Evaluation of Reference Services - Google Books Result literature review, in the brainstorming session, and by telephone. Sandra Negro, Manager of the Health Care Information Center at the Wheaton Public Library improve health by eating smarter, exercising more frequently and improving. provides seven key findings and reference materials that support and explain them. improving telephone information and reference service in public. Childers, T. Telephone information service in public libraries: a comparison of. McClure, C.R., and Hernon, P. Improving the quality of reference service for