

Reference & User Services Quarterly

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

Summer 2013
Volume 52, Number 4
ISSN 1094-9054
www.rusq.org

Regarding Reference in an Academic Library: Does the Desk Make a Difference?
Reading Matters in the Academic Library: Taking the Lead from Public Librarians
Shall We Get Rid of the Reference Desk?

Reference & User Services Quarterly

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

Editor: Barry Trott

Editorial Advisory Board 2012–13: 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: Mary Pagliero Popp, RUSA President (2012–13).

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 non-members, 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*; *LISA: 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)

Summer 2013
Volume 52, Number 4
ISSN 1094-9054
www.rusq.org

Columns

- 272 From the Editor**
BARRY TROTT
Connie Van Fleet, an Appreciation
- 276 From the President of RUSA**
MARY PAGLIERO POPP
An Imperative for Libraries: How Well Do We Know Our Users?
- 279 Taking Issues**
KAREN ANTELL AND MOLLY STROTHMANN
Cross-Examining Google Scholar
XIAOTIAN CHEN AND KEVIN O'KELLY, GUEST COLUMNISTS
- 283 Accidental Technologist**
ERIC PHETTEPLACE
Chasing Reference: Librarians and Collaborative Blogging
AMY BARLOW, HEATHER LOVE BEVERLEY, CARRIE DUNHAM-LAGREE, SARAH ELICHKO, AND EMILY HAMSTRA, GUEST COLUMNISTS
- 287 Readers' Advisory**
LAUREL TARULLI
In the Eye of the Beholder: Readers' Advisory from a Cataloging Perspective
VICTORIA CAPLINGER, GUEST COLUMNIST
- 291 The Alert Collector**
KELLY MYER POLACEK
Genocide
RACHEL K. FISCHER, GUEST COLUMNIST
- 298 Management**
MARIANNE RYAN
The Effect of Time of Day on Reference Interactions in Academic Law Libraries
SETH QUIDACHAY-SWAN, GUEST COLUMNIST

Features

- 302 Regarding Reference in an Academic Library**
Does the Desk Make a Difference?
HAZEL MCCLURE AND PATRICIA BRAVENDER
- 309 Reading Matters in the Academic Library**
Taking the Lead from Public Librarians
PAULINE DEWAN
- 320 Shall We Get Rid of the Reference Desk?**
DENNIS B. MILES

Departments

- 334 From the Committees of RUSA**
- 334 Notable Books, the 2013 Selection of Titles
NOTABLE BOOKS COUNCIL
- 336 The Reading List, the 2013 Selection of Titles
READING LIST COUNCIL
- 339 The Listen List, the 2013 Selection of Titles
THE LISTEN LIST: OUTSTANDING AUDIOBOOK NARRATION COUNCIL
- 342 Outstanding Reference Books, the 2013 Selection of Titles
RUSA CODES OUTSTANDING REFERENCE SOURCES COMMITTEE
- 343 Sources**
- 343 *Professional Materials*
KAREN ANTELL, EDITOR
- 348 *Reference Books*
TAMMY J. ESCHEDOR VOELKER, EDITOR
-