



Quality Reference Transactions

July 2010 - February 2011

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

INTRODUCTION

KnowItNow24x7

KnowItNow24x7 is Ohio's collaborative online reference service staffed by librarians working in public, academic, and special libraries across the state. The project is funded by a federal LSTA (Library Services & Technology Act) grant awarded by the State Library of Ohio and is administered by Cleveland Public Library (CPL). CPL has contracted with the Northeast Ohio Regional Library System (NEO-RLS) AfterDark service to be able to offer online reference assistance even in the late evening and early morning hours.

Originally starting as an online chat reference service, KnowItNow24x7 now also incorporates email, instant messaging, and text messaging (SMS) as ways for Ohioans to interact with the service. Instant messaging also provides an option for the blind community to access a librarian live online. Statewide texting was inaugurated on February 14, 2011 allowing Ohioans to now use their mobile phones to ask a question from anywhere and anytime.

KnowItNow24x7 continues to be one of the busiest statewide online reference services in the country. From July 2010 through February 2011, KnowItNow24x7 librarians handled a total of 50,814 sessions: an average of over 209 every day. Since going statewide in 2004, librarians staffing KnowItNow24x7 have handled almost 700,000 sessions.

Quality Assurance Committee for KnowItNow24x7

The Quality Assurance Committee for KnowItNow24x7 (QuACK) began posting quality reference transactions to the KnowItNow24x7 Provider site in July 2009. Posting quality email responses began in August 2009. Those postings and this booklet are a way to provide deserved praise for the work done by librarians staffing the collaborative statewide online reference service.

Due to the volume of sessions, the members of the QuACK do not attempt a comprehensive review of all transcripts and emails. They have chosen examples of excellent work being done by KnowItNow24x7 public, special, academic, and NEO-RLS 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 provides Ohio libraries and stakeholders a fuller picture of the work being done by librarians contributing their time to KnowItNow24x7 and includes the appreciative responses from Ohioans utilizing the service.

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, typographical errors 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)
Don Boozer - KnowItNow24x7 Coordinator (ex officio)



Institutions Featured in the Transcripts and Emails

Currently seventy-eight public, academic, and special libraries around Ohio contribute staff time to serving 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:

Akron-Summit County Public Library (September 2010)
Bowling Green State University (January 2011)
Cleveland Public Library (July 2010, December 2010)
Cleveland State University (October 2010, February 2011)
Franklin-Springboro Public Library (August 2010)
Martins Ferry Public Library (July 2010, September 2010)
Medina County District Library (November 2010)
Muskingum University (July 2010)
NEO-RLS AfterDark (November 2010, December 2010, January 2011, February 2011)
Oberlin College (August 2010)
Owens Community College (December 2010)
Portsmouth Public Library (January 2011)
Rocky River Public Library (February 2011)
Sinclair Community College (November 2010)
Ursuline College (October 2010)
Worthington Libraries (August 2010)
Wright State University (September 2010)

Many more institutions and individuals are recognized in the positive comments shared by patrons through the session surveys. A sample of patron feedback is included in this booklet under each month.

July 2010 Transcripts of the Month

Librarian: Nicole (OhioLINK - Muskingum University)

Question: Im searching for books that are young adult award winning that were published in another language that are now english

Nicole did an excellent job of providing several avenues of research to the patron in addition to finding an award specific to the original question (i.e., Mildred L. Batchelder Award). The patron thanked Nicole in the survey comments: "Nicole gave me a lot of great resources! I am very pleased." Nice work, Nicole!

- 15:01:46 Nicole - Muskingum University Hi! This is Nicole from Muskingum University Library. Give me a moment while I look at your question.
- 15:01:48 Guest Im searching for books that are young adult award winning that were published in another language that are now english
- 15:02:07 Guest ok thank you
- 15:02:13 Nicole - Muskingum University Hi - does it matter what young adult award?
- 15:02:27 Guest no it doesn't
- 15:02:39 Nicole - Muskingum University Okay, let me look around a bit.
- 15:08:16 Nicole - Muskingum University Alright!
- 15:08:39 Nicole - Muskingum University I think your best bet for a good list is going to be the winners of the Mildred L. Batchelder Award, which is specifically for foreign books translated into English
- 15:08:40 Nicole - Muskingum University <http://www.ala.org/ala/mgrps/divs/alsc/awardsgrants/bookmedia/batchelderaward/index.cfm>
- 15:09:07 Nicole - Muskingum University Here are the past recipients: <http://www.ala.org/ala/mgrps/divs/alsc/awardsgrants/bookmedia/batchelderaward/batchelderpast/index.cfm>
- 15:09:27 Guest ok I will search there thank you for your help I was lost!
- 15:09:31 Nicole - Muskingum University You're welcome!
- 15:09:40 Nicole - Muskingum University The other thing I might suggest, although it would be far more tedious.
- 15:10:25 Nicole - Muskingum University Take a look at the Newbery award list and check those that seem interesting. You could do the same with the ALA list of recommended YA books that they put out each year.

- 15:10:40 Nicole - Muskingum University You might also find this article interesting and/or helpful: <http://scholar.lib.vt.edu/ejournals/ALAN/spring96/schwarz.html>
- 15:11:12 Guest thank you so much Nicole this is great!
- 15:11:19 Nicole - Muskingum University Good!
- 15:12:35 Nicole - Muskingum University The Newbery books are here: <http://www.ala.org/ala/mgrps/divs/alsc/awardsgrants/bookmedia/newberymedal/newberyhonors/newberymedal.cfm>
- 15:13:59 Guest I'll start my search again this time I know where to look :-[
- 15:14:10 Nicole - Muskingum University Yeah, a little more searching makes it look like the Batchelder is really the place for you to start. I'm pretty sure some of the Newberys have been foreign, but not many and it'd take more effort. The Batchelder's have already been done for you. ;)
- 15:14:15 Nicole - Muskingum University Excellent! Anything else I can do for you?
- 15:14:40 Guest No have a great weekend!
- 15:14:43 Nicole - Muskingum University You too!



Librarian: Librarian80 (Cleveland Public Library)

Question: Hi! I was wondering if you knew of any good reasearch databases, websites, books or movies for Ancient Egypt in around 200 B.C.E. I need info for my summer homework. Thank you.

Librarian80 provides a great example of working under the new consolidated queue. Even though they are located in the Literature Department of Cleveland Public Library, they do a great job of supplying guidance and resources in the topic of ancient Egypt. Additionally, they call attention to Wikipedia's External Links as well as materials available at the patron's local library. The patron was extremely thankful in their comments: "i would just like to thank you so much! you helped me a ton! my homework for the summer is almost done now! thank you, thank you, thank you!"

- 15:21:53 Guest Hi! I was wondering if you knew of any good reasearch databases, websites, books or movies for Ancient Egypt in around 200 B.C.E. I need info for my summer homework. Thank you.
- 15:21:53 librarian80 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.
- 15:22:18 Guest ok. thanks.

15:22:25 librarian80 Let me see what I can find for you. One moment.

15:22:32 Guest ok.
<http://www.plaincitylib.org/reference/RefMain.htm#ResearchDBs>
 - Your local library offers these databases. There are not any that are especially promising for Ancient Egypt (in terms of just databases) but for broad overviews, you can look in Oxford Reference Online, Student Research Center and World Book Advanced .

15:25:54 librarian80

15:26:37 librarian80 Ok - one moment while I check online web resources.
 ok! i had a question though. i have heard that wikipedia is a non trusted site, because anyone can post anything. i have also heard that you want to use websites that are .org not .com is this true? i have tried google, but it gives me what 100,000,000,000,00 different things to choose from! so i was thinking that this might help me find something that is good. not false.

15:27:20 Guest

15:27:30 Guest :-[
<http://www.ancientegypt.co.uk/> - This is a fun web site. You need to click on each text to enter the next level, so - lots of clicking, but it is fairly extensive.

15:28:04 librarian80

15:28:36 Guest ok! is it good info, or is it games?

15:29:02 librarian80 It is solid information from the museum. (There may be some games as well...)

15:29:47 Guest thats good!!!! wow you have been so much help! thank you! thank you! (heart)
http://en.wikipedia.org/wiki/Ancient_Egypt - Many students are not permitted to use Wikipedia, but it is one of the best resources on the web, as far as I'm concerned. If you scroll all the way to the bottom of the article, it provides you with (usually) excellent links to other internet resources).

15:30:13 librarian80

15:30:39 librarian80 <http://www.ancient-egypt.org/> - This is a great site on Ancient Egypt. and the BBC put it out this Ancient History In-Depth series:
<http://www.bbc.co.uk/history/ancient/egyptians/>

15:31:40 librarian80

15:32:06 Guest oh! ok. my teachers and other people have told me that wikipedia is nontrusted. and i tried the website, www.ancient-egypt.org/ i couldnt find anything on egypt in 200 bce.
<http://chalk.richmond.edu/education/projects/webunits/egypt/> - And another site

15:32:11 librarian80

15:33:40 librarian80 You will have to look in each web site and resource for items on that era. Let me see if I can find anything on that time period.

15:34:01 Guest ok.
<http://www.worldhistory.timemaps.com/egypt/200BC.htm> - this is a timeline. Let me see if I can find some books on the subject. They would be likely to be more in-depth.

15:35:04 librarian80

15:36:06 Guest ok. thank you so much! my dad is more into math than history, and im more into reading, and my mom likes writing so we really dont know much about this. haha.
http://catalog.clcohoio.org/polaris/search/searchresults.aspx?ctx=15.1033.0.0.1&type=Keyword&term=ancient%20egypt&by=KW&sort=RELEVANCE&limit=TOM=*&query=&page=0#__pos1

15:37:58 librarian80

15:38:02 librarian80 Can you open that link?

15:38:21 librarian80 That is to a book in the Plain City Public Library.
http://catalog.clcoho.org/polaris/search/searchresults.aspx?ctx=15.1033.0.0.1&type=Keyword&term=ancient%20egypt&by=KW&sort=RELEVANCE&limit=TOM=*&query=&page=0

15:38:52 librarian80

15:39:02 Guest ill try to. so i click on it?

15:39:16 librarian80 This last link has an entire list of books available in the library.
Yes, try clicking on the link.

15:39:26 librarian80 It should open up in a new window.
Sometimes they open new windows to the library catalog,

15:40:00 librarian80 but the search does not come up and you have to start from scratch.

15:40:19 librarian80 Does it open up to the title of a book? "Ancient Egypt"?

15:40:35 Guest ya. it did. i was @ the library this morning. i checked out a few books, but i couldnt find anything on that time period. but i keep on looking thgough them.

15:41:05 librarian80 They don't go back that far? Hmm.
http://catalog.clcoho.org/polaris/search/searchresults.aspx?ctx=15.1033.0.0.1&type=Browse&term=Egypt%20History%20To%20332%20B.C.%20Juvenile%20literature.&by=SU&sort=RELEVANCE&limit=TOM=*&query=MSH='82371'&page=0

15:41:28 librarian80

15:41:47 Guest ya. they only had like 11 books on that subject. do you want me to open this kink?

15:41:54 librarian80 This list of titles is under the subject of Egypt--History--to 332 BC

15:42:07 Guest oops. i mean lin k

15:42:38 librarian80 Maybe you already have some of these books (if you can open that link) - they should go from the beginning forward to 332.

15:42:58 Guest it says incorrect santax near "="
http://catalog.clcoho.org/polaris/search/searchresults.aspx?ctx=15.1033.0.0.1&type=Browse&term=Egypt%20History%20To%20332%20B.C.%20Juvenile%20literature.&by=SU&sort=RELEVANCE&limit=TOM=*&query=MSH='82372'&page=0

15:43:42 librarian80

15:43:48 librarian80 How about this one?

15:44:10 Guest it does the same thing. hmm.

15:44:52 librarian80 That's unfortunate! (I'm able to click and open it from my chat box, so I can never tell if the patron can see it.)

15:45:17 librarian80 One of the titles is "Handbook to life in ancient Egypt "

15:46:00 Guest oh. ok. ill look for that 1. we have an old computer (the software is 2003) so that might be it being slow again.
There are many titles throughout the system. Perhaps they were not at your particular branch when you went...? But yes, it would take checking each title, as the subject headings and titles make it seem that all eras of Ancient Egypt should be covered.

15:46:57 librarian80

15:47:07 Guest ok.

15:48:18 librarian80 The Oxford edition of Handbook to life in ancient Egypt is only available at the Pickerington branch.

15:49:26 Guest ok. i live in the country. if you know where st. rt. 736 is, we live on robinson road. its close to the plain city library, but not very many others.

15:49:34 librarian80 The Facts on File Handbook to life in ancient Egypt (a completely different book, although they have the same title) is only available at Grandview Heights public library.

15:49:59 Guest oh. wheres that? it sounds far away.

15:50:24 librarian80 You can always place a reserve for any title in the Plain City Catalog, and then mark it to be picked up at your local branch near you.

15:51:13 librarian80 Grandview Heights is part your Plain City library system. Would you like to place a reserve, and have it sent to Plain City?

15:51:23 Guest i think that ill do that. i have to go help my mom. thank you so much! you helped me a ton!!!! :-D and i went to the branch in downtown plaincity.

15:51:47 librarian80 Ok - well good luck with your research!

15:51:51 librarian80 Thanks for using our service. Come back again if you need help with another question.

15:52:01 Guest yes have anice day! thank you!



Email of the Month

Librarian: Stacy (Martins Ferry Public Library)

This month's email is an exchange between Stacy (Martins Ferry Public Library) and a patron working on a question about a particular building in Frankfurt, Germany, during World War II. This was a fascinating series of emails back and forth with each message adding a little more focus but also another piece to the puzzle. The patron sincerely thanks Stacy in saying "You are a public servant in the highest meaning of the term."

-- Original Message from Patron --

The IG Farben building in Frankfurt Germany was untouched by Allied bombs in WWII wheras its entire neighborhood was leveled. Can any one suggest primary sources that might explain this phenomenon?

-- First Reply from Stacy --

Hello,

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

You asked for primary sources to support why the IG Farben Building in Frankfurt, Germany was not bombed. I really need to clarify some more details to help you. But I found some government resources that might be helpful:

From the Library of Congress website - http://www.loc.gov/rr/frd/Military_Law/pdf/Law-Reports_Vol-10.pdf

Here is an article from the CIA's website that mentions the Farben complex and it's involvement in chemical production - https://www.cia.gov/library/center-for-the-study-of-intelligence/csi-publications/csi-studies/studies/vol49no1/html_files/stalins_bomb_3.html

I'm not sure if I'm on the right track with this. Please reply to this email or log back in to KnowItNow24x7 with more information.

Thank you for using KnowItNow24x7.

-- Response from Patron --

Thanks for the prompt attention to my request.

You are on the right track especially with the war crimes transcript.

The rumors have it that Eisenhower did not want the building complex bombed because he wanted it as his post-war headquarters which they were, in fact, so used.

The latter is fact but I don't buy into the rumor.

It just so happens that there was a familial connection between the Warburgs of the United States a rich and powerful clan and the German members of that clan who in fact founded IG Farben.

The fact that the Warburgs were of Jewish origin makes this case so much more compelling. May I ask you to pursue the original question some more?

Thanks much

-- Second Reply from Stacy --

Hello,

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

I will be happy to pursue this research further. I am the Reference Librarian at the Martins Ferry Public Library. If I'm not able to do more research today, I will certainly continue the research on Saturday or early next week.

You can contact me directly at my work email - *(Ed.: Stacy provides her email)*

Thank you for using KnowItNow24x7.

Stacy Anderson

-- Second Response from Patron --

Dear Stacy

Thanks an awful lot.

You are a public servant in the highest meaning of the term.

Please do keep in a'searching

-- Third Reply from Stacy --

Dear Prof. -

I am very happy to help with your research. One of the benefits of volunteering for the KnowItNow24x7 Service is helping with interesting reference questions. It's not every day that I am asked to research war crimes transcripts!

I found another interesting link at the National Archives - <http://www.archives.gov/research/holocaust/finding-aid/military/index.html>

Using the search term "farben," I came to this search results screen -

<http://search.archives.gov/query.html?qt=farben+&submit=GO&col=1arch&col=naration&rq=0&qs=&qc=1arch&qc=naration&pw=100%25&ws=0&la=&qm=0&st=1&nh=10&lk=1&rf=0&oq=&rq=0&qp=url%3Ahttp%3A%2F%2Fwww.archives.gov%2Fresearch%2Fholocaust%2Ffinding-aid%2Fmilitary%2F>

Searching the National Archives site for "Warburg" results in this search page -

<http://search.archives.gov/query.html?qt=warburg&submit=GO&col=1arch&col=naration&rq=0&qs=&qc=1arch&qc=naration&pw=100%25&ws=0&la=&qm=0&st=1&nh=10&lk=1&rf=0&oq=&rq=0&qp=>

The following paragraph is from Military Agency Notes (<http://www.archives.gov/research/holocaust/finding-aid/military/part-3-note.s.html>)

32. Department of State Bulletin, October 31, 1945. The Joint Chiefs initially sent their directive to General Eisenhower in December 1944. Eisenhower was unable to obtain its approval by the other Allied commanders. The Joint Chiefs then tried to obtain approval for it from the European Advisory Council, but were unable to, in part because the opposition of the Department of State and the Foreign Economic Administration. The directive was finally issued to Eisenhower in April 1945, as applying to the United States forces of occupation. It remained a secret document until October 17, 1945, over six months after the German surrender, and two months after much of it had been incorporated in the Potsdam Agreement. James P. Warburg, *Germany: Bridge or Battleground?* (New York: Harcourt, Brace and Company, 1946), p. 279. [Back to text]

I am more than happy to keep looking for information. However, you might want to consider hiring an independent researcher through the National Archives. Their website mentions that only a very small fraction of data is available online. A hands-on researcher might really be helpful. Information about that service is here - <http://www.archives.gov/research/hire-help/#topic>

I will keep you posted as I discover more sources of information.

Sincerely,

Stacy Anderson

Reference Librarian

Martins Ferry Public Library

Resolution

In contacting Stacy to discover any further resolution, she provided the following philosophical perspective:

"I haven't heard back from him since my last email. It's not a very dramatic conclusion...but sometimes that happens, doesn't it? It would have been nice to know if he hired a researcher at the National Archives or if he used some of the info I sent him. I could follow-up with him but I usually let the patron initiate follow-up at their convenience."

Nice work, Stacy! Congratulations.



A Sample of Patron Feedback for July 2010

(Agent who helped the patron is in italics)

- Kiffany was outstanding. I've never done this before and it was a great experience. This is a wonderful resource! *(Kiffany - Cleveland State University)*
- Keep up the good work! This service is worth voting YES for the library levies. *(Katie - Owens Community College)*
- this is a great service. i'm very impressed. *(Linda - Bowling Green State University)*
- dee was great she helped me find just what i was looking for *(Dee - Ohio Wesleyan University)*
- I truly enjoyed the opportunity to chat with someone immediately. Thank you. *(ad.tess - AfterDark)*
- The librarian was very polite and seemed interested in what i was looking for. She provided some great information and i will definitely be back if i have any other questions. *(Librarian101 - Akron-Summit County Public Library)*
- The librarian was very polite! Keep up the good work! *(Librarian04 - Cleveland Public Library)*
- This is a great service for people like me who don't like searching all over the place for something. I appreciate it. Thank you. *(ad.bertram - AfterDark)*
- Wonderful! Thank you very much for the assistance and providing this service. My local library branch (Brooklyn, Cuyahoga County) is not open on Sundays but using this service helps. Thanks again. *(ad.mckenzie - AfterDark)*
- Have more librarians like Terese Thanks for the excellent service *(Terese - Wright State University)*
- Thanks for being there when we need you.*(Librarian115 - Kirtland Public Library)*
- I love this!!! They were great and to be here for ME anytime is wonderful!! It takes some of the stress away to know that I will be able to get help when I need it. Verity and Ian were great!!! *(ad.ian - AfterDark (on this specific session))*
- Katherine did an excellent job. You should probably give her a raise or at least a cake that says "Katherine is awesome." *(kate - Bowling Green State University)*
- The service was so quick and I got the information I needed within 3 minutes! Also, the link gave me the answer that I needed detailed and complete! Wonderful! *(ad.alex - AfterDark)*
- This is the 3rd time I have asked a librarian for help through the chat, and all 3 times is was excellent. I will recommend this service to all my fellow students. Thank you so much for providing this type of access of help for me. *(Pam - University of Cincinnati)*
- Very cool service. Found exactly what I needed and I had no idea how to track it down. Thanks! *(librarian294 - Columbus State Community College)*

August 2010 Transcripts of the Month

Librarian: Librarian 16 (Worthington Libraries)

Question: what are examples of a physical change?

Congratulations to Librarian 16 (Worthington Libraries) and Jennifer (Oberlin College). Librarian 16 did a great job of helping a patron discover the answer to their question. By providing definitions of physical change, Librarian 16 gave the patron the chance to brainstorm examples.

19:22:14 Guest what are examples of a physical change?
19:22:42 librarian16 Hi Melissa. Are you working on a project for school?
19:26:08 Guest yes i am
19:26:28 librarian16 What grade is this for, and what subject are you studying?
19:26:48 librarian16 I want to make sure I get information that's for the right age level.
19:26:54 Guest 10th and chemistry
Got it. I found a definition of physical changes in one of our Facts on File Science Experiment databases, here's what it says, "A physical change alters the appearance, size, or shape of a material. Any change of state is a physical change, as is cutting, chopping, mixing, and tearing."
19:28:34 librarian16
19:28:58 librarian16 Based on that, can you think of some examples?
19:29:25 librarian16 You think about that, and I'll look for some other definitions.
19:29:52 Guest yes i can, thank you. and okay
Here's another definition that might give you more to think about. It's from the Penguin Dictionary of Science. A physical change is, "A change that does not alter the chemical nature of the substance (compare chemical change). Physical changes are usually easy to reverse and do not involve large energy changes. Examples include melting and boiling as well as the mixing of gases."
19:32:06 librarian16
19:32:57 librarian16 Have you thought of any examples?
19:33:27 Guest yes i have. thank you very much for all your help
19:33:40 librarian16 You're welcome. Did you need anything else?
19:33:59 Guest nothing i can think of at the moment.
19:34:10 librarian16 OK. Have a good night then.
19:35:00 Guest thanks you too.



Librarian: Jennifer (Oberlin College)

Question: Does this library have electronic access to the New York Times or only Microfilm?

Jennifer helped a college student locate a resource available in their own library. In addition to finding the correct information, the student now has a greater understanding of the resources available at an academic library. Jennifer also received praise from the patron in the closing survey: "The Librarian that I worked with, Jennifer, was fantastic. She was extremely polite, prompt, and helpful. I won't hesitate to use this system again."

12:52:12 Guest Does this library have electronic access to the New York Times or only Microfilm?
12:52:51 Jennifer Hello. Let me take a look and see if University of Cincinnati has the New York Times online. Just a moment while I search
12:54:37 Jennifer Are you looking for historical issues of NYT or more recent?
12:54:49 Guest Historical
12:55:03 Jennifer I see that UC library has access to New York Times Historical (1851-2006).
12:55:23 Jennifer It's an online database. You can find it here:
<http://www.libraries.uc.edu/research/articles/ar.php?rLet=n>
12:55:43 Jennifer Just scroll down alphabetically.
12:55:53 Guest Aha. Thank you very much. I looked under the wrong heading--you just saved me a long drive :)
12:56:36 Jennifer Glad to help! do you need help locating something specific in the New York Times?
12:56:58 Guest No I should be alright from here.
12:57:39 Jennifer Great. Come back again if you have other questions!
12:57:56 Guest Will do. Thanks again!



Email of the Month

Librarian: Anita Carroll (Franklin-Springboro Public Library)

In August, librarians answered sixty-six emails for KnowItNow24x7. This month's highlighted message is a reply from Anita Carroll at Franklin-Springboro Public Library. The question was somewhat esoteric, and Anita was able to address the patron's concerns with an authoritative source from the Ohio School Facilities Commission. Nice work.

-- Original Message from Patron --

Message: Is there a minimum sq footage per student in a classroom in the state of Ohio ?

-- Reply from Anita --

Hello,

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

I can't find a legal square footage requirement that is specifically for school rooms. What I did find are guidelines established by the state of Ohio that helps with the planning of new building. I'm including a link from the 2009 publication of the Ohio School Design Manual. The part I've linked to is called the Summary of Spaces. It gives architects an idea of how space should be planned for schools, but the size varies depending on the number of students in the school and what level the (elementary, high school, etc.) school is and whether the school is more than one floor or not. In this document the Ohio School Facilities Commission gives a blanket indication that a regular elementary school room should be 900

square feet, but rooms for special education, pre-Kindergarten, high school should be different.

<http://www.osfc.state.oh.us/>

[LinkClick.aspx?fileticket=Z8uYDgH%2fRQk%3d&tabid=165&mid=663](http://www.osfc.state.oh.us/LinkClick.aspx?fileticket=Z8uYDgH%2fRQk%3d&tabid=165&mid=663)

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



A Sample of Patron Feedback from August 2010

(Agent who helped the patron is in italics)

- I appreciate this service and the person who helped me. So helpful to know in advance if I need to order the book or not. Thanks!!! (*Librarian84 - Cleveland Public Library*)
- The social sciences librarian who helped me was very helpful at addressing my specific question and brought up several other resources I could try (since it turns out I had a spotty citation and needed to double-check my source). He/she provided great, quick service. Thanks and kudos! (*Librarian04 - Cleveland Public Library*)
- Very good got me what i wanted done in less than 10minutes (*ad.misha - AfterDark*)
- I felt like the person went the extra mile. Answered my question and took time to locate a branch that had the material. Saved me a lot time and frustration. Thanks !!!! (*ad.ian - AfterDark*)
- Yes, I think this is a wonderful service. It's a great help just to know where to look, without wadding through some misdirected sites by some of the search engines. It is so difficult sometimes just to figure where to look for accurate information. Thanks so much!! (*Librarian163 - Cleveland Public Library*)
- service was great!!! really wanted to help me! (*Librarian122 - Cleveland Heights-University Heights Public Library*)
- within a very short period of time ad.alicia found the answer to my question I'm impressed! (*ad.alicia - AfterDark*)
- THANK YOU SO MUCH FOR HAVING SOMEONE AVAILABLE TO HELP ME AT 10PM ON A SAT NIGHT! I APPRECIATE THE SERVICE!! (*ad.sam - AfterDark*)
- I really love the kind service librain133 brought to me! (*Librarian133 - Cuyahoga County Public Library, North Royalton Branch*)
- i think that the librarians are very nice and they are experts at giving you the exact website you need!! thank you for having this website and i will defanetly use it again!:) (*Librarian31 - Columbus Metropolitan Library*)
- Let all the Librarians know that we all greatly appreciate them and all they do (*Librarian84 - Cleveland Public Library*)
- KnowItNow24x7 is the one of the most invaluable services a library can provide to its patrons. The staff always goes that extra mile to try to answer my questions, no matter how far-fetched or seemingly difficult they appear. It's comforting to know that in the wee hours of the morning, if I get stuck or comfounded trying to find answers that there is always a resource I can turn to to provide live/human assistance. Please don't ever discontinue this service. (*ad.verity - AfterDark*)

September 2010 Transcripts of the Month

Librarian: Terese (Wright State University)

Question: Greetings: I am trying to access the Ohio Links webpage; however, when I input my student ID No. the page does not recognize it. Please Help...

Terese showed that calls can be completed to a patron's satisfaction even when we can't provide the answer in the moment if we put in the extra effort to help them connect with the person or office that can help them later.

19:28:56 Guest Greetings: I am trying to access the Ohio Links webpage; however, when I input my student ID No. the page does not recognize it. Please Help...

19:30:17 email address Hi! Let me see what I can find out about. brb

19:30:43 Guest Should I reply or just wait

19:31:34 Terese@KnowItNow you can wait a minute- i'm going to see if CCC has a way to double check your ID no.

19:32:17 Guest I had trouble with my student ID today and had to request assistance from the help desk

19:33:05 Terese@KnowItNow Yeah, I was thinking you may need to call them again. especially if you're sure you're using the right ID no

19:34:11 Guest Would, infact, the Tri-C ID effect Ohio Links. My "My Tri-C" space opens fine

19:35:21 Terese@KnowItNow do you have a my tri-c space that takes a username and login? then an additional ID no to do things like register for classes?

19:36:05 Guest No. The Tri-C login is student ID and password for everything

19:36:34 Terese@KnowItNow there is a way, usually, to retrieve you ID no from this page: <https://auth.ohiolink.edu/WAYF/>

19:36:51 Guest Hold on, I'll try

19:36:52 Terese@KnowItNow If that doesn't help, I'd call your help desk

19:37:09 Terese@KnowItNow I don't have access that info

19:38:42 Guest Terese: The dialouge box that appears when a login is attempted, reads:

19:39:14 Guest Error: PTYPE Mapping not found (3 west.cuya)

19:40:43 Terese@KnowItNow hmmm. that's a new one. I'm not sure what that means, but I will try to find out. in the meanwhile, here's tri-c's find your login info page: <https://portal.tri-c.edu/passmgr/resetstart.aspx>

19:42:48 Terese@KnowItNow what browser are you using? you could also try another browser (like ie instead of firefox)

19:45:13 Guest I'm at a public library and there are administrative/ restrictions ... they only use IE

19:45:58 Terese@KnowItNow okay. i'd call your help desk if it's open- that's likely the fastest way to get to the bottom of it. do you need the phone number?

19:46:27 Terese@KnowItNow 800-954-8742

19:48:41 Guest Thank you so much, you've been a blessing and a great help. But to be honest, I've grown board of the rigamarole of trying to get in. I was given some info that I could access course books easier and cheaper through Ohio Links.

19:49:02 Terese@KnowItNow i'm sorry!
 19:49:21 Terese@KnowItNow I am not seeing this error reported in our admin info
 19:49:22 Guest Don't be. It's cool and you made my day!
 19:49:39 Terese@KnowItNow i'll need to ask someone during office hours i guess
 19:49:53 Terese@KnowItNow i'm glad you are happy anyway!
 19:50:32 Guest That seems to be the ticket. How can I send a compliment to your superior
 19:51:14 Terese@KnowItNow oh thanks! I think there is some kind of feedback link on your end of this chat
 19:52:36 Guest where you located no specifics just what campus
 19:52:47 Terese@KnowItNow Wright State
 19:52:56 Guest Dayton?
 19:53:01 Terese@KnowItNow yes
 19:53:31 Guest Well, please give me phone number to your office, I'm in Cleveland
 19:55:06 Terese@KnowItNow i'm not in the office right now, but it's public info: 937-775-2533. my boss's is 937.775.3142
 19:55:51 Guest I got you, relax and have a beautiful, Peace, Ricardo
 19:56:09 Terese@KnowItNow thanks! you too!



Librarian: Librarian 101 (Akron-Summit County Public Library)

Question: What is the phone number for GE/General Electric: Pensions Dept. in Schenectady, NY

Librarian 101 handled this routine ready reference question with speed and a friendly manner.

11:22:45 Guest What is the phone number for GE/General Electric: Pensions Dept. in Schenectady, NY
 11:22:54 librarian101 Hello -- let me see if I can find that number for you -- please hold
 11:23:24 Guest Thanks.
 11:27:10 librarian101 sorry it is taking so long -- I think I may have found it -- page is loading slowly
 11:28:01 librarian101 I found this site -- it may be old though <http://crescentsociety.com/docs/contacts/Corp-contacts.htm>
 11:28:10 Guest I'm just glad to get help. I've been trying all morning.
 11:29:00 Guest I'll try this. There's not a phone number?
 11:29:23 librarian101 Benefit Inquiries S and P Program 1.800.432.4313 Pension 1.800.432.3450
 11:29:36 librarian101 was on the page -- but I am trying to verify it
 11:30:18 Guest Is there a phone number for GE in Ravenna? The one in my phone book just clicks then there's dead air.
 11:30:32 librarian101 let me check
 11:32:03 librarian101 this page may be better for the pension part of your question https://benefits.ge.com/smcommon/FAQs/contact_funcQuery.html
 11:33:22 Guest Thank you, so much, for the help. Have a great day. H
 11:33:34 librarian101 330.297.0014 is the Ravenna number I could find

11:33:41 librarian101 You are welcome!
11:33:50 librarian101 Thanks for using our service. Come back again if you need help with another question.
11:34:16 Guest I will, thanks. Good day to you. H
11:34:43 librarian101 Have a nice day -- bye!



Email of the Month

Librarian: Stacy (Martins Ferry Public Library)

In September, the email-answering librarians for KIN24x7 handled 104 email messages. From those emails, we highlight the work of Stacy Anderson from Martins Ferry Public Library. Stacy has done a nice job of providing both free web sites as well as two articles from the statewide databases. Nice work, Stacy!

-- Original Message from Patron --

what are some urdan legends in ohio

-- Reply from Stacy --

Hello,

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

I found some websites that might be helpful:

<http://www.ghostsofohio.org/gallery/ohioloregallery.html>

<http://www.bandedspirits.com/urbanlegendsmore.html>

There are also some magazine and newspaper articles that talk about urban legends in Ohio. Click on the following links to access the articles. You will have to enter your ZIP Code to gain access.

<http://search.ebscohost.com.kin.oplin.org/login.aspx?direct=true&db=f5h&AN=3671449&site=ehost-live>

<http://search.ebscohost.com.kin.oplin.org/login.aspx?direct=true&db=f5h&AN=47233743&site=ehost-live>

<http://search.ebscohost.com.kin.oplin.org/login.aspx?direct=true&db=f5h&AN=47233743&site=ehost-live>

<http://search.ebscohost.com.kin.oplin.org/login.aspx?direct=true&db=f5h&AN=47233743&site=ehost-live>

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

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



A Sample of Patron Feedback from September 2010

(Agent who helped the patron is in italics)

- Fast, efficient, courteous and effectual. Couldn't ask for more. Great site! *(Debbie - University of Cincinnati)*
- Librarian03 was extremely knowledgeable and helpful. They answered all of questions in great detail! *(Librarian03 - Cleveland Public Library)*
- IT IS AWSOME, IT IS SO FAST I LOVE THIS SO MUCH I HAVE USE THIS ALOT *(ad.simon - AfterDark)*
- I like how librarian 128 copied and pasted the information into the chat when my computer was unable to pull up the page and i would like to thatnk them again for helping me with my homework. I got the answer in under 5 minutes with the help of librarian 128 *(Librarian128 - Cuyahoga County Public Library, Garfield Heights)*
- This is a great service! This was my first time and I will be sure to make better use of it in the future. *(Roesch Library Reference, University of Dayton)*
- I had no idea this service existed! Thank you, this was a big help.... *(ad.alicia - AfterDark)*
- WOW! What a great experience - and a tribute to the value of a good old fashioned research librarian in a real bricks-and-mortar libabry! Thank you!! *(Librarian02 - Cleveland Public Library)*
- I am so very happy I found this site and i will use it again in the future. *(ad.bob - AfterDark)*
- I think Librarian 80 Is the Best u got!!!!!!!!!!!!!! *(Cleveland Public Library)*
- Actually, this is the first time I have used it in a few years. The librarian was excellent! *(Librarian16 - Worthington Libraries)*
- yes my person was VERY nice and hlpful i reccomend this website to anyone who needs homework help. *(ad.ian - AfterDark)*
- the librarians really pull out the information you need, and help you find what you're looking for faster than it would normally take you. *(Librarian02 - Cleveland Public Library)*
- The librarian was truly helpful! I found my reliable resources in a split amount of time I could've on my own! Thank you soooooo much!! *(Librarian128 - Cuyahoga County Public Library, Garfield Heights Branch)*
- THIS IS SO AMAZING. I LOVE THIS!!! I WILL USE THIS EVERY DAY FOR THE REST OF MY LIFE! I CAN GET ALL THE INFORMATION I NEED FROM THIS! I LOVE YOU ALL SO MUCH! THANK YOU SO MUCH! *(ad.misha - AfterDark)*
- This is my first time using the service, I will be back. Thank you for providing such a useful service. *(Librarian61 - Mansfield/Richland County Public Library)*

October 2010 Transcripts of the Month

Librarian: Kiffany (Cleveland State University)

Question: I am trying to access full text items that I can use for research. The site I found is not working today:<http://web.ebscohost.com/kin/online/ehost/pdfviewer/pdfviewer?vid=3&hid=119&sid=ba50a00e-fff4-4d5c-83af-aba637239490%40sessionmgr113>

Congratulations to Kiffany, an Ohiolink librarian, out at Cleveland State University! She did an excellent job going step-by-step with this patron to recreate a previous search in Academic Search Premier, and helped them find other useful articles for their assignment. She also suggested another database that may also be helpful for them. She had a good rapport with the patron and in the follow-up survey the patron said "Kiffany was great!!" Good Job Kiffany!

10:14:14 Guest I am trying to access full text items that I can use for research. The site I found is not working today:<http://web.ebscohost.com/kin/online/ehost/pdfviewer/pdfviewer?vid=3&hid=119&sid=ba50a00e-fff4-4d5c-83af-aba637239490%40sessionmgr113>

10:14:37 kiffany Hi Guest, are you currently a student at Xavier?

10:14:43 Guest yes.

10:15:20 kiffany What is your research topic? It's possible you could use some OhioLINK Research Databases.

10:15:35 kiffany Let me try your URL too.

10:15:39 Guest social networking and the effects on Human Resource Management

10:16:53 kiffany Was the link to an article that you had already found, I'm not able to get it to resolve either.

10:17:38 Guest Yes. I was using certain citations from it and now I can't access. I didn't write down the reference information either.

10:18:34 kiffany Do you remember the name of the database you were using?

10:18:41 Guest All I need are sources in full text that I am able to use for my paper on the topic above. I can't access any.

10:18:59 Guest I clicked on Academic Search complete then it sent me to EBSCO host.

10:19:06 kiffany Okay, I'm going to send you some links to some databases and we can see if you can get in.

10:19:14 Guest okay great thank you.

10:19:32 kiffany See if you can get into Academic Search Complete through the OhioLINK page:

10:19:33 kiffany <http://www.ohiolink.edu/resources/dblist.php?by=alpha&search=a>

10:21:27 Guest okay this is what I was at before and then I am able to just type in my search criteria. But how do I get here from Xavier's Library?

10:22:02 kiffany I'm a librarian at another institution but let me take a look at Xavier's library website.

10:22:19 Guest thank you.

10:22:40 kiffany If you go to their website: <http://www.xavier.edu/library/>

10:22:51 kiffany Click on Articles & Databases

10:22:56 Guest ok

10:23:13 kiffany Do you see it?

10:23:19 Guest yes I am there.

10:23:48 kiffany Are you able to get in through there, I see there's a page to log-in.

10:25:14 Guest It doesn't give me that option, it just has letters under; Select a Database by Name, Then the other side says: Select a Database by Subject:

10:25:27 Guest So should I click on A - for academic Search?
10:25:34 kiffany Yes click on A
10:26:05 kiffany and then click on Academic Search Complete
10:26:14 kiffany There should be a login screen if you're off-campus.
I did all of this, then clicked on Academic Search Complete, and it brings me here: <http://ariel1.xu.edu:2523/ehost/search?vid=1&hid=113&sid=74bed69e-15e2-4976-826d-b413cde64683%40sessionmgr111...> then i typed in my topic and there are NO results found.
10:26:36 Guest
10:27:50 kiffany I'm not able to log into Xavier's library site, you were able to get to the search boxes for Academic Search Complete, correct?
10:29:12 kiffany Sometimes spelling errors will cause zero results on Academic Search Complete
10:29:41 Guest hmm.. I don't know. It just brings me to EBSCO site. But then no results come up when I hit search.
10:30:17 kiffany do you have three search fields?
10:30:23 Guest yes.
10:30:29 Guest I typed in Social networking
10:30:34 Guest Human resource management
10:30:39 Guest resource*
10:30:40 kiffany Maybe try searching for social networking and human resources in another
10:31:01 Guest i'll try again.
10:31:08 kiffany ok thanks
are you seeing perhaps how social networking in the workplace effects the work employees do, and the impact on human resource management?
10:32:23 kiffany
10:32:42 Guest am I seeing that?
10:33:11 kiffany sorry that was unclear.
10:33:26 Guest ha.
10:33:53 kiffany what specifically are you looking for regarding social networking and human resources management?
10:34:08 kiffany i searched for "social networking" and workplace and it yielded some articles on productivity
10:34:20 Guest what you said at the top.
10:34:53 kiffany You mean: "how social networking in the workplace effects the work employees do, and the impact on human resource management"
10:34:55 Guest now it is working
10:35:08 Guest yes.
10:36:37 Guest I did have some articles come up now.
10:36:44 kiffany Good :-)
10:36:51 Guest okay thank you very much.
10:37:07 kiffany If you need to, Business Source Complete is another good research database to use for this topic.
10:37:18 Guest okay great! thank you so much .
10:37:18 kiffany Is there anything else I can help you with.
10:37:27 Guest No that is all thanks!
10:37:33 Guest I appreciate the help!
10:37:41 kiffany Have a great weekend, Laura, glad that I could help!
10:37:48 Guest Thank you You too!
10:38:09 kiffany Thanks! Come back again if you need help with another question. :-)
10:38:19 Guest I will indeed.



Email of the Month

Librarian: Kathryn (Ursuline College)

Contrary to the popular belief of some, the Internet doesn't have *everything* yet; but it can be a wonderful tool to access information. Kathryn Fisher at Ursuline College responded to this patron's request for a 10-year-old article from *Popular Mechanics* with a link to the entire issue as well as provided an alternative for getting the print copy.

-- Original Message from Patron --

I am trying to locate an article found at this location: Popular Mechanics; Aug90, Vol. 167 Issue 8, p46, entitled "Victorian restoration primer". Do you have this article and how long would it take for me to receive it (at Case Western Reserve University)? Thank you!

-- Reply from Kathryn --

Hello,

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

You can view this issue of Popular Mechanics free online through Google Books:
http://books.google.com/books?id=J-QDAAAAMBAJ&lpg=PA46&ots=zwjM8LVgt_&dq=%22Victorian%20restoration%20primer%22%20popular%20mechanics&pg=PA1#v=onepage&q&f=false

You can also request this article through interlibrary loan (ILL). CWRU offers ILL services through ILLiad. Information and online forms are available on this page:
<http://library.case.edu/ksl/services/libraryservices/ill/index.html>

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



A Sample of Patron Feedback from October 2010

(Agent who helped the patron is in italics)

- i LOVED THE LIBRARIAN WHO WORKED AND HELPED ME! (*librarian13 --Elyria Public Library System*)
- it was great librarian 51 was great better than all my teacher especially with the help (*Librarian51 - Ashtabula County District Library*)
- i just hope that in the future that more and more people wishes to use this for any information that they may need. i found it too be a good source to find help with what i needed. keep up the good work. (*librarian101 - Akron-Summit County Public Library*)
- The librarians were very nice! :D I enjoyed talking to them! They found the answer to the question I asked very quickly! I expected it to be much slower than it was! This service has been a big help for my school projects and other things! I will definitely use this service again! (*librarian03 - Cleveland Public Library*)
- ad.mckenzie was SUCH a great help! We started talking about the topic I was researching and I was able to think of so many examples with the great information she was able to find for me. I don't know what I'd do without KnowItNow! Thank you so much! (*ad.mckenzie - AfterDark*)
- They can find exactl what I'm looking for. I will definately come back and tell my friends. If Now It Now went out of buisness, I would die!! (*ad.steve - AfterDark*)
- thanks for everything i always get on here when i am stuck on a question or need help on a project. i am glad to say that i always get the help that i need. Thanks (*librarian116 - Geauga County Public Library*)
- I appreciate that the individual that answered my question didn't make me feel as ignorant as the question was that I asked. (*Nicole - Muskingum University*)
- I love this Website It is soooo helpful! (*librarian30 - Columbus Metropolitan Library*)
- I will use this much more often in the future. It is an excellent way to answer questions that i have spent countles hours trying to get answers for. Well done. (*ad.ian - AfterDark*)

November 2010 Transcripts of the Month

Librarian: Ozzie (Sinclair Community College)

Question: I am giving a persuasive speech on why my class should buy a Kodak Digital Picture Frame for their rooms, and I am not sure where I could find information. We have to use Monroe's Motivated Sequence.

The student working with Ozzie commented:

"Ozzie@Sinclair is amazing! Helped me so much, and didn't do all the work for me. Helped me to think in a logical way to find the information I needed, and helped give a couple sources to begin." Ozzie shortened a link when it wouldn't open, and found a visual aid for the student's presentation.

16:03:44 Ozzie@Sinclair 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.

16:03:45 Guest I am giving a persuasive speech on why my class should buy a Kodak Digital Picture Frame for their rooms, and I am not sure where I could find information. We have to use Monroe's Motivated Sequence.

16:04:00 Ozzie@Sinclair Hi.

16:04:07 Guest Hi.

16:04:26 Ozzie@Sinclair So, you need information about the picture frame itself?

16:06:02 Guest That could be part of it. I am trying to find information on why college students really do need one of these. I truly believe each student should have one, but my personal opinion does not count as a credible source.

16:06:50 Ozzie@Sinclair Perhaps you could find information that supports some of your opinions.

16:07:14 Ozzie@Sinclair Why do you think that students need a photo frame? What are your most important arguments?

16:08:53 Guest It saves space, versus using a million picture frames in the TINY dorm room. College students are away from home and need pictures of their family and friends.

16:10:38 Ozzie@Sinclair Maybe there is information about the benefits of having photos to students who are away from home.

16:10:44 Ozzie@Sinclair Give me a moment while I search.

16:11:16 Guest Okay.

16:13:40 Ozzie@Sinclair Still searching . . .

16:15:02 Guest Okay.

16:20:03 Ozzie@Sinclair I'm having trouble finding anything on that, but I'm still looking.

16:20:20 Guest Okay, Thank you.

16:25:53 Ozzie@Sinclair I'm really not finding anything on that topic. It's a difficult argument to make if you have to back it up with outside sources.

16:26:07 Guest Yeah that is what I'm worried about.

16:26:16 Ozzie@Sinclair Hmmmm. Can you change your topic?

16:26:42 Guest I don't know what other topic to do.

16:27:43 Ozzie@Sinclair I liked that you picked a topic that is relevant to college students. Perhaps you can think of another issue that is of interest or concern to college students. Any ideas?

16:28:20 Guest Hmmm...

16:28:37 Ozzie@Sinclair I did a search in Academic Search Complete on college students. I'll send you the results. Maybe you'll get some ideas from the list

16:28:55 Ozzie@Sinclair list of articles that comes up. I have a lot of ideas of stuff needed for college students, but I am

16:29:00 Guest afraid there is no credible information that is out there on certain products.

16:29:18 Ozzie@Sinclair Here's the link. You'll need to login first if you are off-campus: [http://proxy.ohiolink.edu:9099/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=a9h&pbquery=\(college+AND+students\)&type=0&site=ehost-live](http://proxy.ohiolink.edu:9099/login?url=http://search.ebscohost.com/login.aspx?direct=true&db=a9h&pbquery=(college+AND+students)&type=0&site=ehost-live)

16:29:20 Ozzie@Sinclair The link should take you a list of results. Let me know if it does not work.

16:29:36 Ozzie@Sinclair work.

16:29:49 Ozzie@Sinclair Does it have to be about a product?

16:30:56 Guest It's not working. And yes, it has to be somewhat of an infomercial.

16:31:20 Ozzie@Sinclair OK. You can limit those results to just the ones that have product reviews.

16:31:35 Ozzie@Sinclair Did you get the list of articles ok?

16:31:48 Guest It didn't work.

16:31:58 Ozzie@Sinclair I'll shorten it and send it again.

16:32:38 Guest OK

16:32:41 Ozzie@Sinclair <http://tinyurl.com/2fltd2y>

16:33:27 Guest That one didn't work either.

16:34:07 Ozzie@Sinclair Did you get an error message? You should get a page that asks you to login as a John Carroll student.

16:34:54 Guest I got an error message. It just says it is taking too long to respond.

16:36:45 Guest The server at proxy.ohiolink.edu is taking too long to respond.

16:37:22 Ozzie@Sinclair Sounds like there might be a problem.

16:37:39 Ozzie@Sinclair Are you off-campus right now?

16:37:45 Guest No. I'

16:37:51 Guest *No. I'm on campus.

16:37:59 Ozzie@Sinclair OK, I'll send you a different link to try.

16:38:13 Guest Thank you. I'm sorry. See if you can get in this way: http://www.ohiolink.edu/resources/show_details.php?db=x_ebscoaph

16:38:32 Ozzie@Sinclair Yeah, there are just a bunch of articles. Is that correct?

16:40:10 Guest with college AND students

16:40:21 Guest I searched college students as a phrase . . .

16:40:52 Ozzie@Sinclair What if I did it on like managing your money and having a strict buget as a student?

16:41:09 Guest *buget

16:41:15 Guest That's a great idea!

16:41:20 Ozzie@Sinclair Then you can add budget to your search: college students and budget

16:42:04 Ozzie@Sinclair But then what can I use for a visualization step?

16:42:18 Guest I'm not familiar with that. Can you explain it to me?

16:42:50 Ozzie@Sinclair

16:43:20 Guest We need to be able to show the class a visual, like how to use the product. Or have the product to show.

16:43:37 Ozzie@Sinclair Oh, I see.

16:43:44 Ozzie@Sinclair Let me think . . .

16:43:47 Guest Maybe I can show them an example college student's budget?

16:44:04 Ozzie@Sinclair Yes!
Could I do it two sided? One with someone with a job, and one with someone that does not have a job?

16:44:30 Guest That would be interesting to see.

16:44:52 Ozzie@Sinclair Okay. Thank you for your help!

16:45:45 Guest I found something interesting on <http://usa.gov>

16:45:59 Ozzie@Sinclair by doing a search for personal budget and college student

16:46:11 Ozzie@Sinclair The first result is a college student budget mini-lesson powerpoint.

16:46:30 Ozzie@Sinclair I found an interesting article on stretching your college dollars.

16:46:38 Guest Cool!

16:46:41 Ozzie@Sinclair Do you keep a budget for yourself?

16:47:34 Ozzie@Sinclair Sort of. Ha.

16:47:48 Guest heh heh!

16:48:05 Ozzie@Sinclair But you might after this assignment.

16:48:14 Ozzie@Sinclair It's always eye-opening to see where your money is going.

16:48:48 Ozzie@Sinclair Yeah, that powerpoint is really interesting.

16:48:49 Guest Thank you sooo much for your help!

16:49:02 Guest You're welcome.

16:49:09 Ozzie@Sinclair I'm glad you were able to come up with a great topic.

16:49:19 Ozzie@Sinclair Yeah, me too! :)

16:49:37 Guest Is there anything else I can help you find today?

16:50:06 Ozzie@Sinclair Nope, I think that's all. Thanks again.

16:50:44 Guest Have a great afternoon.

16:50:51 Ozzie@Sinclair Thanks for using our service. Come back again if you need help with another question.

16:50:55 Ozzie@Sinclair



Librarian: Ian (NEO-RLS AfterDark)

Question: Hi, I needed some information about the Sistine Chapel.

AfterDark provider Ad.Ian was personable, made sure he had answered all of the patron's questions, and pushed credible links.

14:33:47 Guest Hi, I needed some information about the Sistine Chapel.

14:34:26 ad.ian Would you like to start with an encyclopedia? the basics?

14:35:10 ad.ian <http://www.worldbookonline.com.kin.oplin.org/advanced/article?id=arwithheld&st=sistine+chapel>

14:35:17 ad.ian Here is a World Book article.
I'm looking for some historical information, such as when it was painted,

14:35:57 Guest why Michelangelo was chosen to paint it, what was the political/social environment at that time.

14:36:01 ad.ian <http://www.sacred-destinations.com/italy/rome-sistine-chapel>

14:36:42 ad.ian Here is an historic tourism site. It has historic information. Let me look for some articles.

14:36:49 Guest If you could recommend a few sources for me to consult, I would appreciate it. I'm looking for printed, electronic sources, or credible web sites.

14:37:11 Guest Okay, I will check out the links you sent me. Thank you for looking for the articles.

14:40:48 ad.ian [http://web.ebscohost.com/kin.oplin.org/ehost/results?vid=2&hid=105&sid=06846d07-993d-41cd-bd87-657f69cdb3d7%40sessionmgr114&bquery=\(sistine+AND+chapel+AND+history\)&bdata=JmRiPWFwaCZjbGkwPUZUJmNsdjA9WSZ0eXBIPtAmc2l0ZT1laG9zdC1saXZI](http://web.ebscohost.com/kin.oplin.org/ehost/results?vid=2&hid=105&sid=06846d07-993d-41cd-bd87-657f69cdb3d7%40sessionmgr114&bquery=(sistine+AND+chapel+AND+history)&bdata=JmRiPWFwaCZjbGkwPUZUJmNsdjA9WSZ0eXBIPtAmc2l0ZT1laG9zdC1saXZI)

14:42:23 ad.ian Have a look at these articles. You may have to enter a zip code to the site. I searched Academic Premier under Sistine Chapel history.

14:42:54 Guest Okay.

14:44:30 Guest Just a moment. I'm still looking at them.

14:44:39 ad.ian No problem.

14:47:22 Guest These look really helpful.

14:47:32 Guest Can you recommend a book or two also?

14:49:11 ad.ian Yes let me check the library site.

14:50:03 Guest Thank you.

14:50:59 ad.ian [http://catalog.cincinnati.library.org/uhtbin/cgisirsi/tu3ri2EPGz/MAIN/60830367/18/X610/XSUBJECT/Cappella+Sistina+\(Vatican+Palace,+Vatican+City\)](http://catalog.cincinnati.library.org/uhtbin/cgisirsi/tu3ri2EPGz/MAIN/60830367/18/X610/XSUBJECT/Cappella+Sistina+(Vatican+Palace,+Vatican+City))

14:51:09 ad.ian I hope you can open this link>

14:51:29 ad.ian If not I will copy/paste the books into our transcript.

14:53:30 Guest Yes, the link worked fine; and these books look perfect for what I need. Thank you for your help! I really appreciate it!!

14:53:42 ad.ian You're welcome. Anything else I can help find?

14:53:58 Guest No, that is all. Thank you again.

14:54:10 ad.ian Thanks for using our service. Come back again if you need help with another question.

14:54:20 Guest okay, thank you.



Email of the Month

Librarian: Medina County District Library staff

In November, the email-answering librarians for KIN24x7 responded to 148 email messages. From those emails, we highlight the work of the staff of Medina County District Library (MCDL) this month.

Legal-related questions are notoriously difficult to handle diplomatically and to stay within the bounds of what resources librarians can provide. MCDL has done a nice job of providing both a referral as well as an online resource and steering clear of getting pulled into any

controversy or providing legal advice. One point to consider is that the webpage is from the website of the Human Rights Campaign which is "working to achieve lesbian, gay, bisexual and transgender (LGBT) equality." With that being said, the actual page of the web site that was sent does an excellent job in summarizing cases in this area in Ohio's custody and visitation law. Nice work, Medina! (Note: The referral to Lorain County stems from the patron's home library location.)

-- Original Message from Patron --

I was trying to find out if it illegal to have a 6 year old male child in the household with only 2 adult females who are involved in a homosexual relationship?

-- Reply from Medina Count District Library staff --

Hello,

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

I am attaching a web site link regarding custody and visitation of gay, lesbian and bi-sexual parents in the state of Ohio. http://www.hrc.org/your_community/1434.htm

If this doesn't address your concerns, you might want to contact the Lorain County Domestic Relations Court at 440-329-5360.

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



A Sample of Patron Feedback from November 2010

- i really like this website because it is so cool to talk to a professional about topics you need to learn or need to know, i think every time i need to know something i will come here to know. because this is just really awesome to use i really love this website, and the professional's are a really big help. (*Librarian84 - Cleveland Public Library*)
- I will continue to use this service. It has been extremely helpful. I have been able to obtain information/direction for what I need from you. Any keywords that I would enter on the internet did not give me the information I needed. Asking other people that are in that field does not always lead me to an answer. Thanks for giving me another direction and other sources to investigate. Everyone say, "you can google anything, but you can't. Thanks again, keep up the good work. Do not ever, ever remove this service. Goodbye. (*Librarian101 - Akron-Summit County Public Library*)
- It was very helpful, since I am an older returning student and the last I I really used library's research it was card files (*Alison - Oberlin College*)
- AWSOME service TOP NOTCH Thanks to all you wonderful librains that take your time to help us kids. (*Librarian101 - Akron-Summit County Public Library*)

December 2010 Transcripts of the Month

Librarian: Bill - Owens Community College

Question: Looking for articles from peer-reviewed journal on this topic: benefits of training and certification, preferably in information technology

The explanation on using databases to find peer reviewed articles was outstanding! Even more impressive was the explanation of how the use of different search terms provides different results. Wonderful job! The patron provided the following comment on the after-session survey: "I like how the librarian shared what databases he was searching and his search strings, so I could learn about that too."

15:16:26 Bill - Owens Community Coll. Welcome to KnowItNow. Please give me a moment to read your question and determine a starting point.

15:16:30 Guest Looking for articles from peer-reviewed journal on this topic: benefits of training and certification, preferably in information technology

15:17:08 Guest Sure. I've been doing some database searches and have found this a surprisingly difficult search. Thought I'd see if a librarian could come up with more than I did.

15:17:18 Bill - Owens Community Coll. Hi, Guest. You have entered a chat session designated primarily for OhioLINK students, faculty, and staff, but did not identify yourself as belonging to an OhioLINK library. So that I can direct you to resources you are able to use, are you affiliated with an OhioLINK library?

15:17:44 Guest Community user at Miami Middletown

15:17:50 Guest (But I'm at home today)

15:18:10 Guest Also Public Library of Cincinnati & Hamilton County, not sure if they are a member

15:18:59 Bill - Owens Community Coll. Let me take a look. Give me a few minutes please... Working with someone else right now...

15:19:24 Guest NP

15:20:59 Bill - Owens Community Coll. OK. As a community user, do you have the ability to access MU Middleton's databases from off campus?

15:21:39 Guest No, but if I know what I'm looking for, I can go to the library and do the downloads later this week.

15:22:25 Bill - Owens Community Coll. OK. Give me a few minutes to come up with search terms and the best databases. I'll also see if I can get into Cincinnati/Hamilton County's system, though no promises there.

15:22:48 Guest That's great. Maybe you'll come up with a different approach than I did.

15:27:02 Bill - Owens Community Coll. My pleasure--and hopefully there'll be something different between your results & mine :)

15:27:13 Bill - Owens Community Coll. I'm just getting to a results point.

15:27:35 Guest OK...

15:28:58 Bill - Owens Community Coll. So far, I've just looked in the database "Computers & Applied Sciences Complete". I combined the following search terms...

15:29:52 Bill - Owens Community Coll. Subject term: "information technology" AND benefit AND "train* OR cert*"

15:30:45 Bill - Owens Community Coll. Originally, that yielded 414 results. I had the computer limit those 414 down to just articles from academic journals and was left with 80 results published between 1979 and now.

15:31:09 Bill - Owens Community Coll. Just running through those 80 now to see if any look good for your purpose...

15:31:22 Bill - Owens Community Coll. Can you tell me a bit more about what you're looking for?

15:31:25 Guest Does it give you a check box for peer reviewed?

15:31:30 Guest The assignment specifies that I'm to write a paper about the benefits of training and/or certification -- benefits to employees AND employers -- or, lack thereof

15:32:04 Guest

15:34:00 Bill - Owens Community Coll. OK. In addition to the selected options, I marked the box that said "Scholarly (Peer Reviewed) Journals". That didn't affect the number of results--still at 80.

15:34:44 Guest If you have time to scan them, cool -- if not can you export and email me the 80? Maybe you found better ones than I did. I'm surprised by the paucity of results...

15:34:57 Guest Glad I started early ;D

15:36:25 Bill - Owens Community Coll. Yeah. Are you trying to keep the articles within a certain timeframe/ Is there a such thing as "too old" for your research?

15:37:12 Guest The assignment sheet doesn't specify. I was trying to stay w/in 10 years but I did find one I'm going to use from 1999. So I could say that's my lower limit. Would that whittle it down. Not too much--I tossed in "employee OR employer" into the search string--keeping all of the other terms & limiters in place. That dropped that results down to 18. A 4 pg. article keeps coming up from 2001 entitled "EMERGING ISSUES IN IT CERTIFICATION".

15:39:12 Bill - Owens Community Coll. Abstract: Presents several emerging issues that have risen out of the certification of information technology (IT) professionals in the United States. Benefits of certification for IT professionals and for employers; Benefits of being a Microsoft Certified Professional; Benefits of certification through the Institute for Certified Computing

Professionals; Details on the certification program launched by Linux.

15:39:36 Guest I've got that one, drat

15:39:45 Guest Here, I'll quickly list the ones on my "short list"

15:39:52 Guest "Emerging Issues in IT Certification"

Bill -

15:39:55 Owens Community Coll. That's a good thing!

15:40:04 Guest "Training Needs Analysis for IT Training"

15:40:10 Guest "What Your Manager Wants"

Bill -

15:40:15 Owens Community Coll. Let me look in some other databases--which ones have you tried so we're not doing the same things?

15:40:29 Guest Worker Training: What We've Learned from teh NLSY79

15:40:46 Guest The Twenty-First Century Workforce: A Contemporary Challenge for Technology Education

15:40:58 Guest The Impact of Firm-Provided Training on Production

15:41:32 Guest There are two more I found, but I'm not sure if they're from peer-reviewed journals: Professional Certification: Does It Matter, and The Certification Myth

15:41:42 Guest I got most of mine from searching in EBSCOHost

Bill -

15:44:57 Owens Community Coll. OK. I'm looking around in the Electronic Journal Center...

15:45:05 Guest Well, drat, "The Certification Myth" isn't in a peer reviewed source

15:45:08 Guest Oh well, that was the old one

15:45:17 Guest Hmm, haven't heard of that one...

Bill -

15:46:24 Owens Community Coll. That's one that's all peer reviewed/scholarly articles. I stayed away from it initially because I don't think it has a terribly efficient search interface. It's not put out by EBSCO, though, so it may have some new information.

15:46:34 Guest cool

Bill -

15:49:39 Owens Community Coll. Sill working at it...

15:49:56 Guest OK, I am trying Google scholar but the search is kind of weird

15:54:34 Guest well, that was a bust!

Bill -

15:56:25 Owens Community Coll. Yeah--sometimes it works, sometimes not. I've left the EJC and am back into the following EBSCO databases: Academic Source, Business Source, Computers & Applied Science, Education Research, & ERIC.

15:56:47 Guest OK, let me know if you find anything...

15:56:55 Guest I'll keep going too

Bill -

15:57:36 Owens Community Coll. I found this article through Business Source: Does Information Technology Training Really Matter? A Social Information Processing Analysis of Coworkers' Influence on IT Usage in the Workplace.

15:58:01 Guest That one sounds good

16:00:15 Bill - This one's a bit of an outsider, but I also found this one through Owens Academic Search: The status of training and education in

Community information and computer technology of Australian nurses: a Coll. national survey.

16:00:28 Guest Yeah, I passed that one by

16:00:41 Guest Well, I've got six...I was supposed to find five...I guess this will do!

16:01:01 Guest I'm glad it wasn't an easy search for you, either -- I thought I was a pretty good searcher

16:01:37 Bill - OK. If you need more later, take a look at the database list I put Owens together at 2:56 and try the search string I posted at 2:30. Is there Community anything else I can do for you right now? Coll.

16:02:02 Guest Nope, I can get started with this. Thanks!

16:02:28 Bill - You're welcome! Thank you for using the KnowItNow chat service. Owens Please return if you have additional questions. Community Coll.

16:02:42 Guest OK! Bye



Librarian: Librarian03 - Cleveland Public Library

Question: I am trying to help my son gather information about heat transferring through different materials for a science project.

Congratulations also goes out to Librarian03 from the Cleveland Public Library's Science and Technology Department! This session is an excellent example of customer service overall and the patron was very satisfied. Check out the patron's comments:

In transcript: You are just wonderful. I appreciate all your time and patience and effort on our behalf. Wish there was some way to tell your boss.

From patron Survey: My librarian helper was excellent - - very patient and helpful and went out of her way.

16:03:51 Guest I am trying to help my son gather information about heat transferring through different materials for a science project.

16:03:58 librarian03 what grade level is he?

16:04:17 Guest He is a special ed student with a very low reading ability in 7th grade.

16:04:46 Guest I am trying to find very simple, easy to read information about thermodynamics (I think)

16:05:33 librarian03 Thanks for the info. I am thinking this over. Just a moment.

16:05:51 librarian03 Does he have a particular experiment or project yet?

16:06:34 Guest His experiment will be about why heat will melt butter faster when the butter is on a piece of metal than when on wood or plastic.

16:07:04 librarian03 oh ok that sounds like a good project

16:07:47 librarian03 Well, there are some good books to help. Some are in our Children's area, but lots of web sites are good too.

16:07:59 librarian03 Let me look a moment. Do you have time to wait?

16:08:16 Guest most of the information that I am able to find, is information that I am barely able to understand myself, let alone my son. Thermodynamics is not my area!:)

16:08:30 librarian03 I see

16:08:30 Guest sure, glad to wait.
16:08:35 librarian03 ok just a moment.
16:08:59 Guest thank you
16:09:26 librarian03 you are welcome
16:09:37 librarian03 there might be some nice videos too on the computer
16:09:42 librarian03 I am looking
16:13:50 librarian03 I am not satisfied yet, but I love the site physics4kids
http://www.physics4kids.com/files/thermo_intro.html
16:14:15 librarian03 It might be good for you rather than him. I am looking for something
good for him. Thanks for waiting.
16:14:20 Guest I will check it out, are you able to locate a book that would fit this
criteria??
16:15:39 librarian03 I feel sure I can, even if I need to go over to the youth area. I am in
the science area right now of the Downtown Cleveland Public Library.
There are wonderful things for children.
16:16:09 Guest That would be just great. I really appreciate your time.
16:16:35 librarian03 you are welcome Just a moment.
16:20:04 librarian03 I am still checking
16:20:14 Guest thanks
16:23:50 librarian03 I like this site, and I think there will be even better ones, and there
will be videos too. Thanks for your patience.
<http://scienceprojectideasforkids.com/2010/heat-transfer-conduction/>
16:24:06 Guest no, THANK YOU
16:27:20 librarian03 oh ok so you rather the reading?
16:27:41 Guest ?
16:27:52 Guest I'm not sure I understand your question.
16:27:53 librarian03 when you said, no
16:28:23 Guest I need websites and books. When I said No, I meant as in you don't
need to thank me I'm thanking you.
16:28:45 Guest One of the downsides of written communication.
16:30:14 librarian03 oh!!! thanks
16:31:21 librarian03 I saw one site I liked for conduction of heat. It is actually a
geography site, but it is trying to show conduction which is the topic
of his experiment. Heat conducts best with the metal butter dish.
Just a moment.
16:34:20 librarian03 it is two pages You have to look beyond the ads The concept is about
the fire and roasting using a holder for the hotdogs
<http://www.kidsgeo.com/geography-for-kids/0063-conduction.php>
16:34:42 Guest I'll check it out
16:34:53 librarian03 the whole section is about heat related to the earth, but these pages
are good I feel
16:35:06 librarian03 I am also trying to zero in on some books
16:35:18 Guest that is wonderful
16:37:14 librarian03 one thing I might do is go to the Children's area and identify a few. I
can email later, and we can figure out a pickup place. As I said, I am
Downtown, but we can send the books to branches, or a branch near
you might have the book.
16:37:29 librarian03 meanwhile, let me look a bit more at sites here and now.
16:38:12 Guest that would be great, I called the librarian at my local North Olmsted
library and she said they had very, very little if anything that would
be specific to the topic.
16:38:32 librarian03 Oh I see

16:40:45 librarian03 This site is not too simple, but it might help
http://coolcosmos.ipac.caltech.edu/cosmic_classroom/light_lessons/thermal/transfer.html

16:42:16 Guest While, ideally my son would be able to do all of this himself, the truth is he can not and I briefly viewed this site and it looks quite fine for me.

16:42:31 librarian03 oh ok good

16:43:42 Guest How would I figure out the scientific specifics of why metal is so much better a conductor of heat than wood or plastic?
 in general, metals are made of simple, similar atoms, and the atoms are near to each other Besides , metals will be likely to be sensitive to things like heat, energy, electricity. The metals will accept these energies, and they will easily pass them on. Materials like wood and plastic are usually made of more complex molecules that are less likely to "enjoy" the influx of heat, energy, electricity. The materials like this, insulators, or at least "non-conductors" will be almost resistant to passing along heat to the butter. This is simplified, but let me look for a site.

16:47:47 librarian03 This site is related to conduction of electricity not heat, but there are similarities I am looking for one for heat <http://entergy.apogee.net/kids/?ver=kkblue&utilid=entergy&id=withheld>

16:50:09 Guest ok

16:52:54 librarian03 I am still checking, and I did not forget about the books. My computer decided to work slowly!

16:54:09 Guest they always decide to do that!

16:54:18 librarian03 <http://www.newton.dep.anl.gov/askasci/mats05/mats05149.htm>

16:54:37 librarian03 yes, this time of day is busy because so many are online right now

16:55:01 librarian03 That site I sent is a similar experiment-with ice cube rather than butter. It might help.

16:55:15 Guest I'm checking

16:55:20 librarian03 ok

16:56:31 Guest on quick check it looks good, but would it be a reliable source for a school science fair? How would I cite this?

16:57:13 librarian03 yes, because it is a .gov That means it is a government source, and it should be trusted.

16:57:38 Guest ok

16:57:40 librarian03 usually the .edu is also excellent as a source

16:58:11 librarian03 I also like the other sites I sent because they have information that I trust, having taught science before being a librarian

16:59:02 librarian03 I was looking at search results for videos I did a google search but I clicked on video instead of the regular search

16:59:14 Guest yes, you explain like a scientist! :)

16:59:16 librarian03 one of these videos might be good

17:01:11 librarian03 thanks

17:01:30 librarian03 let me look into books now I'll need to step away to the book shelves.

17:01:39 Guest that's fine

17:14:15 librarian03 thanks for waiting

17:15:46 Guest still here

17:15:56 librarian03 Well, the types of books I have here in my department do not please me for our situation. I have four books that are more of general science type with a page or two each on heat. The best will be in the children's area. I can go over there and email you with my results

17:16:24 librarian03 They have books on science experiments, and usually in the children's books, there are good explanations.

17:16:29 librarian03 what do you think?

17:16:38 Guest that would be wonderful, we are not up against a tight time schedule or anything, this is not due until next Friday.

17:18:03 librarian03 ok

17:18:06 Guest let me clarify, the list of references that we will be using is not due, so I do have to get them, and we will have to read them together and then choose what we will do, so I guess there is a little bit of time crunch

17:18:37 librarian03 yes, I see

17:19:02 librarian03 well, I have these 4 books right here, and I can look for more.

17:19:55 librarian03 For example, I have : How Science Works It has a few pages on heat and conduction

17:20:09 Guest I have a Westlake Porter Library card, a cuyahoga county library card, a lorain county library card and a Lakewood Public library card but no Cleveland Public library card. Is this a problem

17:21:11 librarian03 but if you are in North Olmsted, there might be a closer library that has this sort of thing. The Parma Regional is the science center for the Cuyahoga County System. Is that handy?

17:21:28 Guest not handy but drivable

17:21:37 Guest sort of

17:22:20 librarian03 Oh, so we can stick to Cleveland Public branches? I think for the books, the way to go might be to get these ones that are general books with a bit in them on thermodynamics.

17:22:34 Guest Could you give me the names and authors of the books you found and I could do a Cuyahoga search and have them sent to me. They are pretty good about that.

17:23:35 librarian03 Let me also go over to our children's area for something more on target. I can email you in a few minutes, before five. Would that work?

17:23:56 Guest You can email me anytime.

17:24:08 Guest I am not in a horrible hurry, thank goodness.

17:24:39 librarian03 ok are you at <email address withheld>

17:24:47 Guest yes I am.

17:25:44 librarian03 my print is small so it is <email address withheld> ?

17:25:57 Guest yes

17:26:10 librarian03 on my screen, the i's look like l's

17:26:25 Guest You are just wonderful. I appreciate all your time and patience and effort on our behalf. Wish there was some way to tell your boss.

17:26:26 librarian03 ok I'll log off for now, but I will email you by five, ok?

17:26:37 librarian03 no no need for that but thanks

17:26:42 librarian03 bye for right now

17:26:46 Guest Yes unfortunately that is a problem with the letter L it looks too much like a 1

17:26:54 Guest Bye

17:26:58 librarian03 yes



Email of the Month

Librarian: AfterDark Librarian

The librarian in this case provided authoritative government resources for this question about sand dunes. At first glance, this kind of questions might appear to be outside the purview of government documents. The National Park Service, US Geological Survey, and Michigan sites all provide in-depth, reliable information for the patron.

-- Original Message from Patron --

explain how dunes are formed

-- Reply from AfterDark Librarian --

Hello,

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

This National Parks service site tells the geology of dunes:

<http://www.nps.gov/archive/whsa/sand%20dune%20geology.htm>

This USGS site has an illustration of how dunes form in the section labelled Eolian deposition:

<http://pubs.usgs.gov/gip/deserts/eolian/>

It also describes the types of dunes:

<http://pubs.usgs.gov/gip/deserts/dunes/>

This Michigan geology site covers the history and types as well:

http://www.michigan.gov/dnr/0,1607,7-153-10370_22664-61314--,00.html

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



A Sample of Patron Feedback from December 2010

- This is needed for the hard of hearing & deaf people. (*Librarian54 - Clark County Public Library*)
- I just absolutely adore this site. It's everything I need to better understand my problems;) (*ad.Verity - AfterDark*)
- My librarian helper was excellent - - very patient and helpful and went out of her way. (*Librarian03 - Cleveland Public Library*)
- I love using this service. It helps me a lot with trying to find good information for school project. (*Margaret - Orrville Public Library*)
- I would like to thank the libraian for her help. She was polite and quick. Thanks again! (*librarian122 - Cleveland Heights-University Heights Public Library*)
- Very good librarian; genuinely wanted to help me out. (*ad.sam - AfterDark*)
- My librarian stayed interested and always came up with results quickly. (*Linda at BGSU*)
- This technology is awesome. Saved me a lot of time and research. Thanks for being there. (*Debbie - University of Cincinnati*)
- This is a very interesting program. I really like this program because, it can help us children find what we need to know about someone or something. Using this program has given me more support in my school life, and more effort in my school work. So, again I say thank you so very much and I really appreciate all of the librarians that have helped me today and in the past. (*History Department, Cleveland Public Library*)
- thank you so much for helping me! it helped alot! (*librarian28 - Columbus Metropolitan Library*)
- i think the person i talked to was aewsome. (*ad.rhiannon - AfterDark*)
- The live chat is a wonderful service and Melissa was a great help to me in my search. (*Melissa - Ohio Dominican University*)
- david.ad is an AWESOME helper! thumbs up. (*ad.david - AfterDark*)
- ad.paul is the best person ever! I was really impressed with him/her. he/she really help me find good reasources that could help me whenever i needed it! Thanks ad.paul! (*ad.paul - AfterDark*)
- I really like this program a lot! I think it will help kids with questions on homework, or really any question! My service was great and just what i was looking for! My librarian told me about this this morning and i didn't know it could be so useful so quickly! I really love this program, I will definatly come back anytime i need a question to be answered! (*ad.Verity - AfterDark*)
- Ozzie Sinclair, wouldn't let me give up and went extra mile to assist me (*Ozzie@Sinclair - Sinclair Community College*)
- The Worker Helped Me Very Much And Very Fluently. I Belive That He Did Try His Best To Answer My Qustion. 2 Thumbs Up! (*ad.paul - AfterDark*)
- i like it when the librarian doesn't rush you through looking at a website (*librarian75 - Westlake Porter Public Library*)
- this service is great it helps me to save time in research (*librarian130 - Cuyahoga County Public Library, Mayfield Heights Branch*)

January 2011 Transcripts of the Month

Librarian: Linda - Bowling Green State University

Question: I need to make copies of the first two chapters of Turley's Medical Language for an HIM course. If I come up today, will the book be available and what do you charge for copying or scanning? Thanks!

Kudos to Linda at Bowling Green State University for her personable and efficient response to a question about a local library service. As the patron noted: "Linda, who responded, has very good customer service skills."

14:43:08 Guest I need to make copies of the first two chapters of Turley's Medical Language for an HIM course. If I come up today, will the book be available and what do you charge for copying or scanning? Thanks!

Linda
14:43:21 at Hi Guest
BGSU

14:43:34 Guest Hello Linda

Linda
14:43:51 at I'm from BGSU, but let me see if Sinclair's hours & maybe a phone number you could call.
BGSU

14:44:21 Guest OK, but what is BGSU ? I'm in Lebanon, OH.

Linda
14:45:32 at Bowling Green State University. When you said "if I come up today.." , where is "up"? I was guessing Sinclair CC as you selected that as your library.
BGSU

14:46:18 Guest Yes, LOL, I won't be driving to Bowling Green! I ordered this book from Amazon & it's not here yet...

Linda
14:46:49 at Here's a couple phone #'s at Sinclair library you could try: 937-512-3007 - Book Circulation (borrowing) 937-512-3004 - Library Research Assistance
BGSU

Linda
14:47:14 at They list hours are until 9;30 p.m., but I'd double check that.
BGSU

14:47:36 Guest Thanks, Linda & have a nice day!

Linda
14:47:43 at You too!
BGSU



Librarian: ad.rhiannon (AfterDark)

Question: Can I* have anylinks to Montgomery Bus Boycott primary Sources??

Hats off to Rhiannon (AfterDark) for providing this student with a variety of credible sources and verifying that the sites she recommended were helpful. The student remarked "Best librarian I've ever had since I started using this website two years ago."

20:54:31 Guest Can I* have anylinks to Montgomery Bus Boycott primary Sources??

20:54:31 ad.rhiannon Hi. One moment while I take a look at your question.

20:54:39 ad.rhiannon ok let's see what we can find

20:57:47 ad.rhiannon here is a committee report on that

20:57:48 ad.rhiannon <http://thomas.loc.gov/cgi-bin/cpquery/R?cp109:FLD010:email address%28hr193%29>

20:58:02 ad.rhiannon is this what you had in mind?

20:58:11 ad.rhiannon or where you looking for picture?

20:59:44 ad.rhiannon This came up too, but I think it is something that was the result of the boycott

20:59:45 ad.rhiannon <http://web.ebscohost.com/kin.oplin.org/src/detail?hid=15&sid=7c36f46e-d10f-44b8-aa1f-7f8dd0025d1e%40sessionmgr12&vid=5&bdata=JnNpdGU9c3JjLWxpdmU%3d#db=mih&AN=32Ywithheld>

21:00:15 Guest **Do you think that theree would be an image of Rosa Parks police report or newspaper on MLKs assassination**

21:00:38 ad.rhiannon sure, let me see what else i can find

21:02:42 ad.rhiannon here are some images of the front pages of some of the newspapers from that time

21:02:43 ad.rhiannon http://www.montgomeryboycott.com/newsfronts_01.htm

21:03:39 ad.rhiannon here is another link, it is to the same website, but it has a list of newspaper stories of this

21:03:40 ad.rhiannon http://www.montgomeryboycott.com/index_article.htm

21:03:47 ad.rhiannon is this what you had in mind?

21:06:22 Guest **Yes! This is perfect, hank you so much!!!**

21:06:26 Guest **:^0**

21:06:35 ad.rhiannon Anytime!

21:06:39 ad.rhiannon Are you all set then?

21:06:46 Guest **Yes:)**

21:06:49 ad.rhiannon OK Super

21:06:56 ad.rhiannon I will leave you to look over this information. If you require further assistance, feel free to log back on. Thanks for using this service.



Email of the Month

Librarian: Portsmouth Public Library

The librarian at Portsmouth Public Library provided not only the information required by the patron but also provided the context within documents directly from the state government.

-- Original Message from Patron --

How much funding is given to Ohio University each year by the State of Ohio?

-- Reply from Portsmouth Public Library --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service staffed by librarians throughout the state.

Here is a link that will give you the information from the Ohio Budgetary Report for 2009.
http://search.ohio.gov/search?q=cache:NgbYfLg6GE8J:obm.ohio.gov/document.aspx%3Fid%3D3417f9cb-edba-4cbd-9bf1-175262d7df85+state+university+funding&client=ohio_gov&proxystylesheet=ohio_gov&output=xml_no_dtd&ie=UTF-8&access=p&oe=UTF-8

If you search the document for Ohio University it will take you to the records pertaining to Ohio University. Please keep in mind that the figures do change depending on the fiscal year's budget.

Here is another link that will give you information between the years 2004 and 2008.
<http://regents.ohio.gov/hei/financial/budgetreport.html>

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



A Sample of Patron Feedback from January 2011

- Excellent Service! I come here every time I am stuck on homework! Thank you so much, I really appreciate it! (*ad.bertram - AfterDark*)
- i totally love this site! it helps me soo much with all of my school projects and cuts down on all the busy work! (*ad.chris - AfterDark*)
- they were very nice and understood me. i would give them a raise for their kindness and understanding (*librarian132 - Cuyahoga County Public Library*)
- This is a very good website and having a librarian help you is excellent. Very easy to use and the info right on the button. (*Jill@Willoughby - Willoughby-Eastlake Public Library*)
- I was using the resource as a trial through the INFOhio Learning Commons and was very pleased with the site. (*Librarian03 - Cleveland Public Library*)
- 5 star librarian u got here!!!!!! thanks alot! he's the best (*ad.rhiannon - AfterDark*)
- The librarian was a really big help on my project! (*librarian116 - Geauga County Public Library*)
- Linda, who responded, has very good customer service skills. (*Linda - Bowling Green State University*)
- I love this dude hes the best (*Keith - Columbus Metropolitan Library*)
- I feel this is a good way to get help on research projects fast and with reliable resources. thanks. (*Librarian28 - Columbus Metropolitan Library*)
- YOU PEOPLE ARE THE BEST ONLINE RESORECE EVER (*ad.bentley - AfterDark*)
- As a parent, this is a great great resource to help my son with his homework. Thank you very much!!! (*ad.connor - AfterDark*)

February 2011 Transcripts of the Month

Librarian: Theresa (Cleveland State University)

Question: Where would be the best place to find information on the history of mugshots?

Congrats to Theresa at Cleveland State University for an excellent transcript this month. She provided multiple resources and additional search terms for the patron. The patron was very pleased, remarking "this is a much better start than i've been making on my own. thanks again!"

11:27:43 Guest Where would be the best place to find information on the history of mugshots?

11:27:57 theresa Hello. Let me check for you.

11:31:00 Guest thank you!
Here is a possible OhioLINK book: <http://olc1.ohiolink.edu/search~S0?/Xmugshots&SORT=D/Xmugshots&SORT=D&SUBKEY=mugshots/1%2C4%2C4%2CB/frameset&FF=Xmugshots&SORT=D&2%2C2%2C> but let me check further.

11:31:20 theresa i've actually already located this book... could you recommend any databases linking to peer-reviewed articles that may have some sources?

11:32:33 Guest Some of the political science databases may have some, let me check. There are some article in the EJC under Politics and Law. Here is a link: <http://journals.ohiolink.edu/search/search.do?query=mugshots&field=contents&op1=AND&query2=&field2=contents&op2=AND&query3=&field3=contents> I am also running another search for you.

11:33:17 theresa thank you, some of these sources seem to have potential. you said you ran this search through ohiolink?

11:35:08 Guest Yes it is through OhioLINK's EJC -- Electronic Journal Center. Here is the link: <http://journals.ohiolink.edu/ejc/> If you also use the terms identification photographs crime, a lot of results come up. I think you'll find some there.

11:36:25 theresa thank you i have not tried those particular terms yet. i think i can take it from here. i really appreciate it!

11:38:44 Guest A few other databases are Social Sciences Fulltext and JSTOR. You can try both mugshots and identification photographs. Anything else I can help with?

11:39:36 theresa no this is a much better start than i've been making on my own. thanks again!

11:40:48 Guest You're welcome. Thank you for using our service! Goodbye.

11:41:45 theresa bye!

11:42:15 Guest

11:42:30



Librarian: ad.connor (AfterDark)

Question: I am writing a paper and need a couple of articles from the Chronicle of Higher Education website. Is there a way to gain access to the Chronicle's articles/site either through the BGSU Library site or by using my student ID?

Congratulations are also in order for ad.Connor (AfterDark) for helping a student access a resource through the BGSU library website. The student remarked in the survey "I asked the librarian a semi-difficult question that I suspected would be time-consuming to answer. He/she could have blown me off or referred me to my university's library; but instead, he/she took the time to find the correct answer. I am very pleased and impressed. This is an excellent resource."

9:06:01Guest I am writing a paper and need a couple of articles from the Chronicle of Higher Education website. Is there a way to gain access to the Chronicle's articles/site either through the BGSU Library site or by using my student ID?

9:06:01ad.connorGood morning
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.

9:06:10Guest Good morning.

9:06:16ad.connorLet me see what I can find

9:06:48Guest Thank you. I thought there was a way to do it, but I wasn't able to figure it out.

9:07:40ad.connorThanks for your patience

9:07:57Guest Thanks for your assistance!

9:13:29ad.connorSorry it is taking me a few steps.

9:13:33ad.connorJust a moment

9:13:42Guest No problem.

9:14:28Guest Sorry I gave you a pain in the butt of a question at 8:00 am

9:14:35ad.connornp

9:14:38Guest I meant 8:00 am

9:14:45ad.connorBowling Green library does have paper copy and microfilm

9:14:53Guest Have no idea why it comes out like that

9:15:07ad.connorI am cchecking to see if there is an electronic version available to you

9:15:21ad.connor<http://maurice.bgsu.edu/record=ewithheld>

9:15:38ad.connorHere is a link to connect through the library's catalog.

9:15:52Guest Thank you much!

9:16:05ad.connorThis link may be better if the first does not work

9:16:06ad.connor<http://maurice.bgsu.edu/record=ewithheld~S0>

9:16:11ad.connorLet me know if that connects for you

9:17:13Guest Yes, I have access now. Thank you so much! Very, very helpful.

9:17:36ad.connorExcellent!

9:17:38ad.connorGlad to help

9:17:47ad.connorIs there anything else I can help with today?

9:18:00Guest No, that's all. Thanks again!



Email of the Month

Librarian: Emma (Rocky River Public Library)

Not only did Emma treat the patron's question with respect, she provided an annotated "webliography" to prove some options. Nice work!

-- Original Message from Patron --

do you have any sugesstions on any animal names?

-- Reply from Emma --

Hello,

This email is in response to your recent question to KnowItNow24x7, Ohio's statewide online reference service staffed by librarians throughout the state.

This has a manageable selection of names for cats or dogs:
<http://petsname.net/>

This has a huge selection of pet names:
<http://www.funpetnames.com/>

This site has some unique indexes to suggest names:
<http://www.bowwow.com.au/>

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



A Sample of Patron Feedback from February 2011

- It worked! I would have had to make a long distance phone call from where I am and this was a GREAT feature! (*cfpl1 - Canal Fulton Public Library*)
- I like how this process work kind of scare to give it a try but now that I did I will probably use it a lot more? (*ad.alex - AfterDark*)
- Know it now really helped me with my school project. I will most likely be back for anything else. It was a great help! :) (*ad.dj - AfterDark*)
- I thought it would only be a two-second conversation but was pleasantly surprised to find out the librarian really wished to help me find other sources. (*Librarian04 - Cleveland Public Library*)
- I have worked in libraries for 14 years and have quite a bit of knowledge about reference work. This experience was excellent. The librarian was attentive and thoroughly answered my query. Thanks so much! (*ad.gayle - AfterDark*)
- This is an amazing service. I have been conducting internet searches for this topic for several weeks with little success. The librarian connected me with three great sources within a few minutes. The sources contained the exact information that I needed. Thank you. (*ad.verity - AfterDark*)
- I found out about the 24/7 line when I took a computer class at the library. this is the first chance I had to use it. It's very it cool. thank you (*ad.ian - AfterDark*)
- The page sent perfectly answered my question and I was amazed as how fast the librarian was able to locate and push the URL to me. Excellent service! Thank you. (*Librarian133 - North Royalton Branch, Cuyahoga County Public Library*)
- Megan @ Oberlin was very knowledgeable and quick! (*Megan - Oberlin College*)
- i like youre website a lot its really great keep up the good work ps. i came to this website because i heard it was really awesome and it is (*Librarian84 - Cleveland Public Library*)
- I actually 'stumbled' across this. Librarian was actually able todirect me to the actual state code number I needed and had been looking for, and the news reports I need to find out who won a contract. great job!!! (*Librarian02 - Cleveland Public Library*)
- Librarian16 i think it was is wonderful and very helpful! i would totally want to use this aagain and have her! (*Librarian16 - Worthington Libraries*)
- Please do not EVER get rid of KIN24X7!! I cannot tell you how valuable the services were when I was in college, up late at night trying to finish a paper! (*Librarian04 - Cleveland Public Library*)

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.

