



Lesson Plan

Introducing Students to Ohio's Statewide Online Reference Service

Notes to Teachers

This outline can be used alone or in conjunction with the PowerPoint "Introduction to KnowItNow24x7" available at the following address:

http://provider.knowitnow.org/KINDocs/marketing/KnowItNow24x7_Lesson_Plan.ppt

Entire classes logging into KnowItNow24x7 can quickly overwhelm librarians staffing the service. Please choose one or two students at most to access the service during a class demonstration and allow other students to watch their interaction. This will provide a much better experience for both the students and librarians. Encourage students to access the service during other times in school, at home, or in their school library or local public library. Your cooperation is greatly appreciated.

I. What is KnowItNow24x7?

- A. A free service for all citizens of Ohio
- B. Available 24 hours a day, 7 days a week (excluding some holidays)
- C. Chatting with real librarians who can find authoritative information online.
 - 1. Librarians can also show students how to find resources.
- D. Funded through a federal LSTA grant awarded by the State Library of Ohio
- E. Allows questioners to remain anonymous if they wish.

II. Before logging on to KnowItNow24x7

- A. "What information do I need?"
 - 1. Online librarians search for authoritative information online
 - a. They cannot do the students' homework for them or do tutoring.
- B. "Are the answers in the textbook?"
 - 1. KnowItNow24x7 is not a replacement for reading the assignment.
- C. "Is the assignment to give my opinion or reaction?"
 - 1. The librarian can't help with that. The student will need to formulate his or her own opinion or reaction to an assigned text or discussion question.
- D. "Do I need a straightforward fact?"
 - 1. Try to find the answer yourself first. Be careful of the authority of web sites.
 - 2. You'll need to let the librarian know where you've looked already.

III. Formulating your question

- A. What makes a good question for KnowItNow24x7?

1. A question you've worked on that has you stumped.
 2. A question about using INFOhio or Ohio Web Library resources.
 - a. INFOhio resources available through your school or www.infohio.org.
 - b. Ohio Web Library are available statewide at www.ohioweblibrary.org.
 3. A question about a good book to read
 4. A question about finding information online that isn't in your textbook
- B. Formulating your question
1. Type in complete sentences, not just keywords
 - a. Bad spelling is OK
 2. Be specific
 - a. Provide as much detail as you can
 3. Would you like a book, article, or web site?
 - a. This often depends on your teacher and the assignment.
 - b. Let the librarian know so they can tailor the resources to your need.
 4. Where, if anywhere, have you already looked for information on your own?
- B. Examples of good questions for KnowItNow24x7 librarians
1. I need a picture of a hyena for a report
 2. Where can I find a review of the book *The Hunger Games*?
 3. I need three magazine articles about human cloning
 4. What events can I put on a timeline of the Civil War?
 5. What is the best website for information about diseases?
 6. What search terms can I use to find information about the culture of Morocco?
 7. Where can I learn more about being dyslexic?
- C. Examples of Good and Not-So-Good Question Formats
1. Topic: *The Hunger Games*
 - a. Good: Where can I find a reviews of *The Hunger Games*?
 - b. Not-So-Good: Is *The Hunger Games* a good book?
 - a. This question is up to interpretation—the librarian can find you information about the book but should not give their opinion.
 - b. Not-So-Good: How does the book *The Hunger Games* end?
 - a. KIN24x7 is not a replacement for reading a book yourself!
 2. Topic: turtles
 - a. Good: I need stuff on galapagos turtles. im in 5 grade.
 - b. Not-So-Good: what do yu know about turtles
 3. Topic: George Washington's Farewell Speech
 - a. Good: I'm looking for a famous speech by George Washington he gave when he was done being president. I couldn't find it at whitehouse.gov.
 - b. Not-So-Good: Washington's speech
 4. Topic: Ohio wetlands
 - a. Good: 3 articles (NOT WEBSITES) about Ohio wetlands. Must be from 2005 or newer at lest 3 pages each.
 - b. Not-So-Good: info on Ohio wetlands
 5. Topic: Current Events
 - a. Good: Where can I find in-depth articles online about current news?
 - b. Not-So-Good: What are some important topics in the news today?
 1. Some homework questions require you to make choices—the librarian can't do that for you

IV. Connecting with a librarian

- A. KnowItNow24x7 is accessible through www.knowitnow.org
- B. No library card needed
 - 1. Just enter your Ohio zip code
- C. Type in your name (or leave blank to remain anonymous)
 - 1. It doesn't have to be your real name
 - 2. Both you and the librarian will see it in the chat
 - 3. Don't make it too long
- D. Type in your email
 - 1. This is *not* required, but encouraged.
 - 2. If you do type your email, you will receive a copy of the conversation
 - a. Complete with web links sent during the chat
- E. Type in your question
- F. Choose your grade level
 - 1. This will let the librarian know how to tailor the resources they provide to you.
- G. Click "Connect to a librarian"
 - 1. If you cannot wait for a librarian to pick up, you are welcomed to "Leave-a-message" and a librarian will reply by email.

V. The Chat

A. As of June 1, 2010, KnowItNow24x7 consolidated all subject queues into one. Even so, an entire class should not login simultaneously as this has the possibility of "overloading" the librarians staffing the service and creating a negative impression for the students.

1. For tips on introducing a class to KnowItNow24x7, see "Get to Know KnowItNow24x7" in *OELMA Ohio Media Spectrum*, Spring 2009, available online at http://oelma.org/Documents/Spectrum/Spectrum_Spring_09.pdf

B. You may be asked to hold while the librarian finishes up with another patron.

C. The librarian may ask some follow-up questions.

- 1. Sample follow-ups
 - a. How much detail do you need?
 - b. Do you want magazine articles or websites?
 - c. Have you found anything already on your own?
 - d. What class is this for?
 - e. Could you check the spelling of that word?
 - f. Were you looking for -----?

2. Your answers will help the librarian find what you need more quickly.

D. The librarian will then look for a resource that will provide the information you need.

- 1. A website
- 2. An article from a database on the Ohio Web Library or INFOhio
- 3. A book in the library that he or she will quote

E. The librarian shares the URL (web address).

- 1. The link will be "click-able" within the chat
- 2. This will open up a new tab or window in your browser
- 3. Let the librarian know that you have opened the link

F. After reading the information, let the librarian know if it is what you need

- 1. If not, let the librarian know what you do need:
 - a. "I need something longer."

- b. "I need more details."
 - c. "I need it explained simpler."
 - d. "I need a picture too."
 - e. "I don't understand this."
 - f. "I need more information about"
 - g. "I have another question about"
- G. If you need a lot of information or have a lot of questions, the librarian might show you how to do your own research or use the web site he or she recommends.
- 1. Remember, the service is meant to help students do homework not to give them all the answers.
 - 2. If you try to search yourself and still can't find what you need, you're always welcome to log on again and ask for more help.
- H. When you have the information you need, thank the librarian.
- I. End the Conversation
- 1. If you have completed your session, click on "End Call"
 - a. This gives you the opportunity to complete a survey about your session.
 - 2. If you let the librarian know you don't have any more questions, they can log off but you can stay connected as long as you like.
 - a. You can leave your chat screen open as long as you need to access the information that the librarian sent.
- J. If you entered an email address at the beginning (see IV. E. above), you'll get the complete conversation with the librarian and a list of all the resources he or she provided during the session sent directly to your email inbox.

VI. Top ten things librarians want students to know about KnowItNow24x7

- A. #10: Please be polite and courteous. Say "please" and "thank you" and let your librarian know when he or she has helped you!
- B. #9: Please provide as much information as possible when asking your question. Let us know how much information you need and whether the information needs to be a specific format, like an article or website.
- C. #8: If you've already searched for information yourself, please let us know what you've done so we can start from there.
- D. #7: We want you to learn how to find the best information yourself, too. So, we'll show you or tell you what we're doing so you can try it later on your own.
- E. #6: We work as fast as we can, but finding good information online can take time. Please try to be patient while we work. It's not uncommon for a session to last as long as 10 – 15 minutes.
- F. #5: We enjoy chatting with you, but we are very busy. Unfortunately, we can't spend too much time chatting about things other than your question.
- G. #5: Let us know if we didn't find what you really needed on the first try—we're glad to keep searching. Try to give us more specific information about what you're looking for.
- H. #3: We'd prefer to not give you our vital statistics. We prefer to keep our genders, our real names, our ages, and where we live private (and you should too when you're online!)
- I. #2: We can't do your homework for you. For one thing, your teachers wouldn't appreciate that. We can help you find information so YOU can do your homework. You'll need to read and think about the information we send you so you can come up with the answers you need.

J. #1: **Yes, we are real people** (not robots). Librarians from around the state staff KnowItNow24x7. Freelance Ohio librarians working from home staff the service overnight.

VII. Follow-up

- A. Encourage students to use the service to get help in finding resources for assignments.
- B. Have the students share their interactions and/or transcripts (if they wish) with other members of the class.
- C. Always feel free to send positive (or negative) comments or suggestions to the KnowItNow24x7 Coordinator at support@knowitnow.org.