

## Telephone Reference: A Selected Bibliography

by

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The following bibliography was presented at the 1996 Indiana Library Federation Conference in Indianapolis, at a program entitled "Telephone Reference - Chicago Style." The articles and books cited range from one of the earliest articles about telephone reference, to the most recent study on the subject.

Brown, Diane M. "Telephone Reference Questions: A Characterization by Subject, Answer Format, and Level of Complexity." *RQ* 24:3 (Spring 1985): 290-303.

A study of telephone reference questions received by the Chattanooga-Hamilton County Bicentennial Library, a medium-sized public library in Chattanooga, Tennessee.

Garnett, Emily. "Reference Service by Telephone." *Library Journal* 61 (December 1, 1936): 909-911.

One of the earliest articles about telephone reference in the literature.

Mulac, Carolyn . "As Shown by Our Survey..." *Illinois Libraries* 73:6 (November 1991): 545-547.

Preliminary results of a survey of reference sources used at the Chicago Public Library Information Center.

Mulac, Carolyn M. "Who is the Majorette Leader of the Senate? Or How Can I Preserve My Favorite Carrot?" *Illinois Libraries* 73:6 (November 1991): 574-576.

A brief humorous look at telephone reference queries.

Neumann, Kathleen M. and Gerald D. Weeks. "Reference Materials in a Telephone Reference Service: A Model for Telereference." *RQ* 20:4 (Summer 1981): 394-402.

- Describes a telephone reference service (Enoch Pratt Free Library) and the collection used to answer patrons' questions.
- Parhad, Browyn. "Managing Telephone Reference Services: Problems and Solutions." *The Reference Librarian* 3 (Spring 1982): 121-125.  
Suggestions for managing a telephone reference service by a former head of the Chicago Public Library Information Center.
- Quinn, Brian. "Improving Telephone Information and Reference Services." *Reference Services Review* 23:4 (Winter 1995): 39-50.  
Better training methods and the incorporation of recent technological advances are among the suggestions offered in the most recent study of telephone reference.
- Riechel, Rosemarie. *Improving Telephone Information and Reference Service in Public Libraries*. Hamden, Conn: Library Professional Publications, The Shoe String Press, 1987.  
A handbook of useful information and guidelines for the improvement of telephone reference service. Includes fifty actual reference questions and answers (and sources cited).
- Riechel, Rosemarie. "The Telephone Patron and the Reference Interview: The Public Library Experience." *The Reference Librarian* 16 (Winter 1986):81-88.  
Focuses on the caller and successful approaches to the telephone reference interview.
- Smith, Daniel R. "Some Reference Training: Some Suggestions and Observations." *The Southeastern Librarian* 43 (Spring/Summer 1993): 7-9.  
Addresses basic training for telephone reference based upon the author's experience in setting up two successful telephone reference services.
- Yates, Rochelle. *A Librarian Guide to Telephone Reference Service*. Hamden, Conn: Library Professional Publications, The Shoe String Press, 1986.  
A Practical approach to starting a telephone reference service. Includes a list of frequently consulted reference books and the Detroit Public Library TIP Service's subject indexing terms.