# **Reference & User Services Quarterly**

The Journal of The Reference and User Services Association (RUSA)

Fall 2013 Volume 53, Number 1 ISSN 1094-9054 www.rusq.org



Information Literacy Skills of Humanities, Arts, and Social Science Tertiary Students in Singapore Arcane Magic: Hal Hall and the Creation and Transformation of Science Fiction Indexing Arizona Public Libraries Serving the Spanish-Speaking

# Reference & User Services Quarterly

The Journal of The Reference and User Services Association (RUSA)

#### Editor: Barry Trott

Editorial Advisory Board 2013–14: Jenny S. Bossaller, Assistant Professor of Library and Information Science, University of Missouri (2012–15); Heidi L. M. Jacobs, Information Literacy Librarian, University of Windsor (2012-15); Kate Kosturski, Institutional Participation Coordinator, United Kingdom and Northern Europe, JSTOR/ Portico (2012-15); Scott Seaman, Dean of Libraries, Ohio University (2012-15); Carol Singer, Professor, Library Teaching and Learning Department, Bowling Green State University (2012-15); Nicolette Sosulski, Business Librarian, Portage District Library (2012-15); Laurel Tarulli, Blogger and Part-time Faculty, School of Information Management, Dalhousie University (2012-15); David A. Tyckoson, Associate Dean, Henry Madden Library, California State University, Fresno (2012–15); Chiang A. Wang, Adult Service Manager, Queens Library at Flushing (2012-15); Neal Wyatt, doctoral candidate in Media, Art, and Text, Virginia Commonwealth University (2012–15)

Ex Officio: M. Kathleen Kern, RUSA President (2013-14).

**Production:** ALA Production Services: Troy D. Linker, Chris Keech, Tim Clifford, Kirstin Krutsch, Chelsea McGorisk, and Rosalie Watts.

**Reference & User Services Quarterly** is a continuation of *RQ*. The title change was effective with Volume 37, Number 1, 1997.

Please visit our website at www.rusq.org.

© 2013 American Library Association.

All material in this journal subject to copyright by the American Library Association may be photocopied for the noncommercial purpose of scientific or educational advancement granted by Sections 107 and 108 of the Copyright Revision Act of 1976. For other reprinting, photocopying, or translating, address requests to the ALA Office of Rights and Permissions, 50 E. Huron St., Chicago, IL 60611.

**Circulation:** *Reference & User Services Quarterly* (ISSN 1094-9054) is published quarterly (fall, winter, spring, summer) by the American Library Association (ALA), 50 E. Huron St., Chicago, IL 60611. It is the official publication of the Reference and User Services Association (RUSA) (formerly RASD, Reference and Adult Services Division), a division of the ALA. Subscription price: to members of

RUSA, \$25 a year, included in membership dues; to nonmembers, U.S. \$65; Canada and Mexico, \$70; and all other countries, \$75. Single articles, \$12.

**Editorial Policy:** *Reference & User Services Quarterly* is the official journal of RUSA. The purpose of *Reference & User Services Quarterly* is to disseminate information of interest to reference librarians, information specialists, and other professionals involved in user-oriented library services. The scope of the journal includes all aspects of library service to adults, and reference service and collection development at every level and for all types of libraries. The journal follows a policy of double-blind refereeing of articles in advance of publication. —Adopted by RASD Board, June 27, 1989

**Manuscripts:** Prospective authors can review the "Instructions to Authors" found online at www.rusq.org/ authors.

Advertising: Reference & User Services Quarterly accepts advertising for goods or services to the library profession and library services in general and encourages advertising as a vehicle to inform readers of products and services and to provide product communication between vendor and buyer. Reference & User Services Quarterly will adhere to all ethical and commonly accepted advertising practices and will make every effort to ensure that its practices in relation to advertising are consistent with those of the other Association publications. Reference & User Services Quarterly reserves the right to reject any advertisement deemed not relevant or consistent to the above or to the aims and policies of the American Library Association. Bill Spilman, Innovative Media Solutions, 320 W. Chestnut St., PO Box 399, Oneida, IL 61467. Phone: (309) 483-6467 or toll-free 1-877-878-3260; fax: (309) 483-2371; e-mail: bill@ innovativemediasolutions.com.

Abstracting and Indexing: RUSQ is abstracted or indexed in Arts & Humanities Citation Index; Book Review Digest Plus; Book Review Index; Computers & Applied Sciences Complete; Current Contents; Ebscohost Masterfile; Education Research Complete; Educator's Reference Complete; FRANCIS; Gale Cengage Expanded Academic ASAP; Gale Cengage General OneFile; INSPEC; Library, Information Science, & Technology Abstracts; Library Literature & Information Science; USA: Library and Information Science Abstracts; Professional Development Collection; ProQuest Education Journals; ProQuest Research Library; Referativny: Zhurnal; SCOPUS; Social Sciences Citation Index; and Web of Science.

# Reference & User Services Quarterly

The Journal of The Reference and User Services Association (RUSA)

## <u>Columns</u>

- 2 From the Editor BARRY TROTT Information for Authors
- 5 From the President of RUSA M. KATHLEEN KERN I'm a Chair, but I Feel Like a Folding Chair: How RUSA Can Help Develop Your Leadership Skills
- 9 Taking Issues KAREN ANTELL AND MOLLY STROTHMANN Should Librarians Friend Their Patrons? NEDDA H. AHMED AND ADRIANA EDWARDS-JOHNSON, GUEST COLUMNISTS
- 13 Accidental Technologist ERIC PHETTEPLACE Know Thy Users: User Research Techniques to Build Empathy and Improve Decision-Making AMANDA ETCHES, GUEST COLUMNIST

#### 18 Readers' Advisory

LAUREL TARULLI Social Media and Readers' Advisory: A Win-Win Combination? REBECCA ANWYLL AND BRENDA CHAWNER, GUEST COLUMNISTS

### 23 The Alert Collector

KELLY MYER POLACEK The World at 1200: A Guide to Introductory Sources AMANDA QUALLS, GUEST COLUMNIST

#### 29 Management MARIANNE RYAN Access Services—Check Us Out! BETH CLAUSEN, GUEST COLUMNIST

33 Information Literacy LISA O'CONNOR Establishing Twenty-First-Century Information Fluency JENNIFER SHARKEY, GUEST COLUMNIST

### Features

40 Information Literacy Skills of Humanities, Arts, and Social Science Tertiary Students in Singapore SCHUBERT FOO, XUE ZHANG, YUN-KE CHANG, SHAHEEN MAJID, INTAN AZURA MOKHTAR, JOANNA SIN, AND YIN-LENG THENG

# **Departments**

- 71 From Committees of RUSA
  - 71 MARS Best Free Reference Websites 2013

#### 51 Arcane Magic

Hal Hall and the Creation and Transformation of Science Fiction Indexing SARAH POTVIN AND CATHERINE COKER

60 Arizona Public Libraries Serving the Spanish-Speaking Context for Changes DENICE ADKINS AND C. SEAN BURNS

#### 77 Sources

77 Professional Materials
KAREN ANTELL, EDITOR
81 Reference Books
TAMMY J. ESCHEDOR VOELKER, EDITOR

Fall 2013 Volume 53, Number 1 ISSN 1094-9054 www.rusq.org