



**FOR IMMEDIATE RELEASE**  
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**FOR MORE INFORMATION**  
**John Richardson**  
[johnr@lssi.com](mailto:johnr@lssi.com)

**Elizabeth J. Cronin of the Ocean County (NJ) Library  
Wins S.S. Green Award for Best Reference Transaction**

Steve Coffman of Library Systems and Services LLC is pleased to announce that Elizabeth J. Cronin of the Ocean County (NJ) Library – Toms River Branch has won the second \$500 bimonthly award for the best transcript of a virtual synchronous reference transaction. Peggy Cadigan who serves as the Co-Project Manager of "QandANJ" Virtual Reference Service for the Ocean County (NJ) Library submitted her transcript for consideration. The award is named in honor of Samuel Swett Green, the founder of reference services in the United States and will be presented during the ALA LITA National Forum, Westin Galleria & Westin Oaks, Houston, Texas, which meets 10-13 October 2002.

This transaction was selected by a nine-member panel of distinguished practitioners and researchers panelists including Marie Radford (Pratt Institute), Marianne Sweet (SJRLC), James Rettig (University of Richmond), Tracy Strobel (Clevenet), Ilene Rockman (Editor, Reference Services Review), Barbara Quint (Editor, Searcher Magazine), and Amy VanScoy (NCSU). John Richardson, LSSI's Presidential Scholar, chaired the panel and helped maintain the single blind review status of the award.

In selecting the best electronic transcript of a chat or live and real time transaction (but not an email transaction), the panel considered relevant quality factors such as accuracy of the answer, user as well as librarian satisfaction, and utility of the answer to the user. In support of their selection, members said: "the librarian does a good job of shifting gears as the need hidden within the query becomes clearer. He/she also plays along with the possible 'my cousin' alias the patron uses." Yet another says, this transcript represents a "real problem question exemplifying how important such services are to people in their daily lives. Nice sense of confidence that the librarian can make a better life for their client without breaking a sweat. Nice combination of web and print sources."

Look for a copy of the winning transcript soon at [http://www.vrtoolkit.net/Virtual\\_news.htm](http://www.vrtoolkit.net/Virtual_news.htm)

The next deadline is 15 September 2002; and interested submitters should review the panel's checklist at <http://purl.org/net/checklist> and then submit their transcript to [http://orca.pwl.com/greenaward/green\\_submit.html](http://orca.pwl.com/greenaward/green_submit.html).