



Quality Reference Transactions

2009 - 2010

**A sampling
chosen by members of the
Quality Assurance Committee for KnowItNow24x7**

Introduction

The Quality Assurance Committee for KnowItNow24x7 (QuACK) began posting examples of quality reference transactions to the KnowItNow24x7 Provider site in July 2009 (with transcripts from the preceding month). Posting of examples of quality email responses began in August 2009. From June 2009 through February 2010, KnowItNow24x7 librarians handled a total of 59,300 sessions. Due to this volume, the members of the QuACK have not attempted to do a comprehensive review of all transcripts and emails. They have chosen examples of excellent work being done by KnowItNow24x7 public, special, academic, and AfterDark librarians in order to congratulate and learn from them. QuACK members used the daily transcript files accessible to participating librarians at the KnowItNow24x7 Provider site as well as comments received from satisfied KnowItNow24x7 patrons to make their selections.

This publication will provide Ohio libraries and stakeholders a fuller picture of the work being done by librarians contributing their time to KnowItNow24x7 as well as the appreciative responses from Ohioans utilizing the service. Additionally, it is the hope of the QuACK that this booklet will be used by libraries as a learning tool for staff.

Please note that all text entered by patrons and librarians in these transcripts, emails, and comments is transcribed exactly as it was typed. In other words, typos in these are allowed to remain to provide a full, realistic view of KnowItNow24x7. Patron names and email addresses are the exception to this. These have been expunged for privacy reasons, and, in their place, one will see *Guest* and *email address withheld*, respectively, within the transcripts.

Members of the Quality Assurance Committee for KnowItNow24x7

Cheryl Lubow (QuACK Chairperson) - State Library of Ohio
Wendy Ensor (QuACK Secretary) - Orrville Public Library (and AfterDark librarian)
Katie Blocksidge - Owens Community College
Jodie Lyons - Kirtland Public Library
Michelle Makkos - Cleveland Public Library
Megan Mitchell - Oberlin College (and KnowItNow24x7 OhioLINK Liaison)
Kristin Michel - Westerville Public Library (QuACK member: 4/2009 to 7/2009)
Don Boozer - KnowItNow24x7 Coordinator (ex officio)

The members of the Quality Assurance Committee for KnowItNow24x7 would like to thank Coordinator Don Boozer for his hard work during the compilation of this booklet, for being a wonderful team member all year round, for his calm manner and great sense of humor, and for always making the rest of us look so good.

-- Cheryl Lubow, QuACK Chairperson

Being able to facilitate the on-going work of the QuACK members in recognizing exemplary work by their colleagues has been an extremely rewarding honor. I look forward to continuing collaboration with such a dedicated group of librarians.

-- Don Boozer, KnowItNow24x7 Coordinator



Institutions Featured in the Transcripts and Emails

Currently eighty public, academic, and special libraries around Ohio serve patrons as part of KnowItNow24x7. Every librarian who staffs KnowItNow24x7 is absolutely crucial to the success of the service, and each one's participation is greatly appreciated. The following participating institutions are represented in the transcripts and emails featured in this publication:

Cleveland Public Library - General Reference Department (January 2010)
Columbus Metropolitan Library (December 2009)
Columbus State Community College (September 2009)
Cuyahoga County Public Library - Orange Branch (June 2009)
Franklin-Springboro Public Library (August 2009)
Kent State University, School of Library & Information Science (intern) (February 2010)
Lorain Public Library System (September 2009)
Martins Ferry Public Library (October 2009)
Massillon Public Library (August 2009)
Ohio Wesleyan University (October 2009)
Portsmouth Public Library (December 2009)
Public Library of Youngstown and Mahoning County (February 2010)
Rocky River Public Library (August 2009)
Shawnee State University (February 2010)
Sinclair Community College (July 2009)
Ursuline College (September 2009, January 2010)
Washington County Public Library (October 2009)
Worthington Libraries (July 2009)

AfterDark Librarians Featured in the Transcripts

The KnowItNow24x7 after-hours librarians, known collectively as KnowItNow24x7 AfterDark, are supervised by the Northeast Ohio Regional Library System. These librarians provide an essential link allowing Ohio's statewide virtual reference service to be live 24x7. The following AfterDark librarians are highlighted in the transcripts in this publication:

ad.alex2 (January 2010)
ad.andie (June 2009)
ad.davis (October 2009)
ad.dj (November 2009)
ad.ian (December 2009)
ad.suzanne (August 2009)
ad.valerie (November 2009)

June 2009

Transcripts of the Month

Librarian: ad.andie (AfterDark librarian)

Question: How many states does China have?

What really stood out in this transcript was how the AfterDark staff member explained what information could be found within the CIA Factbook source as opposed to simply sending the patron the link to the website. The staff member also did an excellent job of finding other useful resources pertaining to the patron's question.

21:04:57 Guest hi
21:04:57 ad.andie Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

21:05:04 ad.andie Hi
21:05:06 Guest k
21:05:18 ad.andie I can send you something about China
21:05:21 ad.andie One sec please.
21:05:28 Guest ok
21:06:09 ad.andie <https://www.cia.gov/library/publications/the-world-factbook/geos/ch.html#Geo>
21:06:19 ad.andie If you scroll down a little less than half.
21:06:30 ad.andie you will see the government section. wait
21:06:35 ad.andie I'll send that section.
21:06:47 ad.andie <https://www.cia.gov/library/publications/the-world-factbook/geos/ch.html#Govt>
21:06:53 ad.andie Then you will see the section titled
21:07:16 ad.andie Administrative divisions and it names all the provinces of China.
21:07:34 ad.andie Their provinces would be similar to our states.
21:08:26 Guest oh ok
21:08:35 ad.andie Anything else?
21:08:36 Guest thanks hold on
21:08:40 ad.andie OK
21:10:00 Guest interseting facts
21:10:17 ad.andie About China?
21:10:30 Guest yup
21:10:40 ad.andie You could look at the first site I sent and it would cover language, population, religion etc.
21:10:45 ad.andie While you're doing that.
21:10:55 ad.andie I'll send a website that might have some interesting info.
21:11:01 Guest ok
21:11:58 ad.andie <http://www.china-travel-tour-guide.com/attractions/top10.shtml>
21:12:29 ad.andie <http://www.mapsofworld.com/china/china-facts.html>
21:14:19 ad.andie http://inventors.about.com/od/foodrelatedinventions/a/ice_cream.htm
21:17:09 Guest cool!
21:17:30 ad.andie I thought so too.
21:17:35 ad.andie Is that enough information?
21:18:05 Guest YES!
21:18:09 Guest well thanks for the imformantion
21:18:24 ad.andie you're welcome.
21:18:28 Guest see ya sometime

21:18:30 ad.andie Thanks for using our service. Come back again if you need help with another question.
21:18:34 ad.andie Bye

Patron Follow-up Comment: "The person" was so nice and gave me cool and informational facts and found my answer. Thumbs up on you!



Librarian: Librarian135 (Cuyahoga County Public Library - Orange Branch)

Question: Would you please provide me with copies of articles written by Brenda Tufts in the Sun Press, Plain Dealer, and Call and Post over the past 20 years?

This public library staff member did a great job explaining step-by-step instructions to the patron on finding and logging into a database from the patron's library website. This can sometimes be a daunting task when working with patrons from different libraries throughout the state, each having their own library website!

12:10:40 librarian135 Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

12:11:14 librarian135 I can show you how to locate them but a 20 year period and three different papers would take quite awhile.

12:11:28 Guest okay

12:12:08 librarian135 Let me see what I can find

12:12:17 Guest thanks

12:13:09 librarian135 Let me talk you through this. First go to www.cuyahogalibrary.org (Do you have a library card #? You might need it. I'm not sure.

12:13:19 Guest yes

12:13:29 librarian135 Good. okay, go to that website.

12:13:56 librarian135 Are you there?

12:14:01 Guest yes

12:14:26 librarian135 See where it says "Research?" To to A-Z

12:14:43 librarian135 Electronic Resources A-Z that it.

12:14:57 librarian135 There?

12:15:05 Guest yes

12:15:23 Guest i see it

12:15:41 librarian135 On the left sidebar, scroll down to magazine, newspapers and journal articles.

12:16:10 librarian135 There?

12:16:30 Guest hold just a minute, i need to input my card number and it is asking for a pin number???

12:16:49 librarian135 hmmm...hold on

12:17:22 Guest i do not have a pin number

12:17:45 librarian135 We're trying to figure this out.

12:20:47 librarian135 Haven't forgotten you.

12:20:55 Guest okay

12:24:23 librarian135 try the last four numbers of your phone number.

12:24:33 Guest okay

12:25:02 Guest it worked

12:25:10 librarian135 awesome!
 12:25:48 Guest i scolded down and clicked on the link for magazine, newspaper, and journal articles
 12:26:10 librarian135 Okay, now click into
 12:26:25 librarian135 America's Newspapers
 12:26:39 Guest okay
 12:26:43 librarian135 Also Call & Post is below it.
 12:27:08 Guest i did
 12:27:23 librarian135 Now in the search, put in your name.
 12:28:30 librarian135 Has that helped?
 12:29:37 Guest i found two of the aritcles from the plain dealer, not the call and post which I may have to visit their website directly. However, yes, you were very helpful too. thanks.
 12:29:59 librarian135 Thanks for using our service. Come back again if you need help with another question.



A Sample of Patron Feedback for June 2009

- It's great that you offer this after hours.
- This helps me save time and I know where to begin once I get to the library. Not all information is found on the internet. Thanks
- they help you alot and i understand it better than my actual teacher tells it
- First time using and ad-sam was extremely helpful since I am on a deadline and this resource saved me hours of research and time...Thank you
- yes, librarian03 was VERY helpful! he/she got the exact info that i needed! i will be back again if i need more help! hope i have librarian03!!!!!!!!!! :)
- This helps me save time and I know where to begin once I get to the library. Not all information is found on the internet. Thanks
- This is a wonderful service! I truly appreciate being able to connect to a skilled person to answer my questions that would take me hours to research. Thank you!
- The response to my question was quick and helpful. I also liked the wait time being posted. I'm not a fast typer but the agent waited patiently for my responses and did her best to research my question. Your survey questions were also very good as they were not vague questions worded to make the service look good or the question seem unimportant. I will definitely use this service again when needed.
- This is the first time I have ever used or even know about the service. I was very pleased with the results. Because of work, I often don't get around to dealing with information that I would find in a library. It was nice to be able to chat with someone. Thank you!
- Ozzie did a good job in helping me with a very specific topic. I was not aware of this service and stumbled upon it from my library's website. I will be recommending this to everyone!
- Wonderful! This website has saved my academic career once again!
- My librarian was awesome! Not only did she answer my question, she went above the call of duty and helped me find scholarships for each school im applying to college for!! I give her an A+. Thanks. Keep up the great work!

July 2009

Transcripts of the Month

Librarian: Librarian16 (Worthington Libraries)

Question: I have college placement test tomorrow for English. I am expected to write an essay or composition on given topic. I want some help in improving my writing skills like usage of transition word, thesis, and conclusion.

This transcript is a great example of reference interviewing and the provider demonstrates excellent communication skills. He or she made sure they understood what the patron needed before recommending appropriate reference sources.

17:30:19 librarian16 Hi Guest. I can suggest some test prep materials if that would be helpful.

17:30:43 Guest I really appreciate that

17:31:03 librarian16 Do you want some books or an online resource?

17:31:42 Guest well im using kaplan act guide for refrence what would you suggest .

17:31:55 Guest u can gv me online sources too

17:32:16 librarian16 Is it the ACT you'll be taking?

17:32:45 Guest its not act but i assume its going to be same format

17:33:02 librarian16 Is it an advanced placement sort of test?

17:33:36 Guest its for college admission basically

17:33:49 librarian16 What is its name?

17:34:04 Guest name?

17:34:16 librarian16 What is the test called?

17:34:42 Guest its called English Placement Test

17:35:16 librarian16 So it is to place you at some level in advance of taking the classes in college, right?

17:35:48 Guest im high school graduate

17:35:53 Guest going into college

17:36:52 librarian16 It sounds like an Advanced Placement exam. I can send you an email if you like with a link to an online subscription service, Learning Express, that you can access with your library card. It has AP practice tests.

17:37:38 librarian16 Also, there are some online resource simply out there on the web that present transition words and so on. Like some of them, too?

17:39:04 librarian16 Do you want either or both?

17:39:09 Guest yea

17:39:31 librarian16 Is your email the one shown, <email address withheld>?

17:39:35 Guest yea

17:40:18 librarian16 The email with the link has been sent.

17:40:52 Guest can u sent me basic writing skills like how to make thesis n support it

17:40:54 librarian16 This link, under number 28, has several resources on Transition word. http://www.internet4classrooms.com/lang_write_elem.htm

17:42:44 librarian16 Here is a link with good material on how to write a good thesis statement. <http://owl.english.purdue.edu/owl/resource/545/01/>

17:43:54 librarian16 Here is a solid bit on conclusions. <http://www.monash.edu.au/lls/llonline/writing/business-economics/marketing/2.2.3.xml>

17:44:10 librarian16 Please let me know if these resources are helpful and if you would like more.

17:46:38 Guest well thanks

17:47:49 librarian16 Is that everything you need?

17:50:36 Guest yea its helpful

17:50:44 Guest thnaks
17:51:02 librarian16 You're welcome. Thanks for using Know It Now. Good luck on your test!
17:51:18 Guest thanks
17:57:51 librarian16 bye
17:58:02 librarian16 I'll log off now unless I can help more.
17:58:13 Guest ohk
17:58:24 Guest sorry i didnt realize u were waitng
17:58:26 Guest bye
17:58:29 librarian16 bye



Librarian: Ozzie (Sinclair Community College)

Question: How do I access the search database from off campus?

Working online with academic patrons can sometimes be difficult due to the number of different resources available. This transcript is an excellent example of how the provider stayed attentive to the patron's needs throughout the session, providing relevant sources and instruction within the sources as needed.

14:06:29 Ozzie Hi. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.
14:07:00 Ozzie Hi, Guest. Are you trying to get into a particular database?
14:08:15 Guest No just trying to use the search
14:08:27 Guest I guess it's all databases
14:08:48 Ozzie What information do you need to find? I can help you find the right database to search.
14:09:11 Guest information for Participation, for small group communication
14:09:46 Ozzie OK. What class is it for?
14:09:58 Guest Small Group Communication
14:10:16 Ozzie I see.
14:10:20 Guest we are doing a wiki and my part of the paper is Participation
14:10:37 Guest we have to use other sources besides the book and the movie 12 angry men
14:10:50 Ozzie OK. You might want to try a database called Academic Search Complete.
14:11:00 Guest ok
14:11:06 Ozzie Do you see it on the list of OhioLINK databases?
14:12:04 Guest there's an academic search under off campus
14:12:31 Ozzie You are on the OhioLINK page? Or Owens CC page?
14:12:49 Ozzie I see it now.
14:12:57 Ozzie Yes, that's the right database.
14:13:30 Guest when I click the academic search under off campus it takes me to ohio link and asks me to put my name in and the university id
14:14:17 Ozzie Do you have an ID number?
14:14:17 Guest I don't know what to put in for the university id
14:14:32 Ozzie It should be your Owens student ID number.
14:14:41 Guest ok
14:14:46 Ozzie without the dashes
14:16:00 Guest ok that took me to EBSCO Host

14:16:44 Ozzie EBSCOhost is the vendor for Academic Search Complete.

14:16:53 Guest ok

14:17:05 Ozzie I tried searching "participation and group and communication" and got over 1000 articles.

14:17:28 Ozzie There may be a better way to search, though, depending on what you need to find.

14:19:11 Guest that's exactly it, I am not sure what I have to find. He is very vague about what information we bring back to him

14:19:31 Ozzie Oh.

14:19:52 Ozzie Do you have a way to contact your instructor to find out exactly what you need?

14:20:19 Ozzie Or, you can try to find some articles first, then ask him if you are on the right track.

14:21:29 Guest He answered me with a question. Thank you for your help I think I have found an article that will help

14:21:37 Ozzie Great!

14:21:46 Ozzie Thanks for using our service. Come back again if you need help with another question.



A Sample of Patron Feedback for July 2009

- please keep this service available 24/7 despite the other service cuts.
- Tony was my librarian today. He was able to find information that I needed quickly. I had been looking for the past 2 hours, he was able to find in less than 15 minutes. This is a great service. Tony went beyond my expectations. Thank you.
- Access on a Sunday! Wonderful, thank you.
- Although I feel that I had her baffled at first, she kept attempting to (and succeeded in) assisting me. I have some disabling issues that result in brain damage. I had difficulty remembering a word or phrase, so it was nearly impossible for her to comprehend. She did not give up and was courteous. It is SO appreciated!
- The librarian that helped me was excellent and found a lot of resources that answered my question.
- This is the perfect tool for people such as myself who like to do things late at night. Libraries aren't open anymore but I always have somewhere to go if I have a question. Thanks a ton for coming up with this great idea.
- I would hate to see this service cut because of the state's budget. This is a valuable service to library patrons since the libraries are having to close.
- Excellent service, very customer-oriented, appreciate it!
- ad.Paul2 was a great help thank u sooooo much!
- I really like having touch 24/7 to a reliable source....
- I appreciate the suggestions provided, specific to the links (this will help me going forward). Didn't spend much time at all, and grateful for use of this resource. Thank you.
- When I search for what I need on Internet it takes hours and raises my blood pressure and I mostly come away with nothing. I remembered the library helped me before so I just tried it and eureka! in minutes. I couldn't find the rules for using a sink food disposal. We never had one before, but this apt has one. Bless you folks!

August 2009

Transcripts of the Month

The transcripts for August are both excellent examples of how these KnowItNow24x7 providers took their sessions seriously. Just about everyone providing service through KnowItNow24x7 knows that patrons sometimes ask questions that might not be serious AND that some patrons like to have fun experimenting with the software during the session. Each provider handled their session in a professional manner by taking the question seriously and supplying relevant information in a timely manner.

Librarian: ad.Suzanne (AfterDark Librarian)

Question: How many licks does it take to get to the center of a tootsie pop?

19:32:08 ad.Suzanne Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

19:32:23 Guest ok

19:32:29 Guest thank you

19:32:53 ad.Suzanne hi - that's a good question - I'll see if I can find an answer for you

19:33:01 Guest ok thank you

19:39:18 ad.Suzanne still looking - thanks for waiting

19:39:31 Guest ok. thanks for looking.

19:40:51 ad.Suzanne from the Tootsie Roll Company

19:40:53 ad.Suzanne http://www.tootsie.com/comp_faq.php

19:41:19 ad.Suzanne How many licks does it take to get to the center of a Tootsie Pop? It depends on a variety of factors such as the size of your mouth, the amount of saliva, etc. Basically, the world may never know.

19:42:00 Guest Thats what i figured but I didn't know if somehow someone did like testing or something and found out the average of how many licks it takes. Thanks for finding the answer to my question.

19:42:34 ad.Suzanne you're welcome

19:43:21 Guest I have another random question if you can try to answer it for me that would be wonderful.

19:44:20 ad.Suzanne ok

19:44:42 Guest How does ink come out of pens?

19:46:22 ad.Suzanne hmm - I'll see what I can find out

19:46:48 Guest Ok. Thank you.

19:47:44 ad.Suzanne I think the ehow site usually has good explanations

19:47:46 ad.Suzanne http://www.ehow.com/how-does_4600526_ink-come-out-pens.html that is very interesting. and when it was talking about the space pen it says that they can write upside down so does that mean that a regular ball point pen that works bc of gravity and the rolling of the ball won't write if it is upside down?

19:50:04 Guest that sounds right

19:53:17 ad.Suzanne ok. thank you. now im going to have to try to write with a ball point pen upside down and see if it stops working.

19:53:48 Guest I think it will!

19:54:20 ad.Suzanne thats so awesome.

19:54:40 Guest thanks for your help.

19:56:27 Guest you're welcome - have a good evening

19:56:57 ad.Suzanne you too.

19:57:38 Guest thanks

20:05:07 ad.Suzanne

20:05:16 ad.Suzanne Thanks for using our service. Come back again if you need help with another question.



Librarian: Librarian176 (Massillon Public Library)

Question: I luv the harry potter books. what r some other books i might like???

12:55:58 Guest hi librtarian 176

12:56:04 librarian176 Hi there! Welcome to KnowItNow. :-)

12:56:07 Guest *libraruian

12:56:14 Guest *librarian

12:56:20 librarian176 You'd like some reading recommendations that are similar to the Harry Potter books?

12:56:26 Guest yup

12:56:48 librarian176 Sounds good! Please hold on for a minute or two while I find some great titles for you. Thanks for your patience!

12:56:59 Guest thnx

12:57:02 Guest :D

12:57:13 Guest :)

12:57:28 Guest :'(

12:57:42 Guest sorry, just experimenting

12:57:53 librarian176 That's okay -- I understand!

12:57:58 Guest lol

Have you read Inkheart by Cornelia Funke yet? It's very popular with Harry Potter fans; you can read a summary of the novel here:

13:00:35 librarian176 [http://www.amazon.com/Inkheart-Cornelia-Funke-Hardcover/dp/0439852706/](http://www.amazon.com/Inkheart-Cornelia-Funke-Hardcover/dp/0439852706/ref=sr_1_9?ie=UTF8&s=books&qid=1250618379&sr=1-9)

I'll try to find a few more books for you while you take a look at that link!

13:01:41 Guest ive read it

13:01:50 Guest it was ok

13:02:22 librarian176 Ah, okay! How about the Seeker (Book 1of the Noble Warriors series)? Have you read that one?

13:02:32 Guest no

13:02:54 librarian176 Great! I'll copy and paste the synopsis here...

13:03:00 Guest thnx

"The Noble Warriors (Nomana) are dedicated to protecting the All and Only god who, according to prophecy, will be killed by the Assassin. Once a year, pilgrims are allowed on the island of Anacrea and accepted into the Nomana. Seeker after Truth, 16, has wanted to join the Noble Warriors all of his life even though his father is intent on him being a scholar. When he enters an open door into the monastery, he sees his brother being publicly humiliated and cast out of the Nomana. Soon two pilgrims arrive who will change Seeker's life forever: Morning Star, who can sense a person's colors and interpret what they mean, and The Wildman, a spiker (outlaw) who is looking for power and peace. After all three teenagers are rejected by the Nomana, Seeker formulates a plan to ensure their acceptance. Written in the same style as Christopher

Paolini's Eragon (Knopf, 2003) and Terry Brooks's The Sword of Shannara (Ballantine, 1983), the quest itself will form the characters into the people they were always meant to be. A novel of friendship, loyalty, and accomplishment, Seeker will draw readers into the conflict between believing with the eyes or with the heart."

13:04:41 Guest thnx
13:04:48 Guest that sounds good
13:04:57 librarian176 You're welcome! I'll try to find a few more books for you -- do you have a few more minutes?
13:04:58 Guest i actually have 2 go
13:05:06 Guest sorry, no
13:05:11 Guest bye
13:05:17 librarian176 Oh, okay! Please feel free to come back and request more book recommendations. :-) Have a good day!



Email of the Month

Librarians: Anita (Franklin-Springboro Public Library) and Emma (Rocky River Public Library)

This series of messages demonstrates what librarians can do by email to supplement the live service in a timeframe not limited by the patron's schedule: provide information, get feedback, and provide more information. Plus, two different email-answerers (Anita at Franklin-Springboro Public Library and Emma from Rocky River Public Library) were involved in a seamless transaction with the patron:

-- Original Question --

Message: Just email the answer to the previous question I am looking for the following magazine article in ArPostmodern Principles: In Search of a 21st Century Art Educationt Education

-- Reply #1 (from Anita at Franklin-Springboro Public Library) --

Hello,

This email is in response to your recent question to KnowItNow24x7.

I'm not having any success finding a full text version of this article for you. I do have the citation for it, this article appeared in Art Education, v57 n1 p6-14 Jan 2004. I will keep looking and e-mail it if I can get a full text version.

I hope this information helps answer your question. Thank you for using KnowItNow24x7.

-- Reply #2 (also from Anita)--

Hello,

This email is in response to your recent question to KnowItNow24x7.

I just want to follow up with you concerning the article you've requested. I cannot locate this journal in a full text format. If you would like to e-mail me back to let me know the library you regularly use, I could see if they have access to the print version of this article. For your information, here is the citation for this article:

Title: Postmodern Principles: In Search of a 21st Century Art Education
Authors: Gude, Olivia
Journal: Art Education, v57 n1 p6-14 Jan 2004

I hope this information helps answer your question. Thank you for using KnowItNow24x7.

-- Response from Guest --

Could you check Cleveland State Library for me? Thanks

-- Reply (from Emma at Rocky River Public Library) --

Hello,

This email is in response to your recent question to KnowItNow24x7.

I checked with Cleveland State University library. They do have access to it in paper copy. It's not on any electronic database.

I hope this information helps answer your question. Thank you for using KnowItNow24x7.



A Sample of Patron Feedback from August 2009

- I do appreciate this service very much. I am almost home-bound and it gives me great pleasure to know I am chatting with someone who knows where to look for important information I need while I am studying for my BA in Health Care Administration. I hope we can keep this going on with the way the economy is going. I need this type of assistance. Thank you and all of the people who run this.
- The librarian came up with some really good advice about governmental sources that might have the information I'm after but which might not have the information online at this time. I believe this service you offer is incredibly valuable, and I spread the word about it every chance I get.
- this was my first time using this service--it is great to have when studying on the weekend and other resources are closed, or one cannot achieve the answers one is looking for on one's own. Thank you.
- This is a great service. I work in marketing and need a lot of statistics and other information that is difficult to encounter. I find your service extremely valuable and such a time saver. Thank you for providing your services!
- thanks alot A+++ ill be back through out the school year and ill also make sure to tell my friends when they dont understand something good job guys great help

September 2009 Transcripts of the Month

Anyone working with KnowItNow 24x7 knows that school's back in session! Transcripts chosen for September are excellent examples of how the providers handled homework questions without actually giving away the answer or doing the work for the student.

Librarian: Librarian294 (Columbus State Community College)

Question: how and why constantine became emperor and what inspired him to legalize Christianity

18:05:23 librarian294 Hello, welcome to KIN. Is this a homework or school assignment question? If so, what grade?

18:05:45 Guest 10

18:06:42 librarian294 One moment please.

18:06:49 Guest alright

18:09:20 librarian294 I am going to send you some web sites.

18:09:25 librarian294 <http://www.historyworld.net/?indexsearch=constantine>

18:10:00 librarian294 There are many sites on the page I just sent. You'll need to explore several probably.

18:10:18 librarian294 You can also log into your public library's homepage and get to some other resources. For that, you'll need your library card number. Do you want me to send the link to you?

18:10:33 Guest sure

18:10:49 librarian294 One more minute please.

18:10:54 Guest ok

18:13:21 librarian294 Your local library has a great history web page. When you get to it, look at the right hand side "Online Resources." It turns out some of the resources are on the WWW. The ones where you'll need your library card and PIN are in the section called "Premium History Electronic Resources."

18:13:31 librarian294 <http://www.cuyahogalibrary.org/historyexpert.aspx>

18:13:45 Guest ok thank you very much

18:13:55 librarian294 Good luck with the research.



Librarian: Librarian08 (Lorain Public Library System)

Question: How do i describe the relationship between the fractions $\frac{4}{3}$, $\frac{1}{3}$, $\frac{1}{6}$, $\frac{4}{6}$, $\frac{8}{3}$, and $\frac{32}{6}$

17:02:41 librarian08 Welcome to the KnowItNow service. A librarian will be right with you. Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

17:02:58 librarian08

17:08:02 librarian08 is this for algebra? or ?

17:08:08 Guest yes

17:13:17 librarian08 <http://tutors4you.com/tutorialonfractions.htm>

17:13:44 librarian08 Does your textbook discuss relationships of fractions - that would probably be your best source.
17:14:59 Guest no i was absent and she copied a part of the book so I wouldnt know but I will use the website you gave me
17:18:05 Guest Is that it
17:18:18 librarian08 I can send a couple other web sites if you like
17:18:31 Guest sure I'd like that
17:19:43 librarian08 <http://www.aaastudy.com/fra.htm>
17:20:30 librarian08 <http://www.coolmath.com/prealgebra/01-fractions/index.html>
17:20:58 librarian08 http://mathforum.org/library/drmath/sets/elem_fractions.html
17:22:00 Guest Thanks the second one helped me a lot
17:22:45 Guest thanks bye
17:28:55 librarian08 Thanks for using our service. Come back again if you need help with another question.



Email of the Month

Librarian: Kathy (Ursuline College)

This email demonstrates why librarians are so valuable. The patron was asking for (what he or she thought was) an article. Our email-answerer, Kathy of Ursuline College, used her expertise to determine that the text was actually a book chapter, steered the patron to the appropriate OhioLINK record, and gave brief instructions for obtaining the work. Congratulations, Kathy!

-- Original Question --

Message: I need to locate the article titled "The Year" by Laura Condron Flores. I have searched using EbscoHost and ERIC but have not had any luck. Thanks

-- Reply from Kathy (Ursuline College) --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service.

This article is actually a chapter in a book entitled: Stories teachers tell: reflecting on professional practice. Douglas K. Hartman, editor. It was published in 1998 as part of a series called "Northeast Conference Reports" (Northeast Conference on the Teaching of Foreign Languages. There are copies in OhioLINK libraries, so you can place a request and get a copy in just a few days. Here is the link to the book record in the OhioLINK catalog:
<http://olc1.ohiolink.edu/record=b18959124~S0>

I hope this information helps answer your question. Thank you for using KnowItNow24x7.

October 2009 Transcripts of the Month

Librarians are trained to navigate the wealth of knowledge contained within databases, but some patrons find these resources to be a challenge. October's chosen transcripts are excellent examples of how the providers directed KnowItNow24x7 users to authoritative articles in electronic format.

Librarian: Dee (Ohio Wesleyan University)

Question: I am trying to locate a text copy of an article in the April 2004 School Arts Magazine. The article is "The Art Teacher as Censor" by David A. Petit. Can you guide me to the best way to locate this? Thank you.

12:06:48 Dee hi how are you?

12:07:10 Guest Fine. Did you get a copy of my question?

12:07:39 Dee yes, trying to locate a hard copy of an article from school arts magazine

12:08:05 Guest Yes. But an electronic copy would work too.

12:08:24 Dee ok that's good to know and you are located at Ohio Northern University?

12:08:45 Guest Yes, in the Education Dept.

12:09:16 Dee ok, well normally i like to check the catalog to see where it might appear

12:09:27 Dee so give me a second to get to your library's home page and see what you might have access to

12:10:08 Guest I would appreciate that greatly. I went to Ohio link but got the message that it was busy.

12:10:25 Dee hmmm, well ok that seems odd, let me see what i can't figure out

12:10:45 Guest Thanks

12:11:28 Dee well i found this by typing in the title in your online catalog

12:11:32 Dee <http://polar.onu.edu/search/t?SEARCH=school+arts+magazine&sortdropdown=t&searchscope=7>

12:11:38 Dee it just says school arts

12:11:59 Dee let me know if you can access that...says Ohio Northern Univ. studies should have access

12:12:29 Guest Yes, the magazine is School Arts

12:12:33 Dee but then it looks like you would need a username and password to gain access to west law

12:12:36 Dee would you have that?

12:12:59 Guest West law.....? What is that?

12:13:06 Dee that's a database

12:13:47 Guest I am confused. Do I type in the url above?

12:14:16 Dee no the link I gave you should have taken you to a record in your online catalogyou should see a place you can click to access the full text

12:14:35 Dee which should then take you to a place to connect into the database i just mentioned

12:14:39 Guest If I try that now do I lose you?

12:14:51 Dee no, it should open up a different screen

12:15:13 Dee in the meantime I'm checking ohiolink

12:15:34 Guest Thanks.

12:15:51 Dee no problem, let me know what happens when you try to connect into west law

12:16:48 Guest Where do I connect to west law on that page?

12:17:37 Dee well clicking on the link should have redirected you to another page saying you had full access from so far back to the present in Westlaw....which Westlaw should have been a hyperlink

12:17:43 Dee however, I think i may have found an easier way

12:17:45 Dee so don't fee

12:17:47 Dee fear

12:18:07 Dee I might have another place we can find it, if that doesn't work, i'll just need one more mine

12:18:09 Dee minute

12:18:12 Dee sorry can't type today

12:18:23 Guest That's okay

12:19:21 Guest I got to West Law but I do not have a user name.

12:19:30 Dee hmmm was afraid of that

12:19:44 Dee ok i'm trying to check a few different databases you may have easier access to

12:21:12 Dee ok should almost have it, *fingers crossed*

12:22:12 Dee ok because I am working at a different university, i'm going to have you try accessing something and hopefully you can tell me if you have access

12:22:47 Guest okay

12:22:48 Dee can you go to this link

12:22:51 Dee http://vnweb.hwwilsonweb.com/hww/advancedsearch/advanced_search.jhtml;hwwilsonid=YUV1NSCTSYDHFQA3DIMSFGOADUNGIIV0?prod=EDUFT

12:23:02 Dee it should take you to education full text...which is a database your library owns

12:23:13 Dee let me know what you see when you click that

12:23:28 Guest I got to Wilson Web...lots of blue!

12:23:33 Dee good

12:23:41 Dee now you should see some boxes to enter terms in

12:24:13 Dee in the first box type in school arts and then in the drop down box select

12:24:20 Dee journal name

12:24:24 Dee then hit search

12:24:26 Guest Seeing two bars with options and search in yellow

12:24:30 Dee let me know when you get that far

12:25:08 Guest Seeing Sign in to Wilson Web

12:25:19 Dee ok are you trying to access the database from off campus?

12:25:39 Guest No, I am on campus

12:25:51 Dee hmmm, are you in the library?

12:25:58 Dee <http://journals.onu.edu/resdat1/education.cfm>

12:26:11 Dee here is the main page that has a list of the education databases

12:26:14 Guest no, in my office

12:26:25 Dee hmm, you may still need to use an off campus link

12:26:32 Dee could be why you couldn't get into westlaw too

12:26:43 Dee go to the latest link i gave you

12:26:51 Guest ok

12:26:55 Dee then click on Education Full Text but the off campus link

12:27:09 Guest This looks familiar

12:27:15 Dee ok that's good

12:28:08 Guest Okay, this Wilson page has a box to type in.

12:28:34 Dee good, I also was able to find another link..looks like the library should also have an in print version if you want to make a walk over

12:28:38 Dee i'll send you that link in a minute

12:28:45 Dee ok, in the box type in

12:28:48 Dee school arts

12:28:58 Dee then in the drop down box beside it...select journal name

12:29:00 Dee then hit search

12:29:19 Dee let me know when you do that

12:30:22 Guest I typed in School arts and selected journal name and hit yellow search at the bottom in the horizontal bar. Nothing.....is there another search button somewhere?

12:31:09 Dee ok my fault, do the same thing, hit start instead of search

12:31:20 Dee <http://polar.onu.edu/search~S7?/Xschool+arts&searchscope=7&SORT=D/Xschool+arts&searchscope=7&SORT=D&SUBKEY=school%20arts/1%2C231%2C231%2CB/frameset&FF=Xschool+arts&searchscope=7&SORT=D&2%2C2%2C#>

12:31:28 Dee that is the link to the library's holding of the journal

12:31:37 Dee so they look to have it from 1968 onward.....

12:31:46 Dee but we'll see if we can't get you an electronic version right now

12:31:52 Dee just want you to have that as a back up

12:32:15 Dee hopefully you'll see a search results screen soon

12:32:17 Guest Whoo hoo....the Wilson Web just brought up a whole list...several pagesI am looking now

12:32:26 Dee excellent

12:32:36 Dee at the top of the page you should see a box you can type in that says find

12:32:39 Dee do you see that

12:32:46 Dee it's on the right hand side above the results

12:32:54 Guest yes

12:32:57 Dee in that box, type in "art teacher as censor"

12:33:01 Dee make sure you put it in quotation marks

12:33:07 Dee that should take you to the records

12:33:13 Dee let me know if you see that

12:33:35 Guest yes...I will try it

12:33:41 Dee great

12:34:05 Dee since I'm at another school it's showing me what we have access to here

12:34:10 Dee perhaps you see the full text?

12:34:28 Dee if not, there is always the print edition located at the library as long as the article was written after 1968

12:35:11 Dee if you click the library own links, it should also show you if your library owns it

12:35:28 Guest This is encouraging. I only have a partial text but think I can get the rest. Thank you so much. Can I access this Wilson Web on my own?

12:35:39 Dee yes absolutely

12:35:49 Dee do you know how to get there from the library's home page?

12:36:04 Guest Not really.

12:36:25 Dee ok no problem, let me show you that too so you know how to access the other education databases

12:36:39 Guest That would be helpful

12:36:40 Dee i always like searching for a journal title in the school's online catalog first

12:36:50 Dee so that's how i got that other record i sent you

12:36:58 Dee then if that's no luck, i move on to the databases

12:37:02 Dee which is what i had you do

12:37:08 Dee here is the link to the library's home page

12:37:19 Dee <http://www.onu.edu/library/libinfo/libhistory.htm>

12:37:41 Dee from there, you want to click on the tab in the middle of the page that says Find Information

12:38:03 Dee Then on the next screen, click on the Databases link in orange

12:38:44 Dee From there you can look it up alphabetically by title or click on the Education subject link and see a list of databases for education

12:38:51 Dee the one you are looking for is Education Full Text

12:39:04 Dee remember too to click on the off campus link even if in your office

12:39:17 Dee i image it's like my university....it uses a different ip address to connect you in

12:39:42 Dee clicking on the database name instead of off campus link can prevent access

12:40:01 Dee ok that was a lot of information

12:40:10 Dee did you get all that?

12:40:45 Guest Yes,....that is a great help. I copy and pasted it into a document so I would not forget...Thanks so much!!

12:40:59 Dee oh good i'm glad...is there anything else I can do for you today?

12:41:42 Guest You have been great. This is the first time I tried this...So so helpful. Thanks again!!

12:42:39 Dee oh well I'm glad we were able to make it a positive experience. you're most welcome and happy searching!



Librarian: ad.davis (AfterDark Librarian)

Question: What poems of E.E. Cummings's display his dislike of war and technology?

18:47:18 Davis Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

18:48:28 Davis HI there. Any classnotes handy that may help you with this assignment?

18:49:22 Guest it is just an open ended essay on Cummings. He did not give us many works to go off from

18:49:46 Davis OK

18:50:32 Davis I can find actual poems. I can probably find articles analyzing his poems in general

18:51:00 Guest ok

18:52:44 Davis After clicking on this link, you may have to enter your zip code:
<http://p10080-ebooks.ohiolink.edu/kin.oplin.org/xtf-poetry/view?docId=tei/ampoc/AM22124.xml;chunk.id=0;toc.id=;brand=default>

18:53:15 Davis It should take you to the Complete Poems of Cummings

18:53:28 Guest ok thanks

18:53:42 Davis You navigate with the links on the left-hand side

18:54:30 Guest ok thanks this will help.

18:55:08 Davis Do you need any article or do you just want to wait till you narrow down to specific poems?

18:56:12 Guest well im also trying to find an article talking about how he used his poems to show his dislike for war

18:56:32 Davis one moment

18:58:32 Guest ok

19:00:32 Davis still searching...

19:04:01 Davis http://go.galegroup.com/kin.oplin.org/ps/retrieve.do?sgHitCountType=None&sort=RELEVANCE&inPS=true&prodId=LitRC&userGroupName=warr81087&tabID=T001&searchId=R1&resultListType=RESULT_LIST&contentSegment=&searchType=BasicSearchForm¤tPosition=2&contentSet=GALE%7CA72800736&docId=GALE|A72800736&docType=GALE&role=LitRC

19:04:13 Davis See if you get the article
This is a link to a collection of critical essays on various poems. The last one I sent was the only one that came up with a keyword of "war."
19:05:34 Davis <http://go.galegroup.com/kin.oplin.org/ps/i.do?action=interpret&ty=as&auditLog=no&v=2.1&it=search&p=LitRC&searchType=AdvancedSearchForm&qt=SU%7E%22Cummings%2C+E.E.%22&sw=w&authCount=1>
19:14:36 Guest ok thanks this is very helpful
19:14:41 Guest thank you for your time
19:14:50 Davis No problem
19:14:58 Davis Is there anything else I can help you with?
19:15:51 Guest nope thats it thanks
19:16:05 Davis Thanks for using our service. Come back again if you need help with another question.



Email of the Month

This is a great example of taking a prank-sounding question and treating it seriously. Stacy of Martins Ferry Public Library also didn't just provide an answer like "492" or something like that. She provided the information but let the student take ownership of the answer. She also attached a PDF of the article as well as provided a link *and* told the patron how to access it themselves through EBSCOHost. Very nice work, Stacy!

Librarian: Stacy (Martins Ferry Public Library)

-- Original Question --

How many licks does it take to get to the Tootsie Roll center of a Tootsie Pop? This is not a joke. I am doing this for a class.

-- Reply from Stacy (Martins Ferry Public Library) --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service.

Good question! I attached an article from the magazine Technology Teacher; Nov2007, Vol. 67 Issue 3, p23-26, 4p available from the Ebscohost databases on your public library's webpage. This article should help answer your question.

You might also be able to access the database directly by clicking on this url:
<http://web.ebscohost.com/src/detail?vid=5&hid=111&sid=3d1636d6-8911-4ac8->

a7f9-8105d9cb08c4%40sessionmgr104&bdata=JnNpdGU9c3JjLWxpdmU%3d#db=voh&AN=27377244#db=voh&AN=27377244

Thank you for using KnowItNow24x7.



A Sample of Patron Feedback from October 2009

- librarian 80 was very helpful. she gave me more info than i needed. thank you guys :)
- Bently is awesome and very nice thank you so much
- I thought Librarian03 was helpful because she/he explained the topic I was looking for and gave me a link.
- ed.holly is a great librain...
- Libaraian28 was a very big help , thank you(:
- Suzanne at KnowItKnow provided great service. Thanks
- librarian 166 helped me alot they should be promoted
- a.d.valerie was amazing. Instead of giving me the answer she found a site that explained everything so easily. She was amazing!!!!
- librarian116 helped me out a lot because I couldn't find any links!
- good job ad.Douglas!
- The Librarian103 helped me with my math and finding wonderful book
- ad.Alicia was very helpful in math!
- Librarian 79 and librarian48 are great you should make them librarians of the month! thanks so much 79 and 48
- ad.Alex was very helpful and nice:D
- Librarian 101 was great.
- ad.andie was great and reliable he is so great he has helped me so much!!!!
- I was contacted with "librarian06", she was very precise and clear. She gave me two links with information on my topic. I'm sure I'll use this site again!
- that librian61 was the best i have had soo far.. since i have been using this site...
- librarian 02 is amazing. she/he gave me a website that had exzactly what i needed and she/he even wrote it on our conversation!! that just made my homework soo much easier!:(:)

November 2009

Transcripts of the Month

Librarian: ad.valerie (AfterDark Librarian)

Question: Are there any biographies about andrew carnegie available in the teens section or the kids section?

AfterDark librarian ad.valerie did a wonderful job of establishing rapport with her sharp-eyed client, who asked an interesting question about reliability in one of the recommended resources (see line at 22:44:39).

22:32:33 Guest Are there any biographies about andrew carnegie available in the teens section or the kids section?

22:32:34 ad.valerie Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

22:32:43 Guest sure.'

22:32:48 ad.valerie I can check your library's online catalog and see what they have.

22:33:06 Guest okay

22:33:13 ad.valerie If you just need info about Carnegie, I'd be happy to send you a good web site or other online resource.

22:34:02 Guest i would need one that i could do a complete correct internet source card with

22:34:45 ad.valerie Let me send you something that I think will work for you. Just one moment...

22:34:55 ad.valerie Oh, and I'll also check your library's catalog for books.

22:35:17 Guest okay thanks! :^0

22:36:03 ad.valerie I'm going to send something from a database exclusively for Ohio residents. If you see a box asking for your zip code, go ahead and enter it. Then you'll see what I sent.

22:36:04 ad.valerie <http://www.worldbookonline.com.kin.oplin.org/advanced/article?id=ar095960&st=carnegie>

22:36:45 ad.valerie What you'll notice about this source is that down at the very bottom, it gives you citation information so that it's easier to use for a Works Cited page or bibliography.

22:37:13 Guest oh wow thats great thanks

22:37:27 ad.valerie Do you think this will work for you?

22:37:45 Guest one minute please

22:39:16 Guest Do you have any other webites by any chance?

22:39:30 ad.valerie Sure -- just one moment

22:39:40 Guest thanks

22:40:20 ad.valerie Here is one book http://search1.clevnet.org/web2/tramp2.exe/goto/A0rnrijf.002?screen=Record_Avail.html&server=1home&item=9&item_source=1home

And another good online source:
<http://galenet.galegroup.com.kin.oplin.org/servlet/BioRC?vrsn=149&OP=contains&locID=warr81087&srchtp=name&ca=1&c=4&AI=U13017997&NA=andrew+carnegie&ste=12&tbst=prp&tab=1&docNum=K1602000318&bConts=59>

22:41:23 ad.valerie

22:41:31 ad.valerie It also has citation info at the bottom.

22:42:08 Guest is there any way one of those can be sent to the University heights library for pickup?

22:42:59 ad.valerie You can do that, but unfortunately I can't do that for you... Since we work from all over the state of Ohio, we don't have access to the individual library's patron records...

22:43:18 Guest oh okay thanks i will

22:43:19 ad.valerie But if you have your library card number and PIN number, you can place a hold online and have it sent to your library for pick up.
http://search1.clevnet.org/web2/tramp2.exe/goto/A0rnrijf.004?screen=Record_Avail.html&server=1home&item=3&item_source=1home -- This is another book that might be of interest.

22:44:16 ad.valerie

22:44:39 Guest the third link you sent.... that cant be messed around with... right?

22:44:53 ad.valerie Not sure what you mean...

22:48:34 Guest it says on the bottom "update this biography"

22:49:55 ad.valerie Interesting ... I clicked on the link and it allows you to send in your qualifications if you'd like to be considered for revising or rewriting the information.

22:50:05 ad.valerie You can't do it automatically --

22:50:54 Guest hmm... so is it safe cuz this is the quarter grade for history and english...

22:51:02 ad.valerie You have to be approved by the database before you can offer any sort of update.

22:51:08 ad.valerie No, I promise you that you'll be fine.

22:51:20 ad.valerie Gale is a super reputable database.

22:51:29 Guest okay great!

22:51:32 ad.valerie I would tell you if I had any concerns at all.

22:51:47 Guest thanks for all the help

22:51:50 ad.valerie It's not like wikipedia where anyone can update or provide info.

22:51:58 Guest right

22:52:00 ad.valerie Do you have enough info for now?

22:53:32 Guest yeah... for now at least thanks

22:53:43 ad.valerie OK

22:53:49 ad.valerie If you need more help, come on back!

22:53:57 ad.valerie Thanks for using our service!

22:53:58 Guest Are there any biographies about andrew carnegie available in the teens section or the kids section?

22:54:18 ad.valerie You know what --

22:54:33 ad.valerie I had it limited to the Children's dept. I can double-check for teens if you'd like.

22:54:34 Guest ur welcomed thanks for all the help... what?

22:54:48 Guest oh yeah that would help

22:54:53 ad.valerie OK -- give me just a sec

22:54:59 ad.valerie Sorry -- I spaced that!

22:55:08 Guest huh?

22:55:20 ad.valerie I forgot that you had asked about teen books, too.

22:55:28 Guest oh no prob.

22:55:36 ad.valerie Give me a second and I'll look that up.

22:55:45 Guest thanks

22:58:29 ad.valerie I don't know if I sent this to you already or not... It's listed in both the children and adult areas. I'm not seeing it listed specifically as teens, but... might still work for you:
<http://search1.clevnet.org/web2/tramp2.exe>

22:58:30 ad.valerie [/goto/A0ror43l.003?screen=Record_Avail.html&server=1home&item=19&item_source=1home](http://search1.clevnet.org/web2/tramp2.exe)
<http://search1.clevnet.org/web2/tramp2.exe>

22:59:23 ad.valerie [/goto/A0ror43l.003?screen=Record_Avail.html&server=1home&item=29&item_source=1home](http://search1.clevnet.org/web2/tramp2.exe) -- This one is listed in both Teen and Childrens areas

22:59:35 Guest i got that one let me try the second

22:59:51 ad.valerie OK

23:01:13 Guest the second one was good!

23:02:43 ad.valerie There are others that are in the childrens dept and then others still that are in the adult collection.

23:02:59 ad.valerie The only one I saw that actually had a designation as teen was the last one I sent...

23:03:15 Guest no adults needed... long story... i dont even get it

23:03:23 ad.valerie No problem

23:03:58 ad.valerie Do you think you have enough info for now? Or at least enough info to get you started?

23:04:58 Guest yeah if i need more ill go on again... thanks for all the help!!! i really appreciate it!!!!

23:05:03 ad.valerie Sounds good.

23:05:08 ad.valerie Good luck with your project!!

23:05:13 ad.valerie Have a good evening

23:05:13 Guest have a good night

23:05:26 Guest bye

23:05:30 ad.valerie bye



Librarian: ad.dj (AfterDark Librarian)

Question: I'm looking for information on Walmarts weaknesses and strengths.

Although the patron had a business assignment question but chose the Reading Recommendations queue, ad.dj patiently explained the step-by-step process of finding resources and made sure that the student didn't get lost along the way.

One caveat shared with the librarian is the use of OPLIN at 22:32:02. While the patron did eventually get to the Ohio Web Library at www.ohioweblibrary.org, it's better to direct patrons there instead of www.oplin.org. The Ohio Web Library is the public portal for statewide databases and is a result of the collaboration of Libraries Connect Ohio. When making suggestions for the patron's own research, outside of KIN24x7, www.ohioweblibrary.org is the preferred site. A very minor point in an overall great interaction with the patron.

22:19:52 ad.dj Hello

22:20:06 Guest hello

22:20:22 ad.dj good evening..

22:20:31 Guest Im looking for information on walmart's strengths and weaknesses

22:20:54 Guest I am doing a swot on them for class and cant find good information bc i do have to cite it

22:20:55 ad.dj how much information are you looking for?

22:21:45 ad.dj [http://web.ebscohost.com/kin.oplin.org/bsi/pdf?vid=4&hid=9&sid=6ee2dfa6-4d3d-48f8-a893-691648199d8d%40sessionmgr14](http://web.ebscohost.com/kin/oplin.org/bsi/pdf?vid=4&hid=9&sid=6ee2dfa6-4d3d-48f8-a893-691648199d8d%40sessionmgr14)

22:21:49 Guest well i do need 3 of each and i have to elaborate on it but i also want to understand it. plus the oppertunities and threats

22:22:01 ad.dj Take a look at this page while I continue to search

22:22:08 Guest ok

22:22:55 ad.dj did the page open foryou?

22:23:06 Guest yes

22:23:33 Guest im looking at it now just my browser always have to recover a tab when i move another open window

22:25:18 Guest wowwww

22:25:31 Guest hello

22:25:38 ad.dj still searching..

22:25:46 ad.dj but is the first source enough?

22:26:58 Guest if possible can you help find one more?

pleaseeeeeeeeeeeeeeeeeeeee...but if you cant that is

understandable ..heck i did not get that far...only had an interview from a manager

22:27:19 ad.dj I would be glad to help with another..

22:27:37 Guest thank you

22:27:38 Guest thank you

22:28:04 ad.dj are you good with Walmart?

22:28:31 ad.dj <http://web.ebscohost.com/kin.oplin.org/bsi/pdf?vid=5&hid=9&sid=6ee2dfa6-4d3d-48f8-a893-691648199d8d%40sessionmgr14>

22:28:44 ad.dj This is an interesting report also...

22:30:31 ad.dj Would you like me to show you have to access this on your own?

22:30:40 ad.dj Although we are always glad to help out...

22:31:10 Guest yes please

22:31:15 Guest thank you

22:31:25 Guest for your patience

22:31:27 Guest and help

22:31:46 ad.dj glad to help...

22:32:00 ad.dj In Ohio every resident has access to a site called OPLIN

22:32:02 ad.dj <http://www.oplin.org/>

22:32:39 Guest yes that is where i went but maybe it is the words i put in

22:32:47 ad.dj It has lots of great resources, and they are free and available all by providing your local Ohio zipcode

22:33:01 ad.dj It can be a bit tricky...

22:33:18 ad.dj go to the oplin site and we can walk through it step by step

22:33:27 Guest ok

22:33:29 ad.dj <http://www.oplin.org/>

22:34:13 Guest ok im there

22:34:23 ad.dj There are always different ways to get to the same information... I will show you how I find it..

22:34:29 ad.dj great..

22:34:42 Guest ok i see grey tabs at the top

22:34:50 ad.dj at the top click on the Tab that says Services

22:35:00 ad.dj It is to the far right

22:35:32 Guest k

22:35:33 ad.dj Then on the next page..... almost at the bottom of the Service choices....

22:35:45 ad.dj Click on Research Databases

22:36:09 Guest ok im there

22:36:16 ad.dj Next click on the link for Ohio Web Library

22:36:41 Guest got it

22:36:54 ad.dj Here you can do several things.... but I find it most useful to just click on the Resources tab...

22:37:10 Guest ok

22:37:15 ad.dj I like this because it reminds me of all the other great resources...

22:37:45 ad.dj You now need to scroll down to Business and Government

22:37:57 ad.dj and click on Business Source Premier

22:38:00 Guest wowwww

22:38:31 ad.dj That is the page I used to get the current Walmart swot

22:39:02 ad.dj Type walmart into the find box

22:39:15 Guest it says that we cannot verify that your computer is in ohio

22:39:17 Guest ohio

22:39:31 ad.dj did you have to type in your zip code?

22:39:50 Guest it is tellin me to put in my library card number

22:39:59 Guest no

22:40:06 Guest i will get my card

22:40:09 ad.dj Let me take a look...

22:40:20 ad.dj If you have your card it will be good also...

22:40:43 Guest ok i will grab it

22:42:34 Guest ok i put it in and it ask me which library

22:42:44 Guest i chose the columbus metropolitan library

22:42:53 Guest is that ok before i choose it

22:43:09 ad.dj yes..

22:43:13 ad.dj should be good

22:43:30 ad.dj I will look into why the zip code does not work

22:43:36 Guest ok im on business source premier

22:43:46 ad.dj great..

22:43:51 Guest it has 3 tabs one blue and 2 grey

22:44:05 ad.dj yes..

22:44:16 ad.dj do you see the find option

22:44:18 ad.dj ?

22:44:26 ad.dj find: walmart

22:44:33 ad.dj type in walmart there...

22:44:43 Guest i put walmart swot in and i got datamonitor

22:44:49 ad.dj it is a search box

22:44:50 Guest the 2nd say swot analysis

22:44:57 Guest yes

22:45:03 ad.dj you can get to it a couple ways..

22:45:11 ad.dj If you just type in the box walmart

22:45:19 ad.dj then hit search

22:45:20 Guest k

22:45:44 ad.dj you will get the next page and that is where I choose swot analyses from.

22:45:57 ad.dj did it work for you?

22:46:24 Guest yes...you are pure genius

22:46:45 Guest thanks a million for takin the time out to do so

22:46:52 ad.dj you are very welcome...

22:47:03 ad.dj please reconnect if you need additional help...

22:47:09 ad.dj someone is here 24/7

22:47:18 ad.dj anything else I can help with tonight?
22:47:58 Guest no thank you..have a wonderful nite i really appreciate it
22:48:15 ad.dj Thank you for using knowitnow
22:48:18 ad.dj bye
22:48:27 Guest bye



Email of the Month

Librarian: Andrea (Washington County Public Library)

This is a great example of providing authoritative information quickly by email. The patron entered their question at 2:08:33 PM, and Andrea of Washington County Public Library replied at 2:57:14 PM. All our email answerers do a great job of replying in a timely manner. Andrea's reply included a database as well as an authoritative free web site...both with plenty of pictures! Nice work, Andrea!

-- Original Question --

I need some Pictures of the Galaxies. Can you find me some pics of these?

-- Follow-up Message Entered into Leave-A-Message form --

I am sorry I am out of time, but if you could leave me the attachments i would Very much appreciate it Thank you.

-- Reply from Andrea Adkins (Washington County Public Library - Marietta) --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service.

Here is a World Book article on galaxies. It has great pictures of different ones. When prompted enter your zip code to access the article.

<http://www.worldbookonline.com.kin.oplin.org/advanced/article?id=ar215080&st=galaxies&sc=0#top>

This site from the University of Arizona also has some great pictures.

<http://seds.lpl.arizona.edu/MESSIER/galaxy.html>

I hope this information helps answer your question. Thank you for using KnowItNow24x7.



A Sample of Patron Feedback from November 2009

- It is the first time I used this service. I seldom "chat" online and was a little uncertain about the process but it went fine. The librarian was prompt and courteous. Great service!
- ad. conner was super-helpful! I received all the information I was looking for, and then some! Thank you!
- Jeanna was very helpful and was able to point me in the right direction within minutes. When I clicked on the chat button, I was feeling very discouraged and frustrated, but she helped me and made me feel much better.
- I love OWL it helped me soooooo much, I had no clue what MLA was, I read and read, but OWL helped, I owe it all to ad. Mckenzie from live Library that's I get it now.
- Paszabo is amazing. He is so helpful. I recommend him as being amazing.
- I LOVE this service!!! Found it completely by accident...I will surely be back over and over again. IT IS AWESOME!
- I had been searching for all day and the librarian found it in just a few seconds!! I was very impressed!
- I would like to thank the person for being so patient and kind in helping me find the information. Thank you. It is good to know that people can actually take time out to actually help others. I really extremely appreciate it.
- this site is awesome it is so handy you can just go on the computer and its like asking your teacher a question
- This was the first time I've used KnowItNow after picking up a bookmark about it my local library. I was very impressed with how easy it was to use and how efficient the person was I chatted with.
- just thank-you for the service, as a parent I really appreciate the assistance.
- libranan 53 make sure they get extra points credit claps whatever awesome and nicest
- While I usually try to Wikipedia most things I have found this to be much more thorough and complete. Great service.
- You all have helped me VERY much when I've needed help on my homework for school when I didn't have enough research or needed more information I knew I could turn to this website when my brother wasn't here or my family wasn't sure of the answer! I love how I have this website to go to in general questions or just regular questions for school :). I'm glad to know I can turn to someone when I'm not sure of the answer or my family isn't sure of it! Thank you so much for your help! I appreciate it SO much!

December 2009

Transcripts of the Month

Librarian: Librarian30 (Columbus Metropolitan Library)

Question: Trying to find the number of people with hearing impairment in Ohio? Franklin County? or Columbus area? Thank you.

For some reason, Columbus Metro's patron was unable to access a long URL that was shared with them. Librarian30 did some quick thinking and used tinyurl.com to shorten the web address and provide that to the patron. This is a great reminder to use *all* available tools at your disposal as a reference librarian.

14:06:40 Guest Trying to find the number of people with hearing impairment in Ohio? Franklin County? or Columbus area? Thank you.

14:06:47 librarian30 Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

14:07:21 librarian30 Hi, Cindy, that sounds like an interesting question. Let me take a look.

14:08:12 Guest Thank you.

14:09:15 librarian30 You're welcome! Thanks for your patience. Still looking.

14:12:17 librarian30 So far, I'm only see some general statistics, like this:
http://www.pascenter.org/state_based_stats/state_statistics_2005.php?state=ohio

14:12:19 librarian30

14:12:28 librarian30 It seems hard to find this data.

14:12:34 librarian30 Still trying.

14:14:24 Guest Thank you so much. I have made calls, internet and then thought of you!

14:14:53 librarian30 You're welcome! I believe we've had trouble locating this figure before also.

14:15:32 librarian30 Here's an interesting FAQ from Gallaudet University:
[http://library.gallaudet.edu/Library/Deaf_Research_Help/Frequently_Asked_Questions_\(FAQs\)/Statistics_on_Deafness/Deaf_Population_of_the_United_States.html](http://library.gallaudet.edu/Library/Deaf_Research_Help/Frequently_Asked_Questions_(FAQs)/Statistics_on_Deafness/Deaf_Population_of_the_United_States.html)

14:15:34 librarian30

14:18:11 Guest Hmmn can not access last link - I will try another way. :-)

14:18:20 librarian30 I'm having trouble with it, too.

14:18:33 librarian30 Gallaudet does have a good page of Census estimates for states.

14:18:46 librarian30 I'll see if I can figure out how to link to it. Just a moment.
[http://library.gallaudet.edu/Library/Deaf_Research_Help/Frequently_Asked_Questions_\(FAQs\)/Statistics_on_Deafness/Deaf_Population_of_Individual_States_Territories_and_Localities.html](http://library.gallaudet.edu/Library/Deaf_Research_Help/Frequently_Asked_Questions_(FAQs)/Statistics_on_Deafness/Deaf_Population_of_Individual_States_Territories_and_Localities.html)

14:19:46 librarian30

14:20:44 librarian30 Does this link work?

14:21:26 Guest No. but it is okay - I will go directly to Gallaudet. Thank you for your assistance. We are working on E-911 in our county and we need to consider this population.

14:21:35 Guest Happy Holidays!

14:21:50 librarian30 I can see if I can shorten the URL for you if you want to wait a moment.

14:22:05 Guest Ok, thank you.

14:22:25 librarian30 <http://tinyurl.com/ygqhjpk>

14:22:50 Guest Thank You! :-)

14:23:03 librarian30 You're welcome! Does the tinyurl work OK?

14:23:11 librarian30 Happy holidays to you also!

14:23:12 Guest Yes
14:23:18 Guest Take Care1
14:23:18 librarian30 Great!
14:23:28 librarian30 You take care also, and thanks for visiting us.



Librarian: ad.ian

Question: I am trying to convince my parents to get me a puppy, a chocolate Lab, can you find me a website that is safe and has no scams? Also the owners have to live in Ohio so it will be easy to pickup.

AfterDark librarian ad.ian did a wonderful job of helping out a patron who wanted to make a case for convincing his family to get a dog and did a great job supplying authoritative resources. The patron was appreciative within the session itself and also supplied the following comment on their survey: "I love this chat program! It is easy and convenient to use! Whenever I have a question, I always go here! Also most of the librarians seem interested to help, and very nice. This service is truly amazing!"

17:43:03 Guest I am trying to convince my parents to get me a puppy, a chocolate Lab, can you find me a website that is safe and has no scams? Also the owners have to live in Ohio so it will be easy to pickup.

17:43:15 ad.ian Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

17:43:24 Guest Hello

17:44:49 Guest Sorry it is a long question.:-)

17:44:56 ad.ian <http://www.dogbreedinfo.com/labrador.htm>

17:45:11 ad.ian Here is information about the breed to help convince.

17:45:23 Guest Thank u!

17:45:38 Guest Do u happen to have anymore?

17:48:07 Guest Are you there?

17:48:24 ad.ian Yes. Sorry I'm helping several at once.

17:48:39 ad.ian You are also looking for a breeder, correct.

17:48:57 Guest Yes

17:49:14 Guest Correct

17:49:47 ad.ian http://www.akc.org/breeds/labrador_retriever/

17:49:57 ad.ian Here is the American Kennel Club page.

17:50:24 Guest Thank you so much! These shall help.

17:50:56 ad.ian <http://www.thelabradorclub.com/> Here is the breed club there is a link to breeders at the top.

17:51:23 Guest Thanks again! They helped alot! Have a good day!

17:51:42 ad.ian You too!

17:51:49 ad.ian Thanks for using our service. Come back again if you need help with another question.

17:51:54 Guest Bye!;-)

17:52:03 Guest See you again soon!



Email of the Month

Librarian: Portsmouth Public Library

This is a great example of providing authoritative resources and not simply "giving" the answer to a student. In a "live" online session, the librarian could have asked follow-ups, but here the patron was given several good sites to get them along the way to finding the answer. Nice work, Portsmouth Public Library!

-- Original Question --

what wars were fought during president polk besides the mexican war

-- Reply from Portsmouth Public Library --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service.

Here are some links that should help you.

<http://statelibrary.ncdcr.gov/nc/bio/public/POLK.HTM>

<http://www.worldbookonline.com/advanced/article?id=ar437440&st=president+polk>

<http://www.whitehouse.gov/about/presidents/jamespolk>

I hope this information helps answer your question. Thank you for using KnowItNow24x7.



A Sample of Patron Feedback from December 2009

- i have a little hair left on my head thanks to you i didnt have to pull out the rest thanks alot
- thank you, because of you guys and this site my report is finished and is alsome!
- First time I've used this service and it was very successful. I'm sure I will use it again.
- GREAT WONDERFULL HELPFULL LOVE THIS SITE! BECAUSE OF IT I HAVE STRAIT A"S
- I really like this site because you are able to get more information and you can get it faster than say google!!!!!!!!!!!!!!:x
- Such an amazing tool to help college students! Thanks so much! It is a stress releiver when you only have so much time!

January 2010 Transcripts of the Month

Librarian: ad.alex2 (AfterDark Librarian)

Question: Where can I found good industry statistics on the solar power industry? I need to compare the commercial market to the residential market.

Ad.alex2 did a great job of finding resources for a patron looking for industry statistics on solar power. In addition to providing several web resources for the patron, Alex also recommended the Business Department at the Cleveland Public Library, and resources at local colleges. This was a great way to inform the patron of potential print information.

21:42:02 Guest Where can I found good industry statistics on the solar power industry? I need to compare the commercial market to the residential market.

21:43:00 ad.alex2 Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

21:45:13 ad.alex2 What kind of istatistics do you need about the solar power commercial & residential markets

21:45:21 ad.alex2 statistics, sorry....

21:46:59 ad.alex2 Are you still online?

21:47:23 Guest Yes I'm here

21:48:07 Guest I would like to know what the industry dollar values are in each market, their growth rates, etc

21:48:51 Guest number of businesses in each industry

21:49:23 ad.alex2 OK, thanks. Were there any databses you looked at earlier that I don't need to look at?

21:49:40 Guest no i don't even know where to begin

21:50:08 Guest just need credible sources

21:52:37 ad.alex2 OK, that helps, thanks. I'll see what I can find, but you may still want to check with a metro public library with a business department (such as Cleveland PL) or if this is for a college assignment, a university library such as CSU or Baldwin-Wallace College.

21:53:34 ad.alex2 Cleveland Public Library business librarians are on KnowItNow during the day from 9 AM - 5 PM. They will have access to sources I have no access to.

21:53:55 ad.alex2 However, let me see what I can find now. Please wait while I search.

21:54:15 Guest Ok, thanks for the tips, it is for business research so the Cleveland Public Library sounds like a good backup plan

22:01:37 ad.alex2 <http://www.solarelectricpower.org/resources/reports.aspx> has reports you can look at . registration is required, but some of the reports appear to be free with registration. Others require membership in the association.

22:07:17 ad.alex2 Still searching.

22:08:21 Guest ok i'm am signin up to see the reports on this one

22:08:50 ad.alex2 OK.

22:10:39 Guest They want too much info that I don't want to give out on that one.

22:11:42 ad.alex2 OK. I'll keep looking, but that was the most promising report I've seen so far.

22:12:28 Guest Ok

22:17:12 ad.alex2 You may want to take a look through the "reports" section from the U.S. Energy Information Administration <http://www.eia.doe.gov/fuelrenewable.html>

22:21:20 ad.alex2 also this <http://www.eia.doe.gov/emeu/mer/renew.html>
22:26:51 Guest ok this looks like a good start here with the last two links
22:27:13 Guest I won't take up anymore of your time, thank you very much for your help!
22:28:01 ad.alex2 That's what we're here for! Come back anytime.



Librarian: Librarian79 (Cleveland Public Library - General Reference Department)

Question: I just finished the 2ND twilight book;New Moon and we had school off today so I cannot get the third from her is there any way that I could read it online for free?

Librarian79 was amazingly persistent in helping a patron locate an electronic version of the third book in the Twilight series. Librarian79 worked with the patron for *over an hour* to locate the item, and walk the patron through the process of downloading the book.

(Note from KIN24x7 Coordinator: As you can see from the line at 11:10:02 in Librarian79's transcript, they decided to utilize the Co-Browser in an act of desperation. As everyone should be aware now, the Co-Browser should **not** be used for the reason mentioned in the chat, in addition to other reasons. This transcript provides an opportunity to once again emphasize this. This one issue does not detract, however, from the herculean persistence and patience exhibited by the librarian, but a few suggestions for other solutions to the Co-Browser use are in order. If you need a patron to "see" something, try using your computer's PrintScrn function and pasting an image into a document. This can then be shared with the patron via the Send Files function. If possible, try downloading a screencapture application (like Jing, for example) and using this to share short, concise screencasts via a link. Check out this link (<http://www.oregonlibraries.net/videos/ovrs2009-johnson>) for a presentation on this idea from our Oregon colleagues. This would allow patrons the chance to review procedures even after a session is over.)

10:19:05 Guest I just finished the 2ND twilight book;New Moon and we had school off today so I cannot get the third from her is there any way that I could read it online for free?
10:19:20 Guest Hello there!
10:19:32 librarian79 Hi, Guest.
10:19:47 Guest Just to let you know the thrid one is called Eclipse.
10:20:03 Guest If you do not mind me asking what is your name?
10:20:07 librarian79 Let me check to see if your local library has it available online - that would be the Akron Summit Co. Library - correct?
10:20:13 librarian79 Marion
10:20:47 Guest Yes, Marion the one next to Northfield Elementary.
10:21:49 Guest I like your name.
10:23:12 librarian79 Thank you.
10:23:28 Guest Your welcome.
10:23:31 librarian79 Only seeing this as a print copy....

10:23:42 Guest oh...

10:23:51 librarian79 or a CD.

10:24:01 Guest Could we check a different library?

10:24:29 librarian79 Well - you would need a library card for a different library.

10:24:36 librarian79 Do you have any other cards?

10:25:02 Guest Well I do have one for Cuyahoga Co.

10:25:17 librarian79 OK - pls hold while I check their catalog.

10:25:27 Guest Okay.

10:28:52 librarian79 They do carry this title as an ebook, however....

10:29:08 librarian79 the only type they have available is the Mobipocket eBook.

10:30:45 Guest What does that mean?

10:32:31 librarian79 You will need to have the mobipocket ebook software downloaded on your pc in order to read this book.

10:32:40 librarian79 <http://www.mobipocket.com/en/DownloadSoft/ProductDetailsReader.asp>

10:35:20 Guest Okay hold on.

10:35:34 Guest Okay now what do I do?

10:37:07 Guest The mobipocket is installed.

10:37:44 librarian79 Great!

10:38:50 Guest Okay now how do I get the book???

10:39:11 librarian79 Now you will need to go to the CCLibrary catalog....

10:39:28 Guest How do I do that???

10:39:38 librarian79 Try this link - <http://ebcd.cuyahogalibrary.org/6C3715EA-D0FA-4F11-ABFB-A06AC23F2A31/10/227/en/SearchResults.htm?SearchID=26496766>

10:39:47 librarian79 If you can't access that...

10:40:15 librarian79 go here - <http://sciron.cuyahoga.lib.oh.us/search/X>

10:40:51 librarian79 Were you able to get into the first link I sent?

10:41:06 librarian79 or the second?

10:45:03 Guest I really do not know how to do this.. Is there any other websites that i could just find on google because i do not think that my mom likes it when i download things on her computer...

10:45:26 librarian79 Sorry - this book is not going to be available "for free" online.

10:46:06 librarian79 You will either have to purchase it online to download it or borrow it from a library and download it for free.

10:46:22 Guest Are u sure... No where? Is there any site that just has a bunch of books online open to the public for the public?

10:46:39 librarian79 Yes - there definitely are sites like that...

10:47:00 Guest Well then wouldnt they have it?

10:47:12 librarian79 but those are for books considered to be "in the public domain" or which have been released by the author and publisher

10:47:28 librarian79 but that means they don't get \$ for it.

10:47:44 librarian79 That is where the public library can help you out.

10:47:54 Guest So does that mean it will not be on there?

10:48:27 librarian79 A popular, commercial title like this is not usually released for free.

10:48:47 Guest Well since we cannot find it any other way then lets just try it on the MobiPocket.

10:48:59 librarian79 OK - can you access the catalog?

10:49:18 Guest Yes but i do not know how to get to the book.

10:49:26 librarian79 I'll show you....

10:49:32 Guest okay.

10:50:23 librarian79 1st you will need to tell me which link you were able to access - the 1st or 2nd one I sent to you?

10:51:09 Guest 2nd because the 1st one says that there is an error

10:51:42 Guest and then it just makes me start over and goes to SEARCH

10:52:17 librarian79 OK- now you need to look to the right and click on "advanced search" under Search Options ...

10:52:21 librarian79 do you see that?

10:52:50 Guest Yes i am there

10:53:00 librarian79 good - This should bring up a number of search boxes...

10:53:17 Guest yes...

10:53:18 librarian79 We want to fill in the first box with the author's last name

10:53:21 librarian79 Meyer

10:53:29 Guest oKAY

10:53:50 Guest done

10:54:08 librarian79 You also need to change the pulldown menu on the left so that it says "author"

10:54:18 Guest did that

10:54:22 librarian79 great

10:54:35 librarian79 now go to the box below that and change that to title

10:54:46 librarian79 and fill in the text box with eclipse

10:55:16 Guest what do i do to the box that says "and"

10:55:31 librarian79 just leave that

10:55:36 Guest Okay done.

10:55:49 librarian79 OK - then scroll down to the option which says "material type:"

10:55:55 librarian79 and select

10:56:06 librarian79 etext

10:56:30 Guest Okay done

10:56:35 librarian79 now click on "submit"

10:56:53 librarian79 This will bring you to another page.

10:57:05 Guest it said no entrys found... :(

10:57:06 librarian79 Click on Connect to An electronic book accessible through the World Wide Web; click for information

10:57:30 librarian79 Try it a second time.

10:58:24 Guest it did the same thing... :(

10:59:08 librarian79 I would send you the link to the title if I could but because of the type of search it is, the catalog won't let me.

10:59:24 Guest Under Author should i put Stepenie Meyer instead of just MEYER?

10:59:48 librarian79 No

10:59:54 Guest K...

11:00:15 librarian79 Try doing the search without specifying the "material type"

11:00:27 Guest k.

11:01:21 Guest Okay that worked now what do I do?

11:01:27 librarian79 great

11:01:51 librarian79 Now you should see a page of entries.

11:02:01 Guest I do.

11:02:28 librarian79 You will need to click on the one with the icon of the state of Ohio in a blue circle with a red "e"

11:03:00 librarian79 Make sure you click on the title part

11:03:31 librarian79 This should bring you to a new page.

11:03:41 Guest i cant find it

11:04:28 librarian79 There should be an entry for Eclipse [electronic resource] / Stephenie Meyer. Meyer, Stephenie, 1973-

11:04:40 librarian79 with a little icon on the left

11:06:04 Guest All they have is 4 items ; 3 books and 1 CD.

11:07:48 librarian79 No, there should be an entry with electronic access.

11:07:57 Guest THeY have an Ohio search on the right side and one for new electronic resources.

11:08:39 librarian79 Author Meyer, Stephenie, 1973- Title Eclipse [electronic resource] / Stephenie Meyer.

11:09:38 Guest None of them say that there is only one that says [Sound Recording]

11:10:02 librarian79 I'm going to try to get you in by using a feature of this software which may freeze the computer up

11:10:46 Guest okay i hope it does not freeze the comp.

11:11:08 librarian79 If so, pls just call Cuyahoga County Public and see if they can walk you through their catalog - 216.398.1800

11:11:19 Guest k

11:12:16 librarian79 I'm going to send you something from their catalog and it'll open up a new tab or window.

11:12:24 Guest k

11:12:24 librarian79 <http://sciron.cuyahoga.lib.oh.us/search/X>

11:12:36 Guest I have accepted the Cobrowse invitation for <http://sciron.cuyahoga.lib.oh.us/search/X>

11:12:54 librarian79 You should see a blank catalog search screen.

11:12:58 Guest yes

11:13:15 Guest now do i do the same thing that i di b4?

11:13:16 librarian79 goodf

11:13:20 librarian79 *good*

11:13:24 librarian79 <http://sciron.cuyahoga.lib.oh.us/search/X#>

11:13:25 librarian79 [http://sciron.cuyahoga.lib.oh.us/search/X?SEARCH=a:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D](http://sciron.cuyahoga.lib.oh.us/search/X?SEARCH=a:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D)

11:13:45 librarian79 Now I'm sending you results from a search on Meyer and eclipse.

11:14:05 librarian79 No - just let me do the work

11:14:09 Guest i got it! The electronic resource!!!:)

11:14:17 Guest :^0

11:14:43 Guest :^0 :^0 :^)

11:14:46 librarian79 Wonderful

11:14:52 Guest yes!

11:15:06 librarian79 At this point you will need to click on the title with the icon and ...

11:15:09 librarian79 you should see [http://sciron.cuyahoga.lib.oh.us/search~S41?/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&SUBKEY=a%3A\(meyer\)%20and%20t%3A\(eclipse\)/1%2C6%2C6%2CB/frameset&FF=Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&2%2C2%2C](http://sciron.cuyahoga.lib.oh.us/search~S41?/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&SUBKEY=a%3A(meyer)%20and%20t%3A(eclipse)/1%2C6%2C6%2CB/frameset&FF=Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&2%2C2%2C)

11:15:23 librarian79 a link Connect to An electronic book accessible through the World Wide Web; click for information

11:15:47 librarian79 When you click on that [http://sciron.cuyahoga.lib.oh.us/search~S41?/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&SUBKEY=a%3A\(meyer\)%20and%20t%3A\(eclipse\)/1,6,6,B/1856~b10857546&FF=Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&2,2,,1,0](http://sciron.cuyahoga.lib.oh.us/search~S41?/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&SUBKEY=a%3A(meyer)%20and%20t%3A(eclipse)/1,6,6,B/1856~b10857546&FF=Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&2,2,,1,0)

11:15:53 librarian79

11:16:18 librarian79 You will see an entry for Adobe PDF eBook and

11:16:27 librarian79 for Mobipocket eBook

11:16:28 Guest okay

11:16:49 Guest Now what?

11:17:30 librarian79 You will want to click on add to digital cart for the Mobipocket ebook
[http://sciron.cuyahoga.lib.oh.us/search~S41/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&SUBKEY=a%3A\(meyer\)%20and%20t%3A\(eclipse\)/1,6,6,B/frameset&FF=Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&2,2,](http://sciron.cuyahoga.lib.oh.us/search~S41/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&SUBKEY=a%3A(meyer)%20and%20t%3A(eclipse)/1,6,6,B/frameset&FF=Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&2,2,)
[http://sciron.cuyahoga.lib.oh.us/search~S41?/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D/Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&SUBKEY=a%3A\(meyer\)%20and%20t%3A\(eclipse\)/1,6,6,B/l856~b10857546&FF=Xa:\(meyer\)+and+t:\(eclipse\)&searchscope=41&SORT=D&2,2,,1,0](http://sciron.cuyahoga.lib.oh.us/search~S41?/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D/Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&SUBKEY=a%3A(meyer)%20and%20t%3A(eclipse)/1,6,6,B/l856~b10857546&FF=Xa:(meyer)+and+t:(eclipse)&searchscope=41&SORT=D&2,2,,1,0)

11:17:44 librarian79

11:17:54 librarian79

11:18:07 Guest okay but will this cost any \$?

11:18:12 librarian79 no

11:18:18 Guest okay

11:18:36 librarian79 at that point you will need to follow the instructions for checking out an electronic book

11:18:45 Guest k

11:19:49 librarian79 See this page if you need help with this part -
<http://ebcd.cuyahogalibrary.org/6C3715EA-D0FA-4F11-ABFB-A06AC23F2A31/10/227/en/Help-Policies-Borrowing.htm>

11:23:19 librarian79 I will have to leave you now - do you think you can take it from here?

11:27:54 librarian79 <http://sciron.cuyahoga.lib.oh.us/>

11:31:20 Guest yeah bye

11:32:10 librarian79 Thanks for using our service. Come back again if you need help with another question.



Email of the Month

Librarian: Kathy at Ursuline College

This is a great example of utilizing online resources and alternative ways of getting information to the patron. Kathy not only provided the link to Wolfram|Alpha, but also screenshots of the patron's problems entered into the site itself. Kathy is not tutoring in math but simply pointing to an online source that can provide the answer. Good thinking and nice work, Kathy!

-- Original Question --

i need help with solve and check they are $-4/5x - 7.2 = 0$ $0 = 2.1 - 7/8x$ thanks and hopefully you can email me back ASAP

-- Reply from Kathy at Ursuline College --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service.

I think you are asking to solve two problems:

problem 1: $-4/5x - 7.2 = 0$

problem 2: $0 = 2.1 - 7/8x$

I attached the solutions I found using this website:

<http://www.wolframalpha.com/>

I hope this information helps answer your question. Thank you for using KnowItNow24x7.

(Note to Readers: To view the attachments sent to the patron, see <http://provider.knowitnow.org/KINdocs/problem1.pdf> and <http://provider.knowitnow.org/KINdocs/problem2.pdf>.)



A Sample of Patron Feedback from January 2010

- This is a wonderful service. I've used it for many years now. At least 5 years. Love the services provided by the library system and am at the library at least 2 times a week. Keep up the Wonderful Service!!!!
- This site always provides thorough and reliable resources to use for any school assignment. keep up the great work!
- I frequently use this site to find resources and you never fail to please. I always get exactly what I am looking for, not to mention in a very timely manner. I find myself grateful for your services on a frequent basis. Than you so much.
- you guys help me on almost every test thank you.
- the reason i use know it now is because i don't get to the library much and i usealy get my answer. so i want to thank all the librains who staff this thanks :_)
- Yes, please keep the service going. I use it for business. My company has access to many great databases, nonetheless, I complement what I get through work with the CPL and all services (know it know, online research tools and physical library) are extremely useful. Thank you for the great service.
- Libraian12 was very nice. Even when i asked her a sports question she seemed very interested in answering it. She answerd very quickly and was very kind and was never mean.
- This service is a genuine time saver. I love it and will make a point of using it more often.

February 2010 Transcripts of the Month

Librarian: Librarian46 (Public Library of Youngstown & Mahoning County)

Question: i'm looking for a map of london, uk that shows old rivers (fleet, tyburn, etc.) & canals. are there any sites/search engines other than google that you can suggest?

Librarian46 recommended excellent sources and kept the conversation going while s/he did additional searching and allowed the patron to examine the sites already sent. This patron hit the jackpot with a librarian who brought subject expertise and personal enthusiasm to the transaction.

14:56:25 Guest i'm looking for a map of london, uk that shows old rivers (fleet, tyburn, etc.) & canals. are there any sites/search engines other than google that you can suggest?

14:56:44 librarian46 Hello. You've connected to your 24x7 online reference service staffed by librarians across the state. Please wait one moment while I take a look at your question.

14:57:05 Guest thank you.

14:57:06 librarian46 I'll start looking for information for you.

14:58:19 librarian46 <http://www.britishmuseum.org/research.aspx>

14:58:49 Guest great. i'll give the british museum a try

14:59:08 librarian46 I haven't searched this site for an answer to your question....however, I do know it as an authoritative and comprehensive site. Will look for others while you search.

14:59:57 Guest the british museum sounds like a promising start

15:00:26 librarian46 Still searching...thanks for your patience.

15:01:23 librarian46 http://www.lib.utexas.edu/maps/map_sites/hist_sites.html#europe

15:02:13 librarian46 This is a link to old maps from the University of Texas. Scroll down to London. I haven't opened any links.

15:04:39 Guest i see there is a link to the london waterworks in the u texas site, which could

15:04:51 Guest help locate what i want to see

15:05:02 librarian46 <http://www.british-history.ac.uk/mapsheet.aspx?compid=55124&sheetid=4204&ox=0&oy=0&zm=1&czm=10&x=301&y=79>

15:06:16 librarian46 This could be a useful website. Although London wasn't on the list of map images, I clicked on Kent and found that I could zero in on a portion of London. You might want to take a look.

15:06:47 Guest am searching the british museum website as well. and i see you've sent another link from their university system. will try that as well. you've also given me an idea. if the sites don't pan out, i can ask geography depts at university of london, etc.

15:08:05 librarian46 If you go back on click on the website that I just sent, you'll see that you can move the area of the map. You might want to look at the list of maps....note the tab, Maps at the top of the screen.

15:09:45 librarian46 I have a map link from Oxford University's Bodleian Library. Let me know when I can send it.

15:10:35 librarian46 The library provides links to maps.....all areas and many time periods.

15:10:36 Guest excellent. i also just found something on one of the utexas links. i think b/t utexas and the link you just sent, i should be able to find what i want. am reading novel that revolves around london's lost rivers/canals. it's made me very curious. e-mail address is email address withheld. thanks for all of your help!

15:11:01 librarian46 <http://www.bodley.ox.ac.uk/users/nnj/mlinks.htm>

15:11:25 librarian46 Good luck with your search.

15:11:51 Guest take care!

15:13:59 librarian46 Just end the session, Guest, when you are finished. I have a fondness for old maps, so it was delightful connecting you with information.



Librarian: MaryC (Shawnee State University)

Question: What materials are available referencing the construction of the Rheims Cathedral? This would include the beginning date, ending date person initiating the construction and so forth

MaryC did a great job in this conversation, recommending two scholarly sources, one general and one subject specific, "walking" the student through the process of finding these sources on his/her library's web site, and sticking with the student through the search process, noting a spelling variation and pointing out relevant hits among the search results.

17:56:17 Guest What materials are available referencing the construction of the Rheims Cathedral? This would include the beginning date, ending date person initiating the construction and so forth

17:56:18 maryc hi

17:56:28 Guest Hello

17:56:34 maryc i am working with another student and will be with you as soon as possible

17:56:37 maryc minute

17:56:43 Guest Thank you Mary

18:02:06 maryc let me look at your library's website

18:02:08 maryc minute

18:02:23 Guest Ok

18:04:11 maryc let's look in Oxford Art Online
18:04:13 maryc minute
18:04:20 Guest Ok
18:05:56 maryc minute
18:07:44 maryc Oxford Art Online has MANY references -- but you need to spell Rheims as REIMS
18:08:05 maryc do you know how to get to Oxford Art Online on the library website?
18:08:14 Guest Ok, so is that a website like www.oxfordart.com or something?
18:08:29 Guest No I do not, can you assist with that?
18:08:55 maryc well, you need to go to the CSCC library page first
18:09:05 maryc do you know how to get to library page?
18:09:05 Guest Alright
18:09:21 Guest I think it's on my main page
18:09:21 maryc it is at <http://www.csc.edu/library/>
18:09:25 Guest Ok
18:10:05 Guest Once I get there should I just type in a search for Reims Cathedral?
18:10:57 maryc do you know how to find a research database from that page?
18:11:15 maryc in the middle of the page
18:11:39 maryc do you see the link RESEARCH DATABASE?
18:11:57 Guest I am not on there now, but I will follow your instructions.
18:12:49 maryc Oxford Reference Online also has articles
18:12:58 maryc we might actually start there
18:13:02 Guest Once I click on the link "Research Database" I should then put in Reims Cathedral?
18:13:04 maryc and you can see if it is enough
18:13:10 maryc not yet
18:13:14 maryc minute
18:13:57 maryc see the tabs at the top of the graphic?
18:14:02 maryc two sets of tabs
18:14:05 Guest Yes
18:14:24 maryc see the tab -- second row -- called QUICK REFERENCE ?
18:14:33 Guest OK, yes
18:14:45 maryc so click QUICK REFERENCE
18:15:15 maryc and then scroll down the page -- inside the graphic -- until you find OXFORD REFERENCE ONLINE
18:15:45 Guest OK
18:15:46 maryc it is in BIG type
18:15:52 Guest Right
18:15:58 maryc and click OXFORD REFERENCE ONLINE
18:16:07 Guest OK

18:16:30 maryc See the quick search box in the upper left corner
18:16:42 maryc type in REIMS Cathedral
18:16:57 Guest OK
18:17:28 maryc so you will get 8 results -- you may need to scroll down to see this list
and click on REIMS in the first result: 1. Reims Acc. to tradition, the episcopal see in the old capital of the Remi in Gaul was founded in the second half of the 3rd cent. by St Sixtus , who was succeeded by St Sinicius . The first bishop for whom there is historical evidence was Imbetausius (or ... (From The Oxford Dictionary of the Christian Church in Religion & Philosophy)
18:17:50 maryc
18:18:18 Guest Wonderful, this is going to be extremely helpful. I have to get to class now. Thank you so much for your help Mary.
18:19:15 maryc Remember also that the other articles in Oxford Reference Online also have information -- and that OXFORD ART ONLINE has lots
18:19:42 Guest Thank you, I will remember that.....have a great evening!
18:20:09 maryc you too!



Email of the Month

Librarian: Kris (Kent State University School of Library and Information Science Intern)

Kris has done a great job of circumventing the patron's request for an opinion ("Do you think...") and providing historical documents and a magazine article that directly address the question posed.

-- Original Question --

Do you think women were included in the phrase "all men are created equal"? Use at least two historical references.

-- Kris's Reply --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service.

Two historical references you may consider using to support the idea that the phrase "all men are created equal" includes men and women are these:

The Declaration of Rights and Sentiments from the Seneca Falls Convention in 1848. It can be found on the Library of Congress website: <http://memory.loc.gov/learn/lessons/99/suffrage/seneca.html>. This document argues that the rights set out in the Declaration of Independence and Constitution apply equally to men and women.

An article in The Atlantic Monthly notes that the original drafts of the Declaration of Independence include a paragraph about slavery which, if it had been included in the final version, would have made it clear that "Men" was being used in the sense of "mankind." An online rough draft is available at this URL (this link will take you to the page with the slavery paragraph, which was later removed): <http://www.pbs.org/jefferson/archives/documents/ih198038.htm>. It's also available on the Library of Congress website: <http://www.loc.gov/exhibits/treasures/trt001.html>. The Atlantic Monthly article can be found here: <http://www.theatlantic.com/past/docs/issues/96oct/obrien/charactr.htm>.

I hope this information helps answer your question. Thank you for using KnowItNow24x7.



A Sample of Patron Feedback from February 2010

- the librarian was very helpful and directed me to sites that really helped me understand more i will definitely use this site in the future! It is AWESOME!!!!!!!!!!!!!!
- This website is very helpful and I use it all of the time whenever I'm having a little bit of trouble finding reliable information off of the web. Thanks so much again librarian 52!
- i HAVE DONE THIS MANY TIMES, AND THEY ARE ALWAYS VERY RELIBLE AND POLITE!!
- I liked the fact that the sites and books were looked up for my daughter and saved us time searching the web or books at the library.
- This is the best service on here i every had! this persons name was Amy K and she was delightfully pleasent and patient. Like i said to her, i had a bad day today so its nice to see a stranger being nicer then even my classmates! she was so amazing, and if i were you guys, i would give her 1000 raise! thanks so mych Amy K, you made my day!:-D
- The librarian that helped me was very polite and very helful. They gave me three websites and a few book titles. I am Absolutely sure I'm going to use this site if I need help.
- This is awesome! A wonderful lady at the New Albany branch named N Sullivan helped me and she actually took the time to introduce me to the online premium resources and the ask it options. She rocked and when I used it, Ryan helped me and he rocked! You guys rock!!!!!! I can't wait to tell others!
- I love this service, it helped me complete some of my project by helping me find links to get information. In other words it was great and fast and better than what i could ever come up with. Thanks!!!!!! :-D
- Unbelievable service - it's like having your own private genie! This service has saved me literally hours of time! One thing I noticed is that it seems the Knowitnow logo was taken off our library's home page - or at least it's not as noticeable if it is there. I thought maybe it was not in service any more - I'm glad it is!
- ad.mckenzie was one of the best librarian helpers i have ever ecieved from coming from this site Love &rockets, XD
- ad.conner is an awesome libraian. he answered my question fast and easy! this resource was amazing and i will definitley positivley use this website again. it helped soooo much, i will tell people about it and how it helped me find my information simply. thank you soo much:)

KnowItNow24x7 is provided as an online resource free-of-charge to all Ohioans through a federal Library Services and Technology Act (LSTA) grant awarded by the State Library of Ohio.

