

Running Head: Rathmelassignment3

Angela D. Rathmel

Emporia State University, School of Library and Information Science

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Introduction

“The world of recorded knowledge and information is complicated, and the number of complications tends to the infinite.” (Gorman, 2004, p.19)

Learning to search effectively within a vast and complicated world of recorded knowledge is a challenging and often frustrating process requiring a unique combination of skills.

Intermediaries between information seekers and the information sought must be in a continuous state of learning of both the resources that are available as well as how to use them effectively.

In learning any new skill, the first question is intuitively “How do you do this?” But according to Ojala (1995), searchers of online information systems need to first ask “where do I go to find out?”. The resources to which the searcher must go present their own set of problems. In this way effective searching relies on much more than the searcher’s abilities alone.

The literature shows the various problems plaguing both the searcher and search systems, such as: indexing (Fidel, 1994), vocabulary (Bates, 1988), full-text retrieval (Basch, 1989), inconsistent retrieval features (Othman & Halim, 2004) and fundamental theoretical limitations of information retrieval (Swanson, 1988; Henzinger, Morwani & Silverstein, 2002). In the process of preparing an information needs assessment, subsequent search and presentation results for a client’s information need, these challenges were experienced first-hand. This paper will describe this process in three sections. First, an outline of the reference interview characterizing the client and her information need is provided followed by an overview of the search strategies and the results that were presented to the client. Based on the client’s feedback, the strengths and weaknesses of the entire needs assessment process are evaluated and described.

Information Need Profile

The client is a professional female over the age of 60. She has recently completed in her dissertation for a distance learning Doctoral program which was conducted entirely online. This indicates that she is a skilled researcher and is comfortable using online tools. She wants to prepare her dissertation for possible publication as a scholarly journal article. Her first question was whether it was appropriate to submit her article to more than one journal. More comprehensively she is interested in finding out more about the process for submitting a manuscript for publication in scholarly journals. She also indicated that she has some ideas for a book and would be interested in the publishing process for that format as well. The first question presented to her concerned what types of information and resources would she like to have on these topics. She indicated a preference for scholarly articles, introductory books, and other online resources.

This initial interview was done in person. The remaining interactions took place in three subsequent exchanges over email. The first two emails were following to the reference interview and a final email exchange was devoted to sharing and evaluating the results of the search.

In the first continued interview exchange by email questions focused on drawing out more specific concepts about her information need. There were four questions (Q1-Q4) and responses (A1-A4). I followed up with a second email to clarify the third question (FQ3 and FA3).

Q1: What is the subject of your dissertation and/or the article you are hoping to publish?

A1: *My dissertation title is A Spiritually Informed Intervention to Address Posttraumatic Stress Disorder Holistically. For the article I have changed it to Addressing the Multidimensionality of Posttraumatic Stress Disorder Holistically through a Spiritually Informed Intervention.*

Q2: *Who (and where – US or International) do you want your audience to be? Who do you hope will read your article?*

A2: *Audience would be other professionals in mental health or medical field.*

Q3: *What other, if any, publishing venues are you interested in?*

A3: *Scholarly journals. (see also follow up question)*

FQ3: *Did you have any particular journals (or societies) already in mind that you are interested in?*

FA3: *There is a Journal of Traumatic Stress but it seems like it is an online only journal and I'd prefer an in print journal. So - I was making this list the other day but can't remember where I was seeing these others - Counseling and Values, J of Counseling and Development, J of Psychology and Theology, J of Behavioral Health Services and Research, J of Contemporary Psychotherapy.*

Q4: *What is your goal for publishing in a journal and for publishing your book ideas?*

A4: *Goals would include personal achievement as well disseminating information relevant to treatment of PTSD and combining psychotherapy and spirituality.*

Based on these interviews her problem statements were: Find journal articles, web resources and a few books on the process for getting both a journal article published in scholarly journals and the process for completing/writing a book and getting it published. This statement was confirmed to the client as two summarized questions (see Appendix) paraphrasing her preference regarding the types of information she wanted to receive.

Search Strategy and Results

The first step was mapping the key concepts of the problem statement into a concept table. (see Table 1). The table shows possible terms to be searched with Boolean AND operators from left to right and OR operators from top to bottom. The terms labeled with an asterisk were found through pearl growing, a process by which subject terms (or other criteria) found in relevant retrieved articles are used to search for other relevant articles.

Table 1. *Search terms concept table*

AND		
Concept 1	Concept 2	Concept 3
Publish, publishing, published	Journal	Process
Distribute, distribution	Book	Steps
Publishing industry*	article	Protocol
Writers	work	trends
authors*	Periodicals*	procedure
	Peer review	policy
		method
		Acceptance*

Before forming these concept terms into search queries, library databases listed under the General Reference subject of publishing were explored. Among these, *Cabell's directory of publishing opportunities* and *Journal citation reports* were identified as possible sources of interest. Next, the following databases were chosen within which to execute the search:

ProQuest Research Library, Academic Search Premier, and ABI/Inform. These are full text multi-disciplinary databases, each with a large content and scope. The index database PsychInfo was also selected for its focus in the subject of psychology. The search was limited to library databases and other resources that would be available to the client, should she choose to explore a search further on her own.

The ProQuest Research Library search incorporated the use of wildcard truncations and Boolean AND operators in the initial search statements. Identifying the database vocabulary subject terms allowed narrowing of the results for higher relevance. When only three relevant documents resulted from the search: (SUB(Writers) AND SUB(Publishing industry)) AND AT(general information), a broader search was executed in Academic Search Premier database . This search utilized Boolean OR operators to determine the vocabulary used in this database. The term “authors” was suggested by this system in place of my term “writers”. Searching the subject terms for “authors” along with selecting various system provided subject terms suggestions resulted in no relevant results except those already retrieved in the previous database. The extensive searches and experimentation in these two databases perhaps contributed to a more efficient search using ABI/Inform. Using similar techniques as those used

in ProQuest resulted in 34 relevant documents some also duplicates of the previous search results. Three more which closely matched the client's criteria were chosen.

The search process in each of these databases illustrates the complicated balancing act between precision and recall that searchers must understand and practice to achieve. When results showed a sufficient precision regarding publishing, many of the results had an irrelevant specificity of subject (e.g. the publishing process for economics). The precision of the retrieved items indicated my terms were appropriate, but the recall wasn't as high as expected. Trying a more subject specific database for articles on this topic was useful. Although the advanced search screens in each database were used primarily, it is worth noting that PsychInfo had a uniquely helpful basic search screen including a search tips stating: "(All Fields are being searched. For best results, use AND between terms, wildcard*, or "exact phrase")".

The remainder of the search was devoted to finding books and other online resources. WorldCat was the obvious choice for books. This search was productive owing largely to the clear match of the database to the search need and my experiences developing search queries thus far. For other resources, the search engines (Google and Ask.com) as well as group web pages (Google groups, Yahoo groups) were selected. The majority of the results included from these sources were publishing society pages. One society's advertised call for papers matched the client's dissertation topic prompting the follow-up question regarding which specific journals the client was considering. The author submission guidelines for each of the journals she mentioned were provided. In response to her comment indicating reluctance to be published in online only journals, a reference to SPARC initiative website was included.

Presentation and Evaluation

The time spent developing the information package (see Appendix) was extensive because contrary to what Kangiser (2003) suggests, the reference interview did not address how the client would want the information delivered. The information package was created in a separate document and attached by email. The package itself included the information need questions, an outline of the reference interview questions, and the results roughly organized into three categories based on format.

Overall the client responded positively to the results, commenting that the information met her needs while also providing her insights she would not have come to on her own. Her responses further indicated that the reference interview was successful in that it helped her to clarify her own intent and purpose for seeking the information. However, there were some responses that illustrate a misreading of the client's information need. As Barry (as cited by Fidel, 1994) observed, the clients basis for evaluating the relevance of documents was impacted by the level of knowledge the client used when approaching the document and how clear and readable the information was presented. For example, an article found to be highly relevant was one the client dismissed as the least helpful, stating "[the abstract] sounds confusing". Also, the client's comfort with online resources may have overestimated given her request for *Cabell's directory of publishing opportunities* in print rather than the online version provided. Despite assumptions and because the client did not explicitly state her preference for printed materials, it was good that both formats were provided in the results allowing the choice to be left to the client.

Conclusion

“Today’s search should improve tomorrow’s – both your tomorrow and the client’s”
(Quint, 1991, p.13).

This particular search process benefited from two primary advantages. First, familiarity with the client allowed considerable flexibility in the reference interview and in the presentation of results. However, simple open-mindedness can also be an effective strategy whether the client is known or not. Unbiased approach to the reference interview allows for greater accuracy in understanding the information need. When confronted with rules that change from system to system, keeping an open mind also allows the searcher adapt search strategies more quickly. Another help to this search process was the product of good indexing. Libraries that index their databases by subject and provide accurate descriptions of these resources make choosing databases simpler. Databases that index both structured vocabulary terms as well as that of author provided terms helps increase the precision and recall of searches.

The interview and subsequent searches undertaken in this assignment helped to identify any deficiencies in executing searches. Formulating the concepts into search terms requires more critical thinking than anticipated and required repeated trial and error. Searching effectively is ultimately a tacit process learned through each successive experience. Understanding the queries that yield the best results within each resource is a skill that can only come from practice. The searches performed in the later stages of the process were more efficient because they benefited from the lessons learned in prior searches. Continuing to

practice these skills will improve future use of information resources and interactions with information seekers.

References

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Swanson, D. R. (1988). Historical note: Information retrieval and the future of an illusion.

Journal of the American Society of Information Science, 39(2), 92-98.

Appendix

Information Package

Information Need

Question 1: What is the process for getting a journal article published?

Question 2: What is the process for completing/writing a book and getting it published.

You requested academic articles or books about this and also would prefer some “go to” resources like websites or contacts.

My additional questions and your responses

1) What is the subject of your dissertation or the article you are hoping to publish?

My dissertation title is A Spiritually Informed Intervention to Address Posttraumatic Stress Disorder Holistically. For the article I have changed it to Addressing the Multidimensionality of Posttraumatic Stress Disorder Holistically through a Spiritually Informed Intervention.

2) Who (and where – US or International) do you want your audience to be?

3) Who do you hope will read your article?

Audience would be other professionals in mental health or medical field. Yes scholarly journals.

4) What other, if any, publishing venues are you interested in?

There is a Journal of Traumatic Stress but it seems like it is an online only journal and I'd prefer an in print journal. So - I was making this list the other day but can't remember where I was seeing these others - Counseling and Values, J of Counseling and Development, J of Psychology and Theology, J of Behavioral Health Services and Research, J of Contemporary Psychotherapy.

5) What is your goal for publishing in a journal and for publishing your book ideas?

Goals would include personal achievement as well disseminating information relevant to treatment of PTSD and combining psychotherapy and spirituality.

My search results

Databases and Web Resources

Cabell's directory of publishing opportunities <http://www.cabells.com/home.aspx>

Compiled directories to help professors, graduate students and researchers publish their manuscripts. Maintains current information on publication guidelines and review information as well as the addresses, phone, e-mail and websites for a large number of journals in many fields of study.

- The publisher offers a free trial to the online version.
- Also available in print could possibly ILL the Psychology and Psychiatry edition. Please let me know if you would like me to request this item for you

Scholarly Publishing & Academic Research Coalition (SPARC)- Resources for Authors
<http://www.arl.org/sparc/author/index.shtml>

Professional Scholarly Publishing <http://www.pspcentral.org/index.cfm>
Website for information about professional publishing in general.

American Psychological Association – Journal of Consulting and Clinical Psychology
<http://apa.org/journals/ccp/papercall-ptsd.html>

Call for papers for a Special Section on "Posttraumatic Stress Disorder and Trauma in Children and Adolescents"

The following are *Author Sections/Submission Guidelines* for each of the journals which you mentioned a specifically. They are list by their publisher so you can see which journals may be published by the same organization.

AMERICAN COUNSELING ASSOCIATION

Counseling and Values

Author Guidelines:

<http://www.counseling.org/Publications/JournalsAuthoringGuidelines.aspx>

Journal of Counseling and Development

Author Guidelines:

<http://www.counseling.org/Publications/JournalsAuthoringGuidelines.aspx>

SPRINGER (register to use their Editorial Manager, I think just once, then submit to whichever ones you want or contact the editorial office).

Journal of Behavioral Health Services and Research

Submissions: <http://www.editorialmanager.com/jbhs/>

Journal of Contemporary Psychotherapy

Manuscript Submission: <http://www.editorialmanager.com/jocp/>

BIOLA UNIVERSITY

Journal of Psychology and Theology

Publications policy: <https://wisdom.biola.edu/jpt/downloads/JPTPublicationsPolicy.pdf>

WILEY

Journal of Traumatic Stress

For authors:

<http://www3.interscience.wiley.com.www2.lib.ku.edu:2048/journal/109882595/home/ForAuthors.html>

Journal Articles

Donovan, S., & Hughes, W. (2004, September). On journal publication and professional responsibilities. *Area*, pp. 325,326. Retrieved May 8, 2008, doi:10.1111/j.0004-0894.2004.00231.x

Shares insights about professional responsibilities in academic publishing. Four principal groups of players in academic publishing who complement each other; Identification of the various processes involved in bringing a paper to print; Emphasis on the need of

authors, editors, reviewers and publishers to act more responsibly and do their respective tasks to the best of their abilities.

Haugland, A. (2006). Opening the gates: print on-demand publishing as cultural production. *Publishing Research Quarterly*, 22(3), 3-16.

Haugland contrasts three publishing models--traditional royalty-paying publishers, print on demand (POD) publishers, and self-publishing, with particular attention to the value each publisher adds to the finished product. She then describes four specific POD published. She then turns to a discussion of POD subsidy publishing as a cultural practice.

Nickerson, R. (2005). What authors want from journal reviewers and editors. *American Psychologist*, 60(6), 661-662.

This article presents information on the expectation of authors from editors and journal reviewers. Peer review is the primary means of ensuring the maintenance of standards that are deemed appropriate for scientific publications. There are many similarities, but also some differences, in the way the review process is conducted by different editors, and there are differences among reviewers in how they deal with the same manuscript--the standards they apply, the type and quality of feedback they provide, the attitude they project. Editors differ with respect to what they expect, or would like to get, from reviewers. The nature of the journal dictates some differences, but apart from that consideration, editors may also differ with respect to the kinds of advice from reviewers they value most highly and the kinds of feedback they want most to be able to give to authors. Reviewers differ in their views of what constitutes a good review and in the types of reviews they produce. Authors differ in what they hope to get in reviews and in their reactions to the reviews they receive.

Phillips, A., Saunders, M. N. K., Pandit, S., and Chetty, D.D. (2005). The nature of the relationship between authors and publishers. *Publishing Research Quarterly*, 21(2), 3-15.

Organizations are changing, and the emergence of a flexible workforce is evident. As a result, relationships within and outside organizations are changing and the publishing sector is no exception, relying heavily on freelance labor and outside agencies. Although the Internet has enabled a growth in self-publishing, in general the roles of author and publisher remain distinct, each dependent on the other to achieve their common aim, the successful completion of a publishing project. This article explores the key to successful author-publisher relationships.

Pressman, S. (1994). Simultaneous multiple journal submissions: The case against. *The American Journal of Economics and Sociology*, 53(3), 316-333.

Because journals are taking so long to review submissions, proposals have been made that authors be permitted to send the same paper to several journals at once. There are

many good reasons for not allowing this to happen. First and most important, multiple submissions can only lead to a deterioration in the quality of published articles. This will hinder the development of economic knowledge. Second, multiple submissions will increase the amount of time referees take responding to each paper, as well as the average time that each journal takes to make publication decisions on each paper. Third, multiple submissions cannot increase the number of papers accepted by journals. With more submissions, journals will have to reject more papers. Rather than permitting authors to submit papers simultaneously to several journals, it would be better to work on improving the quality of papers submitted for publication and on the quality of the refereeing process.

Rodgers, R. and Maranto, C. (1989). Casual models of publishing productivity in Psychology. *Journal of Applied Psychology* 75(4), 636-649.

A study distilled 6 theoretical models of academic publishing productivity from the literature in sociology, economics, and psychology. Even though all theory-based models identify ability as a causal antecedent of productivity, it is not often introduced in empirical studies. A measure of ability was operationalized and 6 causal models of publishing productivity were estimated by path analysis. The data were obtained by questionnaires sent to academic psychologists, with 162 usable responses obtained. The results supported key theoretical propositions of most models. Many models fit the data according to the chi-square criterion, but none included all the important determinants of productivity. A theoretically based best-fit model showed that ability affects publishing productivity indirectly and directly by providing access to training in prestigious graduate programs. Attending a prestigious program increases productivity by providing access to academic appointments in other prestigious programs.

Ross, F. (2007, March). The journey to publication. *Journal of Interprofessional Care*, 21(2), 125-128. Retrieved May 8, 2008, doi:10.1080/13561820701237054

The article discusses the flow chart on how the papers are processed in the publication of a journal issue. This process starts from the author's submission of the paper to the editorial office down, where the paper will be acknowledged by the editorial administrator. The process ends when the paper is approved for publication

Sargent, C. (2006). Five persistent myths among scholarly authors with big-bookstore dreams. *Change*, 38(6), 23-28.

The article focuses on five myths among academic writers about scholarly publishing. Several academic writers believe that they have to make their works less intellectually demanding for public at large. Writing for general people requires a clear style as the work is available to wide variety of readers. According to the author, erudition is easier to take than clarity. Academic discourses that are easily comprehensible are liked by large audiences. The work has to be readable and must make complete sense.

Sutherland, M. (2003). Books, bistros, and the evolution of the content provider. *Publishing Research Quarterly*, 19(1), 70-72.

Readers are faced with upwards of 125,000 new titles a year, and they tell themselves only to read the really good books because there's only so much time. The real problem is locating the books they need to read while hindered by all the noise created by other forms of media, namely electronic digital media. In fact, it is the merging of books with all other forms of publishing that is causing the clamor. Lasting harm may be done to the high repute of books if publishers don't reserve only the best material available for the honor of being published as a book.

Books

Balkin, R., & Bakalar, N. (1994). *A writer's guide to book publishing*. New York, N.Y., U.S.A.: Plume.

Available at Lawrence Public Library.

Mettee, S. B. (2007). *The portable writer's conference: your guide to getting published*. Saner, Calif: Quill Driver Books/Word Dancer Press.

Available via Interlibrary Loan.

McCallum, C., & McCallum, C. (2008). *The beginner's guide to getting published*. Oxford: How To Books.