List of Tables and Figures

TABLES

3.1	Largest Samples in Reference Service Evaluation Research	45
	Summary of Dependent and Independent Variables	67
5.1	Classification of 9274 Requests for Assistance	75
5.2	Assumptions Regarding Unrecorded Transactions	75
5.3	Classification of 3520 Reference Queries	76
5.4	Rate of Return	76
5.5	Comparison of Six Subsets to the Total Query Sample in	
	Terms of ACCURATE and DIFFICULT	78
5.6	Analysis of Missing Variables in Total Sample and Subsample	79
5.7	Descriptive Statistics for Level-1 Predictor Variables	81
5.8	Descriptive Statistics for Level-2 Predictor Variables	82
5.9	Descriptive Statistics for Level-3 Predictor Variables	83
5.10	Variance in COMPLETE at Different Levels of the	
	Unconditional Model	85
	Variance in COMPLETE for Different Conditional Models FAMILIAR, BEHAVIOR, and SERVICE as Predictors of	85
	COMPLETE	86
	Variance in COMPLETE for the Final Conditional Model Variance in USEFUL at Different Levels of the Unconditional	87
	Model	88
	Variance in USEFUL for Different Conditional Models FAMILIAR, UEDU, and BEHAVIOR as Predictors of	88
	USEFUL	89
	Variance in USEFUL for the Final Conditional Model Variance in SATISFY at Different Levels of the Unconditional	89
	Model	89
5.19	Variance in SATISFY for Different Conditional Models	90
5.20	Variance in SATISFY for Different Conditional Models	91
5.21	BEHAVIOR as a Predictor of SATISFY	91

	Variance in SATISFY for the Final Conditional Model	92
5.23	Variance in ACCURATE at Different Levels of the	
	Unconditional Model	92
5.24	Variance in ACCURATE for Different Conditional Models	93
5.25	DIFFICULT as a Predictor of ACCURATE	93
5.26	Variance in ACCURATE for the Final Conditional Model	94
7.1	Event List for Reference Transactions	107
B.1	Descriptive Statistics for Level-1 Predictors	127
B.2	Descriptive Statistics for Level-2 Predictors	127
B.3	Descriptive Statistics for Level-3 Predictors	127
C.1	Correlation Matrix for Outcome Variables	128
C.2	Correlation Matrix for Variables Measuring Behavioral	
	Guidelines	128
C.3	Correlation Matrix for Variables Measuring User	
	Characteristics	129
C.4	Correlation Matrix for Variables Measuring Librarian	
	Characteristics	129
C.5	Correlation Matrix for Variables Describing Library	
	Characteristics	129

FIGURES

1.1	The Reference Service Performance Model	11
7.1	Question Answering Context Diagram	107
	Event 1 — Inquirer Expresses Need (Query Negotiation) Event 2 — Inquirer Confirms Statement of Need (Query	108
	Resolution)	108
7.4	Event 3 — Satisfaction Assessment	109