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Library Faculty Publish Article



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(St. Petersburg, Fla.) July 16, 2009 - Deb Henry and Tina Neville, library faculty at the Nelson Poynter Memorial Library, co-authored the article, "Reference Classification - Is it Time to Make Some Changes?" published in the latest issue of *Reference & User Services Quarterly*.

In the article, Henry and Neville explore the topic of finding a more accurate and consistent method for recording interactions at the library reference desk. Reference statistics are reported to national education organizations and accreditation bodies and used for peer comparisons. In this study, reference librarians from both academic and public institutions participated in a working comparison of two different reference question classification systems.

A traditional system, developed before computer technology became prominent in the library environment, was challenged by a more recently developed technology and skills-based system. Statistically, consistency and ease of use was significantly better using the technology and skills-based system. This study is a follow-up to an earlier in-house analysis published in a 2008 issue of *Reference & User Services Quarterly*.

-USF St. Petersburg-

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