
It Almost Takes a Village

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The production of this journal is truly a collaborative effort. Authors, referees, column editors, book reviewers, and production staff are all part of this community. Once again, an editorial year has passed by in the blink of an eye. As always, I am indebted to the *RUSQ* Editorial Advisory Board for their help with shaping content and direction. The following individuals contributed many hours this past year through their service on this board: Judith M. Arnold, Gwen Arthur, Corinne Hill, Robert V. Labaree, Jessica E. Moyer, Kjerstine Nielsen, Amber A. Prentiss, Douglas Raber, Marianne Ryan, and Michael Stephens. Since a constant flow of manuscripts kept these board members busy, I am grateful for the willingness of the following experts to step in as needed to serve as occasional referees: Karen Antell, Lori Arp, Christine Avery, Anne Behler, Paula Contreras, Phillip Edwards, Linda Friend, Jennifer Gillely, Nancy Huling, M. Kathleen Kern, Daniel Mack, Charles Malenfant, Dale McNeill, Judith M. Nixon, Eric Novotny, Lisa O'Connor, Mary Popp, Emily Rimland, Kathleen A. Sullivan, Linda C. Smith, Amalia Strothmann, David Tyckoson, Barry Trott, Matthew Wayman, Beth S. Woodard, and Neal Wyatt. The feedback to authors from these dedicated reviewers was instrumental in producing a collection of high-quality feature articles. The following peer-reviewed feature articles were published in volume 47:

“Whatever Happened to ‘Always Cite the Source?’: A Study of Source Citing and Other Issues Related to Telephone Reference,” by Denise E. Agosto and Holly Anderton.

“Comparison of Retrieval Performance of Eleven Online Indexes Containing Information Related to Quaternary Research, An Interdisciplinary Science,” by Lura E. Joseph.

“If My Mother Was Alive I’d Probably Have Called Her: Women’s Search for Health Information in Rural Canada,” by Roma Harris and Nadine Wathen.

“The Effects of Librarians’ Behavioral Performance on User Satisfaction in Chat Reference Services,” by Nahyun Kwon and Vicki L. Gregory.

“Sociocultural Learning Theories and Information Literacy Teaching Activities in Higher Education,” by Li Wang.

“Assessing User Interactions at the Desk Nearest the Front Door,” by Pixey Anne Mosley.

“Determining Use of an Academic Library Reference Collection: Report of a Study,” by Jeannie Colson.

FROM THE EDITOR

“Reference Transaction Handoffs: Factors Affecting the Transition from Chat to E-Mail,” by Nora Wikoff.

“Cyberface or Face-to-Face: The Teachable Moment and Changing Reference Mediums,” by Christine M. Desai and Stephanie J. Graves.

“Weeding Gone Wild: Planning and Implementing a Review of the Reference Collection,” by Carol A. Singer.

“But I Want a Real Book’: An Investigation of Undergraduates’ Usage and Attitudes toward Electronic Books,” by Cynthia L. Gregory.

“A Generation in Transition: A Study of the Usage and Attitudes toward Public Libraries by Generation 1.5 Composition Students,” by Curt Asher and Emerson Case.

“Why Isn’t Our Chat Reference Used More?: Findings of Focus Group Discussions with Undergraduate Students,” by Sharon Naylor, Bruce Stoffel, and Sharon Van Der Laan.

“Strategic Planning for Reference in a Team Environment: The Preferred Futuring Model,” by Shahla Bahavar and Judy A. Truelson.

“Testing Classification Systems for Reference Questions,” by Deborah B. Henry and Tina M. Neville.

“It’s All in the Marketing: The Impact of a Virtual Reference Marketing Campaign at Texas A & M University,” by Karen I. MacDonald, Wyoma vanDuinkerken, and Jane Stephens.

“Revitalizing the One-shot Instruction Session Using Problem-Based Learning,” by Barbara Ferrer Kenney.

I am pleased that two issues of volume 47 contained editorials focusing on graduate programs in library and information science. Lisa O’Connor’s thought provoking guest editorial, “Nice Shoes,” is written from the perspective of a practitioner who made the transition to library school educator. A follow up editorial, “An Interview with 2006–2007 ALISE President Connie Van Fleet,” provides detailed data on ALA-accredited programs as well as interesting commentary on trends in library education. Library education is of interest to several RUSA committees. Evidence of this is the recent survey conducted by the CODES Collection Development Education Committee. Their findings were reported in the Fall 2007 issue in an article entitled “Collection-Related Courses in ALA-Accredited Master’s Programs: A Description.” Library school education even became the focus of one of the Readers’ Advisory columns, Connie Van Fleet’s guest-edited column “Education for Readers’ Advisory Service in Library and Information Science Programs: Challenges and Opportunities.”

As usual, the columns in *RUSQ* remain as popular as ever. “The Alert Collector” column featured advice on building collections to reflect the Afro-Latino experience (Shana M. Higgins); Unitarian Universalism (Tierney V. Dwyer); and fashion and textile studies (Monique Delatte and Lore A. Guilmartin). During this past year, Neal also launched the

first of several genre-related columns. Given the huge interest generated by this inaugural column, “Romance Fiction 101” (authored by Neal Wyatt, Georgine Olson, Kristin Ramsdell, Joyce Saricks, and Lynne Welch), this series is destined to become a big hit.

Under the able editorship of Barry Trott, the “Readers’ Advisory” column continues to create buzz in readers’ advisory circles. Other columns (in addition to the aforementioned contribution by Connie Van Fleet) in this past volume featured Joan Bessman Taylor’s research on the role of nonappeal factors in readers’ advisory practice, Neil Hollands’ response to a controversial book on readers’ advisory practice and theory, and David Beard and Kate Vo Thi-Beard’s challenge to practitioners to incorporate research into reading behavior into contemporary readers’ advisory practice.

M. Kathleen Kern continues to serve up insights about emerging and retreating technologies in her role as editor of the “Accidental Technologist” column. Sam Stormont’s contributed column, “Looking to Connect” focuses on technical issues that hamper the growth of virtual reference. Well-known blogger Michael Stephens offers practical tips on technology planning in “Taming Technolust: Ten Steps for Planning in a 2.0 World.”

Managers will also want to make a practice of reading the columns in Judith M. Nixon’s “Management” column. Judith has a gift for identifying relevant topics and excellent authors. Both columns in volume 47 addressed the topic of assessment: E. Stewart Saunders’ look at service evaluation (“The LibQUAL+ Phenomenon: Who Judges Quality?”) and Jonathan Miller’s description of an easy to use tool for evaluating reference service (“Quick and Easy Reference Evaluation: Gathering Users’ and Providers’ Perspectives.”).

Other occasional columns focused on reference. The “Information Literacy and Instruction column” edited by Lori Arp and Beth S. Woodard featured Edward J. Eckel’s column, “Fostering Self-Regulated Learning at the Reference Desk.” Michele Martin highlighted one reference librarian’s approach to marketing librarians’ services in the interview she contributed to the “For Your Enrichment” column (“The Man Behind the Slam: An Interview with Bill Pardue”). In this same column, Charlotte E. Ford served as guest editor for an article bringing together three points of view (offered by Julie Gerardin, Michelle Yamamoto, and Kelly Gordon) on the viability of reference service in Second Life (“Fresh Perspectives on Reference Work in Second Life”).

The reviewing of reference books and professional materials is an important professional contribution. I want to thank all of the individuals who contributed book reviews to *RUSQ* this past year. Carolyn J. Radcliff began editing the “Reference Books” section of *RUSQ* in 2000 (no small feat). Over this period she has worked with 136 reviewers who have written 707 reviews. 155 of these 707 reviews have been written by this group of fourteen reviewers: Gregory A. Crawford, Steven R. Edscorn, David M. Fagerstrom, Samantha J. Gust, Sara Anne Hook, Michael Levine-Clark, David Lincove, E. Richard McKinstry, Sally Moffitt, Eileen Oliver, Linda L. Scarth, Craig

Shufelt, Robin N. Sinn, and Vincent P. Tinerella. While Karen Antell has been editing the “Professional Materials” section for a shorter period of time, she too has a cadre of regular reviewers who she has relied on heavily: Jenny Stenis, Larry Cooperman, Kathleen Fleming, Anthony Stamatoplos, Bernadette Lear, and James Bierman.

One of the pleasures of editing this journal is working with the RUSA President and several RUSA committees. I can’t help but think David A. Tyckoson has a future in media given the clever titles of his engaging presidential columns. Once again, the Machine-Assisted Reference Section (MARS) compiled its popular annual list of best free reference Web sites and the Business Reference and Services Section (BRASS) contributed its widely consulted compilation of the year’s outstanding business reference sources. Other annual listings included “Notable Books” (RUSA Notable Books Council), “Outstanding Reference Sources” (RUSA CODES Reference

Sources Committee), and “Best Bibliographies in History” (RUSA History Section Bibliography and Indexes Committee). One listing that premiered this year is “The Reading List,” a juried list of outstanding genre fiction for adult readers (The Reading List Council).

The production of this journal (both the print version and the *RUSQ* Online Companion) is an effort by a team of people behind the scenes. In particular, I want to thank the staff in ALA Production Services and the staff in the RUSA office. I also want to thank my home institution, The Penn State University Libraries, for providing financial support through the Louis and Virginia Benzak Business Librarian Endowment. Monies from this endowment enabled me to employ Christopher T. White and his successor, Lissette Szwydny, as editorial assistants. I also want to thank all of my colleagues in the Schreyer Business Library and my family for their continued encouragement and support.