end of October 1998.

Table 2: Timeline of Project Goals

Goal	P	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
Construct instruments	X										
Write EQS5 programs	X										
Compose SGML instrument	X										
Prepare instructions for participants	X										
Prepare invitations to participate	X										
Conduct pilot study		X									
Revise instruments as necessary		X									
Draw sample		X									
Invite participants		X									
Receive acceptances			X								
Schedule orientations			X								
Conduct orientations				X							
Gather permission forms				X							
Gather data on libraries				X							
Gather data on librarians				X							
Gather data on FAQs				X							
Input environment & librarian data				X							
Customize transaction instruments				X							
Distribute instruments to each site					X						
Load software at sites					X						
Conduct one-week trial period					X						
Conduct three-week experiment						X					
Gather data on transactions & users						X					
Prepare queries for judges panel						X					
Conduct query analysis							X				
Gather data on accuracy							X				
Input data on queries								X			
Screen data								X			
Test data for reliability of constructs								X			
Prepare reports for participants									X		
Perform multiple regression analysis									X		
Summarize findings										X	
Write conclusion										X	
Defend dissertation											X
File dissertation											X
Submit to ALISE											X

## 2. BUDGET

The total cost of conducting this research project is \$3,525.50. This expense pays for personnel, reprographics, catering, digital services, and other operating expenses (see Table 3).

Table 3: Project Expenses

ITEM	AMOUNT	COST	TOTAL
<b>Personnel</b>			<b>\$1,800.00</b>
Judges	3	\$300.00	\$900.00
Research Assistants	60 hours	\$15.00	\$900.00
<b>Reprographics</b>			<b>\$439.50</b>
Transaction Instrument	10000	\$0.01	\$100.00
User Response Instrument	10000	\$0.01	\$100.00
Accuracy Instrument	10000	\$0.01	\$100.00
FAQ Instrument	200	\$0.02	\$4.00
Librarian Instrument	200	\$0.10	\$20.00
Environment Instrument	200	\$0.10	\$20.00
HSPC consent form	200	\$0.02	\$4.00
Orientation Packets	200	\$0.25	\$50.00
Invitation Letters	76	\$0.40	\$30.40
Instructions to Judges	3	\$0.25	\$ .75
Final Reports	20	\$0.50	\$10.00
<b>Catering</b>			<b>\$1,000.00</b>
Lunch	200	\$5.00	\$1,000.00
<b>Digital Services</b>			<b>\$0.00</b>
Statistical Software			Gratis*
Internet Access			Gratis*
<b>Operating Expenses</b>			<b>\$286.00</b>
Mileage	600	\$0.31	\$186.00
Postage			\$100.00
<b>GRAND TOTAL</b>			<b>\$3,525.50</b>

\*These services are available through GSE&IS Office of Educational Technology

### 3. QUALIFICATIONS OF PERSONNEL

#### A. Principal Investigator

The principal investigator, Matthew Saxton, will be responsible for ensuring that every task necessary to completing the study is performed in a correct and timely fashion. He is responsible to preparing instruments and supplies, conducting orientations, gathering data, supervising data coding, performing data analysis, and maintaining effective communication with all parties involved in the research project. His special strengths include strong organizational skills, computer skills, excellent written and verbal communication skills, and four years of experience performing reference work in public libraries.

Mr. Saxton has completed a rigorous course of study in library and information science with an emphasis on reference work and behavioral research methodology, completing his doctoral qualifying examinations one year after entering the program. His research has demonstrated a high standard of quality, winning him the ALISE Methodology Award in 1997. His writing has been published in a nationally refereed journal, *Library Quarterly* (Saxton 1997). This record of achievement indicates he possesses the requisite abilities to conduct this research project to a successful completion (see Appendix G).

#### B. Research Assistants

The research assistant and the principal investigator will be responsible for assessing the accuracy of the ready-reference queries in the sample, estimated to be 7,500. The research assistant must be familiar with fundamental reference sources frequently held by public libraries and the basic principles of reference work, have experience in searching library catalogs, and

know how to log in to remote online catalogs. He or she must be detailed-oriented and possess the ability to follow precise directions.

Potential candidates for these posts would include library science graduate students who have completed courses on reference work and/or interned in public libraries (see Appendix H for job description).

### C. Judges Panel

A panel of three judges will be responsible for assessing the accuracy of research queries in the sample, estimated to be 9,250. Judges must be experienced reference librarians who have worked in public libraries. They must have a comprehensive knowledge of reference sources used in public libraries and a deep understanding of the reference process.

Potential candidates for these posts would include librarians with over ten years experience performing reference work in public libraries who also demonstrate a high level of professional knowledge and/or professional activity (see Appendix H for job description).

## 4. EVALUATION

This study will evaluate reference services at twenty public libraries. The cost of the study is under \$200 per library. The immediate value of the research to the participant libraries will be to provide each institution with an objective analysis of the quality of its reference service, the strengths and weaknesses in its provision of reference service, the types of questions which are asked at reference service points, and the sources which are used most often. The long-term value will include enhanced training methods and improvements in library and information science curriculum which are developed as the result of a better understanding of the nature of reference transactions. The long-term value of this study is applicable not only to the study participants but to all libraries and library schools in the nation. While it may be impossible to quantify these benefits, the cost-benefit ratio appears to indicate a high return for the expense.

This study will be considered a success if the three objectives mentioned in Chapter I are accomplished. Indicators that this has been achieved are:

- 1) all steps in the operational plan are completed,
- 2) the target sample size is obtained,
- 3) the variable constructs exhibit high levels of reliability,
- 4) the prediction equation accounts for a sizable proportion of the variance in the outcome variables (e.g., forty to fifty percent), and
- 5) the findings can be used to describe levels of reference performance.

When the findings are summarized and submitted for publication, favorable comments during the peer review process will further indicate that the study was successful.

## CHAPTER V CONCLUSION

This proposal effectively identifies a significant problem of national import in the field of library and information science and presents an applicable research method for exploring the nature of the problem and reducing the knowledge void within the discipline concerning reference service evaluation. The potential impact of this study is significant improvement of reference service, improvement of training for reference work, and the improvement of education for reference work. Additional impact includes the development of sophisticated, standardized measures for describing and evaluating reference transactions. If the objectives of this study are achieved, it will advance the research front in the area of reference service evaluation from an exploratory to an experimental phase.

APPENDIX A  
LIBRARY ENVIRONMENT ASSESSMENT INSTRUMENT

Part 1

Directions: Place an "X" in front of the statement which you feel best describes the general level of reference service your library provides to readers. Although all librarians often "go the extra mile" in helping someone, please select the statement which you feel best describes the average level of service provided.

- Librarians direct readers to the catalog, indices, and other reference sources.
- Librarians directs readers to the catalog, indices, reference sources, and providesome instruction on how to use them efficiently.
- Librarians answer ready-reference questions, consult reference sources, andprovide instruction in using sources efficiently.
- Librarians guide readers to the stacks, recommend particular works, answerready-reference questions, consult sources, and provide instruction in using sources efficiently.
- Librarians locate excerpts and passage in sources for readers, guide readers to thestacks, recommend particular works, answer ready-reference questions, consult sources, and provide instruction in using sources efficiently.
- Librarians perform some limited research for readers, regularly search indices and abstracts (print and/or online) to find materials, locate excerpts and passages for readers, and answer ready-reference questions.
- Librarians actively perform research and package information for readers.

Part 2

Directions: Place an "X" in front of the statement which you feel best describes how policies on reference service and job expectations are communicated to staff.

\_\_\_\_\_ The library has developed a comprehensive written reference policy that clearly establishes job expectations.

\_\_\_\_\_ The library has developed some written guidelines which provide a general sense of job expectations.

\_\_\_\_\_ Library supervisors frequently issue memos in response to problems as they arise

\_\_\_\_\_ Library supervisors frequently make spoken announcements in response to problems as they arise

\_\_\_\_\_ Traditions of service are passed word-of-mouth among staff members with a high degree of uniformity in the understanding of policy.

\_\_\_\_\_ Traditions of service traditions are passed word-of-mouth among staff members with a low degree of uniformity in understanding regarding policy.

\_\_\_\_\_ Library has no policy of any kind.

APPENDIX B  
LIBRARIAN PROFILE INSTRUMENT

Part 1

Directions: Please indicate how strongly you agree or disagree with each statement by circling a number beneath it. Higher numbers indicate stronger agreement with the statement.

I frequently think of quitting this job.

1	2	3	4	5	6	7
Strongly Disagree					Strongly Agree	

I am generally satisfied with the kind of work I do on this job

1	2	3	4	5	6	7
Strongly Disagree					Strongly Agree	

Generally speaking, I am very satisfied with this job.

1	2	3	4	5	6	7
Strongly Disagree					Strongly Agree	

I get a feeling of personal satisfaction from doing my job well.

1	2	3	4	5	6	7
Strongly Disagree					Strongly Agree	

I feel bad when I do a poor job.

1	2	3	4	5	6	7
Strongly Disagree					Strongly Agree	



**Part 3**

Directions: Please answer each of the questions by answering yes or no.

Do you have a graduate degree in library and information science?	Yes	No
--	-----	----

Do you have a graduate degree in a field other than library and information science?	Yes	No
---	-----	----

Have you taken any graduate level courses in library and information science but not completed a graduate degree?	Yes	No
---	-----	----

Have you taken any graduate level courses in a field other than library and information science but not completed a graduate degree in that field?	Yes	No
---	-----	----

APPENDIX C  
FAQ SURVEY INSTRUMENT

Directions: Please list the five questions most frequently asked at your library. Once you have listed them, please rank them 1-5 from most frequently asked to least frequently asked.

QUESTION	RANK

APPENDIX D  
TRANSACTION RECORDING INSTRUMENT

Query:   Who   What   When   Where   Why   How <span style="float: right;">#####</span>
Answer:
Source: <span style="float: right;">Volume:   Page(s):</span>

Check One:       Ready-Reference Query                       Research Query

*Pilot + delivery*

APPENDIX E  
USER RESPONSE INSTRUMENT

Reference Service Survey

Please help us to improve library service by taking one moment to answer the questions below by circling the best answer. Place completed surveys in the box near the [fill in for each location]. All answers are anonymous and confidential.

How satisfied are you with the service you received from the librarian?						
1	2	3	4	5	6	7
Not Satisfied			Somewhat Satisfied		Very Satisfied	

Are the materials you found useful for your research?						
1	2	3	4	5	6	7
Useless			Somewhat Useful		Very Useful	

Did the librarian welcome you and appear ready to assist you?						
1	2	3	4	5	6	7
Librarian appeared not to see me				Librarian smiled and offered to help me		

Did the librarian appear interested in your question?						
1	2	3	4	5	6	7
Librarian appeared distracted or bored				Librarian was focused on my question		

Did the librarian attempt to understand your question?						
1	2	3	4	5	6	7
Librarian interrupted me and didn't listen				Librarian repeated the question to verify it		

Did the librarian attempt to verify you had located what you wanted?						
1	2	3	4	5	6	7
Handed me a book and moved on				Asked me if I had found what I wanted		

-----Optional-----

How often do you use the library?						
1	2	3	4	5	6	7
First Time	Now and Then	Monthly Two Weeks	Once every Week	Weekly a Week	Twice a	Three Times

How often do you ask questions at the reference desk?						
1	2	3	4	5	6	7
First Time	Now and Then	Monthly Two Weeks	Once every Week	Weekly a Week	Twice a	Three Times

What level of education have you received?						
1	2	3	4	5	6	7
Some High School Graduate	High School	Some College	Associate Degree	Bachelors Degree	Some Graduate School	Graduate Degree

APPENDIX F  
TRANSACTION ASSESSMENT INSTRUMENTS

[For Research Queries]

Directions: Read the following record of a reference transaction and then answer the questions below.

Query #####:

[ Insert Query ]

[Insert Answer]

[Insert Source]

Please place an "X" in front of the statement which best describes how accurate the answer was in responding to the query.

- Wholly accurate - A complete answer, and all information is correct
- Partially accurate - An incomplete answer, but the information provided is correct
- Accurate Referral - User is referred to an agency which can supply the correct answer
- No Answer
- Partially inaccurate - User is given both accurate and inaccurate information
- Inaccurate referral - User is referred to an agency which cannot supply the correct answer
- Inaccurate answer - No correct information is given

(over)

Did the librarian fail to ask any questions which they should have?

Can you recommend another source they should have used which would contain the answer?

Can you recommend another procedure to locating the information?

-----  
For Office Use:

1	2	3	4	5	6	7
Not complex Query involves one topic			Somewhat complex		Very Complex Query involves numerous topics	

1	2	3	4	5	6	7
More than one year	Within one year	Within six months	Within three months	Within this month	Within two weeks	Within this week

[For Ready-Reference Queries]

Directions: Read the following record of a reference transaction and then answer the questions below.

Query #####:

[ Insert Query ]

[Insert Answer]

[Insert Source]

Please place an "X" in front of the statement which best describes how accurate the answer was in responding to the query.

\_\_\_\_\_ Wholly accurate - A complete answer, and all information is correct

\_\_\_\_\_ Partially accurate - An incomplete answer, but the information provided is correct

\_\_\_\_\_ Accurate Referral - User is referred to an agency which can supply the correct answer

\_\_\_\_\_ No Answer

\_\_\_\_\_ Partially inaccurate - User is given both accurate and inaccurate information

\_\_\_\_\_ Inaccurate referral - User is referred to an agency which cannot supply the correct answer

\_\_\_\_\_ Inaccurate answer - No correct information is given

1	2	3	4	5	6	7
Not complex Query involves one topic			Somewhat complex		Very Complex Query involves numerous topics	
1	2	3	4	5	6	7
More than one year	Within one year	Within six months	Within three months	Within this month	Within two weeks	Within this week

APPENDIX G  
CURRICULA VITAE

## Matthew Locke Saxton

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Work: (714) 254-1880; Home: (714) 525-0802; FAX: (714) 525-0810

[http://www.gslis.ucla.edu/LIS/students\\_m-z/msaxton/HTML/msaxton.html](http://www.gslis.ucla.edu/LIS/students_m-z/msaxton/HTML/msaxton.html)

MSaxton@ucla.edu

Current Position: Librarian I, Anaheim Public Library, 500 W. Broadway, Anaheim, CA 92805

### EDUCATION:

**Doctor of Philosophy**, expected June 1998

Graduate School of Education & Information Studies, Department of Library and Information Science, University of California, Los Angeles

**Master of Library Science**, March 1994

Graduate School of Library and Information Science, University of California, Los Angeles  
GSLIS Student Governing Board, 1992-1994

**Bachelor of Arts**, June 1991

Occidental College, Los Angeles

History major, Anthropology minor

Delivered papers at the Phi Alpha Theta History Conference, 1988 & 1990

### TEACHING EXPERIENCE:

**Adjunct Professor**, Santa Ana Community College, Fall 1997

Library Technology 101 - "Introduction to Library Technology"

**Teaching Assistant**, University of California, Los Angeles, Spring 1996

Library & Information Science 110 - "Information Sources"

### PROFESSIONAL EXPERIENCE:

**ANAHEIM PUBLIC LIBRARY/** Anaheim, California

*Librarian I*, October 1994 - present

- \* Perform general reference work
- \* Develop the fiction, philosophy, and religion collections
- \* Train professional staff on using the Internet for reference services
- \* Supervise branch libraries as needed

## **PROFESSIONAL EXPERIENCE: (Continued)**

### **BEVERLY HILLS PUBLIC LIBRARY/** Beverly Hills, California

*Librarian I*, April 1994 - October 1994

*Library Intern*, January 1994 - March 1994

- \* Performed general reference work
- \* Created finding aids and bibliographies
- \* Weeded the reference collection

### **SIMON WIESENTHAL CENTER LIBRARY & ARCHIVES/** Los Angeles, California

*Library Assistant*, October 1992 - April 1994

- \* Answered ready reference queries and conduct reference interviews
- \* Supervised student employees

### **UCLA UNIVERSITY ARCHIVES/** Los Angeles, California

*Library Intern*, June 1993 - August 1993

- \* Designed an exhibition commemorating UCLA's 75th Anniversary
- \* Arranged and described manuscript collections

### **UCLA UNIVERSITY RESEARCH LIBRARY/** Los Angeles, California

*Student Assistant I*, October 1992 - June 1993

- \* Searched the OCLC database and downloaded bibliographic records
- \* Created in-processing ORION records

## **AWARDS, GRANTS, HONORS, FELLOWSHIPS:**

**Methodology Paper Award**, Association of Library and Information Science Educators, 1997

**California Library Literacy Service Grant**, California State Library, 1997 (\$105,000)

**HEA Title IIB Library Career Training Grant**, U.S. Department of Education, 1995-1996

**ASCOR Grant**, Research Assistant, UCLA Academic Senate, 1994-1997

**University Fellowship**, UCLA Graduate Division, 1994-1998

## **PUBLICATIONS:**

“Reference Service Evaluation and Meta-analysis: Findings and Methodological Issues.” *Library Quarterly* 67 (1997): 267-289.

“Public Participation in Strategic Planning of Library Services: Soliciting, Assessing, and Balancing Community and Staff Input.” (1997). (Under review).

“Neutralizing Threats to Validity in Reference Service Evaluation: Considerations for Improved Sampling from the Query Population.” (1997). (In progress)

## **REVIEWS:**

"EndNotes Plus 2.0 and ProCite 3.1." *Library Quarterly* 67 (1997): 189-190.

## **INVITED SPEAKING APPEARANCES:**

1997 Association of Library and Information Science Educators Conference  
J.W. Marriott Hotel, Washington D.C., February 12, 1997  
"Meta-analysis and Reference Service Evaluation"

Library Research Seminar I  
Florida State University, Tallahassee, Florida, November 2, 1996  
"Meta-analysis and Reference Service Evaluation"

Guest Lecture for LIS 226 - "General Reference Work"  
University of California, Los Angeles, May 14, 1995  
"Potential Sources of Bias in Reference Service Evaluation"

## **AREAS OF RESEARCH SPECIALIZATIONS:**

Meta-analysis in Library Science  
Multivariate Analysis of Reference Service  
Archival Reference and Outreach Services

## **PROFESSIONAL AND COMMUNITY ACTIVITIES AND MEMBERSHIPS:**

**America Library Association**, 1992 - present  
Reference & Adult Services Division, 1995 - 1996  
Reference & User Services Association, 1996 - present  
Library Research Roundtable, 1996 - present

**Association of Library and Information Science Educators**, 1996 - present

**Historical Society of Southern California**, 1991 - present

**Conference of Graduate Archival Educators and Researchers**  
San Diego, August 27, 1996, sponsored by Council on Library Resources, Student participant

**Commission on Archives and History**, United Methodist Church, California-Pacific Conference, 1994 - present; Chair, June 1996 - present

**COMPUTER:**

Statistical: SPSS, SAS, EQS5

Database: Microsoft Access, InMagic, dBase

Bibliographic: EndNote Plus, ProCite

**FOREIGN TRAVEL:**

April 1990                      Union of Soviet Socialist Republics (Leningrad, Kalinin, Moscow) and  
Finland (Helsinki)

September 1993                British Columbia, Canada (Vancouver, Victoria)

## APPENDIX H JOB DESCRIPTIONS

### **Research Assistant (Two positions available):**

This position requires a detail-oriented person to assist in conducting an exciting, comprehensive study of reference service. Research assistants will work closely with the principal investigator in assessing the accuracy of ready reference queries and the currency, or timeliness, of ready reference queries. Some data entry may also be involved. This position requires 60 hours over a six week period.

Successful applicants will possess the ability to follow directions precisely, possess some familiarity with the basic principles of reference work (such as having completed core reference courses), and have some knowledge of the fundamental reference sources used in public libraries. Graduate students who have completed core reference courses or who have interned in public libraries are encouraged to apply.

### **Judge - Reference Service Evaluation Project (5 positions available):**

Take this opportunity to participate in an exciting and comprehensive study of reference service. Learn useful analytical techniques while broadening and refining your own concepts of service quality and the reference process.

A panel of five judges will be enlisted to assess the accuracy and complexity of reference queries. Judges will receive training from the principal investigator and will then work independently in analyzing reference queries. This position is estimated to require 60 hours over a five week period.

Successful applicants will have extensive experience performing general reference work in public libraries and demonstrate a high level of professional knowledge. They must also possess the ability to follow directions precisely.

As recompense for their efforts, each judge may choose one of the following awards:

1. A weekend for two to Santa Barbara - Bed & Breakfast for two nights
2. A weekend for two to Las Vegas - Airfare and Hotel Room for two nights

## REFERENCES

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