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INFO 521
ipl2 Project
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Question 1: *With the elections happening in Wisconsin today, I keep hearing about Fake Democrat Candidates or Protest Candidates. I understand that the Republicans in Wisconsin had gotten these candidates on the ballot but, what does a Fake Candidate mean? If they win the primary, don't they move to the general election like a real candidate would?*

location: Chicago, IL

area: Politics

reason: Personal curiosity. I want to understand a little better what is happening in Wisconsin.

school: No

sources_consulted: a few online political science dictionaries, wikipedia, a general google search, a dogpile search.

Response 1:

Dear XXXX,

Thank you for your question about the fake or protest candidates in the Wisconsin primary election and what would happen if they won in the primary election. I enjoyed searching for the answer to this interesting question.

I have found a few sources that I hope will answer your question.

1.) The website, Milwaukee Wisconsin Journal Sentinel, has a many news articles about the election and the protest candidates. This is the online version of the Journal Sentinel, a reliable newspaper based in Milwaukee, Wisconsin. Related articles can be found by searching "fake or protest candidates" in the right hand search bar (it is not necessary to use the quotation marks when you type it in).

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

A particularly useful article I found explains what would happen if the fake Democrats won the primary election.

<http://www.jsonline.com/news/statepolitics/124547974.html>

This article explains that the fake candidates are trustworthy Republicans who if they did manage to win in the primary against the Democratic candidate would move on to the general election against the Republican incumbent. The fake candidate would not run a campaign against the Republican incumbent ensuring an easy victory for the Republican incumbent in the general election (Tolan, 2011, para 2-3). The article also explains that the Republican Party did not expect the fake candidates to win against the Democrats. It

was a political strategy forcing a primary election between the Democrats and the fake candidates before the general election. The need for an initial Democratic primary election allowed more time for the Republican incumbents to campaign before the general election (Tolan, 2011, para 1-2).

Tolan, T. (2011, June 25). Can 'fake' Democrats really pull an upset? *Journal Sentinel*. Retrieved from <http://www.jsonline.com/>

2.) The website [Wisconsinvote.org](http://www.wisconsinvote.org) is another resource for information about the elections and the fake candidates. This website is supported by Wisconsin public radio and television and provides non-partisan political information.

<http://www.wisconsinvote.org/index.cfm>

Under the "News & Blogs" tab at the top of the page, you can access a collection of recent news articles about the elections in Wisconsin.

<http://www.wisconsinvote.org/news.cfm>

3.) The Government Accountability Board State of Wisconsin website is another useful website about voting and the recall elections. This is the official Wisconsin state government election website.

<http://gab.wi.gov/>

If you choose "Recall" from the dropdown menu under the "Elections & Voting" tab at the top of the homepage, it will take you to a page explaining the Wisconsin recall process and procedures.

<http://gab.wi.gov/elections-voting/recall>

I found the first source by searching through the Newspapers & Magazines directory of the ipl2:

<http://ipl.org/div/news/>

Under "Newspapers" I chose Wisconsin and then Milwaukee from the left hand bar. From list of 5 resources I chose JOnline.com Milwaukee Journal Sentinel.

<http://ipl.org/IPLBrowse/GetSubject?vid=11&tid=9863&cid=5&cid=5&parent=9845>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/3ra2nyn>

I found the second source by performing a keyword search in the search engine Google using the search term, “voter information Wisconsin” (quotations marks are not necessary when you type in it). I chose the second result Wisconsinvote.org provided on the first page of results.

<http://google.com>

I found the third source by searching the Special Collections directory of the ipl2.

<http://ipl.org/div/special/>

I chose “Election” from the directory under “Other Collections”. Under Official State and Government Election Websites, I chose the link listed next to Wisconsin.

<http://www.ipl.org/div/election/#stategovtsites>

I hope these sources answer your question. Please don't hesitate to contact us again if you need more information.

Thank you for using ipl2.

Log 1:

1. I spent about four hours answering this question. I spent three hours conducting research and one hour writing my answer.
2. When I first began looking for general information about “Fake Candidates,” I hoped to find a general definition or description of the tactic or an example of it being used in the past. I searched google, ipl2, and Wikipedia. However I could not find any information not directly related to the Wisconsin situation. So I changed my strategy to find news articles that clearly explained the situation and what would happen if the fake candidates won. Once I determined this strategy, I also consulted the National Conference of State Legislatures (<http://www.ncsl.org/default.aspx?tabid=16581>) and read several articles in JSonline.com and wisconsinvote.org. I also did some research into the reliability of all the websites I referenced.
3. I was happy with the answer I provided. I think it satisfactorily answered her question and provided resources will be useful if she has further questions. However, I had really wanted to provide her with a general definition or historical example of a “Fake (Protest) Candidate” and was disappointed that I could not find one.

Question 2: *what are then best resources to use for teen pregnancy that are easy to understand?*

location: kingston, new hampshire/ USA

area: Other

reason: I will use it to write an english essay.

school: Yes

sources_consulted: CQ researcher

Answer 2:

Dear XXXX,

Thank you for contacting the ipl2 for your question about the best resources for teen pregnancy.

I have found a few resources that I hope will be useful to you.

1.) The first website is siecus.org or the Sexuality Information and Education Council of the United States. SIECUS is a nonprofit organization that educates and informs on various issues related to sexuality, pregnancy, abstinence, and health. SIECUS provides information on teen pregnancy including fact sheets, educator resources, current research resources, as well as links to other useful sites. The following link is for their teen pregnancy webpage.

<http://www.siecus.org/index.cfm?fuseaction=Page.viewPage&pageId=612&parentID=477>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/3dn33g8>

2.) The second resource is sexedlibrary.org. This is an online sexual education resource created by SIECUS. It offers lesson plans for educators as well as statistics and research about teen pregnancy. The following is a link to their teen pregnancy webpage.

<http://www.sexedlibrary.org/index.cfm?pageId=794>

3.) A third resource is Planned Parenthood. Planned Parenthood is a nonprofit healthcare provider. Their website includes resources for teens questions about pregnancy and resources to help if they are pregnant. The following is a link for their information on teen pregnancy.

<http://www.plannedparenthood.org/info-for-teens/pregnancy-33811.asp>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/4svfpmv>

I found the first resource by searching “Teen Pregnancy” in the ipl2 search bar. Please use quotation marks when typing it in.

<http://www.ipl.org>

I found the second linked through the SIECUS teen pregnancy webpage. It is listed under

“Please also visit”

<http://www.siecus.org/index.cfm?fuseaction=Page.viewPage&pageId=612&parentID=477>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/3dn33g8>

I found the third resource by going to the Planned Parenthood webpage directly.

<http://www.plannedparenthood.org>

Then I chose the “Info For Teens” button on the right-hand side of the homepage. On the Info for Teens webpage, I chose the “Pregnancy” link listed on the left-hand bar.

<http://www.plannedparenthood.org/info-for-teens/index.asp>

Thank you for writing the ipl2. If you have any other questions or you desire more information, please feel free to ask us!

Log 2:

1. I spent about two hours researching and answering this question.
2. I found the ip2 had many useful resources on this topic, and I already knew that Planned Parenthood was a highly reliable resource. I initially checked fedstats.gov, which led me to the CDC, but I wanted to provide the patron with information and resources not just statistics. I also used Google to research and verify the validity of each website.
3. I am only somewhat satisfied with my response. Because she requested “easy to understand” resources, I tried to find authoritative resources that focused on statistics and general information, rather than scholarly journal articles. I worried later that the resources I provided did not satisfactorily answer her question, because I did not know the theme or thesis of her essay. Was it about prevention? Current rates? Sexual education and correlation of teen pregnancy rates? Was she possibly a pregnant teen who needed information disguising it as a research question?
4. In the future I will send a patron like this a question to further clarify what the thesis of her essay is.

Question 3: *Hello, I am looking for websites that can help me find grants and scholarships for college. Also any tips for searching and finding good ones, thank you.*

location: fl area: Education

reason: I am a college student

school: No

sources_consulted: don't know where to begin

Answer 3:

Greetings from the ipl2!

Thank you for your question about where to find scholarships and grants for college. I enjoyed researching this question for you.

I have found several resources that I hope will help.

1. The first is fastweb.com. Fastweb is a free online scholarship searching service recommended by many high schools and colleges. Their searchable database has hundreds of thousands of scholarships. You must create a profile to access their resources but their services are free and reliable.

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

2. The second resource is FAFSA or the Free Application for Financial Student Aid. FAFSA is an application through the Federal Student Aid office of the U.S. Department of Education that assists students paying for college. If you have not already filed a free FAFSA application, it is a great place to start to become eligible for federal, state, and school based loans, grants, and work-study programs.

<http://www.fafsa.ed.gov/>

3. You indicated that you are in Florida. A third resource for scholarship searching is the Florida Department of Education's Florida Student Scholarship and Grant Program website. This resource details many scholarships and grants offered in the state of Florida. They can be found by clicking the "Programs Offered" button in the top bar on the homepage.

<http://www.floridastudentfinancialaid.org/SSFAD/home/ProgramsOffered.htm>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/3frcpu>

4. The fourth resource CollegeBoard can help you develop and determine your scholarship search strategy. CollegeBoard is non-profit membership organization that provides students with higher education resources and opportunities. Under their "Pay for College" tab you can find resources that will help you determine where to look for scholarships, find available scholarships, and access advice when applying.

<http://www.collegeboard.com/student/pay/scholarships-and-aid/8936.html>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/3xjsn4o>

To find the first resource, I searched “Scholarships” in the ipl2 search bar. It was listed in the first page of results.

<http://www.ipl.org/>

To find the second resource, I went directly to the FAFSA website.

<http://www.fafsa.ed.gov/>

To find the third resource, I searched “Florida Scholarships” in Google.

<http://www.google.com>

It was listed in the first page of results under “Florida Student Scholarship & Grant Programs”

<http://www.floridastudentfinancialaid.org/SSFAD/home/uamain.htm>

To find the fourth resource, I went directly to CollegeBoard’s website.

<http://www.collegeboard.org/>

I clicked on the “College Planning” tab at the top of their homepage and then chose the green “Pay for College” tab on the next page.

<http://www.collegeboard.com/student/index.html?student>

I then chose the “Scholarships & Aid” listing on the left hand bar and chose “Finding College Scholarships” and then “Where the College Scholarships Are” in the drop down menus.

<http://www.collegeboard.com/student/pay/index.html>

Thank you for writing the ipl2. If you have any other questions or you desire more information, please feel free to ask us!

Log 3:

1. I spent about three hours researching and answering this question.
2. I spent a great deal of time on the ipl2 going through the scholarship resources they listed. I was somewhat uncertain about their collection, because I was trying to find websites that do not require visitors to give their address and other information. I also performed a great deal of research verifying the validity of FastWeb. I was hesitant to include it because it requires students to give them personal information, but it has

great reviews and almost every other resource I found recommended it.

3. I was quite satisfied with the answer I provided. If the patron uses the recommended resources, he will find both scholarship opportunities and techniques for applying for scholarships.

Question 4: *Which countries and which US states permit prostitution? How do they regulate the business? How might such legitimization reduce 1) sex crimes, 2) STDs, and 3) the role of organized crime in the business? Why should government intervene in the private and discreet business of consenting adults, when government should focus chiefly on ensuring public safety, when we face clear and imminent threats like al-Qaeda, cyber-security, and Mexican drug cartels?*

location: San Francisco, CA

area: Sociology

reason: To write an argumentative essay about legitimizing prostitution.

school: Yes

sources_consulted: Google, digital-librarian.

Answer 4:

Dear XXXX,

Thank you for your question about legal prostitution in the United States and other countries.

I have found a few resources that I hope will answer your question.

1.) The first resource is ProCon.org. This is a nonprofit organization whose purpose is to educate the public in an unbiased way on controversial issues. They provide reliable and cited resources that examine both sides of the controversial issue of legalization of prostitution. It specifically addresses several aspects of your question including which countries and states permit prostitution and how legitimization may reduce crime and STDs. Additionally for your essay it will be a useful resource to examine both perspectives of the issue to formulate a strong argument.

<http://prostitution.procon.org/>

I chose this resource because it provides reliable information in the argument for and against the legality of prostitution. It is a trustworthy resource used by many governments, countries, and schools.

2.) You indicated that you are located in San Francisco, so the second resource I consulted was the San Francisco Public Library. I searched in their library catalog and found two books that may be helpful.

<http://sflib1.sfpl.org/search>

The first book is a two-volume encyclopedia that offers worldwide information and

narratives related to prostitution and the sex industry. It includes documents such as the world charter for prostitutes' rights, occupational health and safety in the Australian sex industry, and laws affecting sex workers.

Ditmore, M. H. (Ed.). (2006). *Encyclopedia of prostitution and sex work*. Westport, Conn.:Greenwood Press.

The call number is 306.7403 En196

This second book examines potential policy initiatives for prostitution recommending decriminalization with legal oversight.

Kuo, L. (2002). *Prostitution policy: Revolutionizing practice through a gendered perspective*. New York: New York University Press.

The call number is 306.7409 K9645p

I chose the San Francisco Public Library because it is a local and free library with many scholarly resources to assist in your research; if you have or sign up for a library card you can visit and access books and databases for information relevant to your question.

3.) I found the third resource through Google Scholar's search engine.

<http://scholar.google.com/>

The search generated a number of related articles. I selected one that I thought suited your needs.

This article discusses the ineffectiveness of current prohibition of prostitution. It examines the decriminalization and legalization of prostitution and its possible advantages.

Rio, L. M. (1991). Psychological and sociological research and the decriminalization or legalization of prostitution. *Archives of Sexual Behavior* 20(2), 205-218.

<http://www.springerlink.com/content/k2827t7uu446l2t8/>

I chose Google Scholar because it is a useful resource for scholarly literature on the web.

Because Google Scholar seamlessly retrieves materials for users authorized to access subscription database resources, you might not have access to these resources directly from your own personal computer.

I have provided the citation for the article above and will outline the steps taken in Google Scholar to show you how I retrieved it. If you are unable to access it on your own computer, please take the citation to the nearest library for assistance. Some publishers also allow you to purchase individual articles. Many of them include a link for purchase alongside the abstract. For more information about Google Scholar, see their "About

Google Scholar" page.

<http://scholar.google.com/scholar/about.html>

Steps to obtaining the links of the above resources.

1.) I found the first source by performing a keyword search in the search engine Google using the search term, "legalization of prostitution" (quotation marks are not necessary when you actually type it in):

<http://google.com>

I chose the first link listed, Prostitution Procon.org, on the first page of results.

2.) I found the second source by typing "San Francisco Public Library" (quotation marks are not necessary when you actually type it in) in Google's search bar:

<http://google.com>

I clicked on the first link on the first page for the San Francisco Public Library.

<http://sfpl.org/>

I located their library catalog by clicking on "Books & Materials" in the top bar and clicking on "Library Catalog," the first option in the drop down menu.

<http://sflib1.sfpl.org/search>

With the settings set to "View Entire Collection" and "Keyword," I searched "prostitution" (quotation marks are not necessary when you actually type it in) in the San Francisco Public Library's catalog search bar.

<http://sflib1.sfpl.org/search>

Encyclopedia of Prostitution and Sex Work was the third listing on the first page of results.

I found *Prostitution Policy: Revolutionizing Practice Through a Gendered Perspective* by then searching "legal prostitution" in the Library catalog's search bar (quotation marks are not necessary when you actually type it in). I chose the ninth result provided on the first page of results.

3.) I found the third source by searching "legalization of prostitution" (quotation marks are not necessary when you actually type it in) in Google Scholar's search engine. I chose the third listing on the first page of results.

<http://scholar.google.com>

As the above disclaimer mentioned, you may not be able to retrieve the full text of these articles off of the Internet. I would encourage you to bring the citations to your local library or the San Francisco Public Library listed above for further assistance.

I hope this helps answer your question. If you need more help or have any other questions, please don't hesitate to write us back. Thank you for using IPL and have a great day!

Feedback: Hi Sarah, Thanks for answering a question in the ipl2! Overall you did very well, especially with a question that had many other sub-questions within it. You did right by providing several general sources that would touch upon each of those sub-questions. You did a good job explaining that the Google Scholar link it might not be accessible and the patron could take the citation to a local library to get it, so that was helpful. You followed all six required ipl2 elements: your opening and closing were very friendly, the sources provided answered the questions, you cited your sources, and provided a detailed search description. Nice job!

Log 4:

1. I spent about four hours on this response. I had a difficult time finding current scholarly articles that supported his thesis.
2. I wanted to include some scholarly journal articles in the list of resources I gave this patron, so I conducted research ERIC, ipl2, and Google Scholar. All of the articles I found in support of his thesis were quite dated most were from the 1970s. More current research and statistics find great flaws in his intended argument. I debated providing him with the dated articles but worried it would result in an overall weak argumentative essay.
3. I was very satisfied with my answer. The ProCon.org website is an excellent resource, that provides both sides of this controversial issue. Additionally ProCon.org cites its resources, which this patron could follow to find other information. The books and article also provide relevant information that he can use to support his argument.

Question 5: *I want to find out where to go to read the manga "Hajime-Chan Ga Ichiban", online, for the whole series. The manga is by Watanabe Taeko. I have read one chapter, and I like it so much, that I am serious about the manga itself. The thing is, I have searched and searched, but all the websites, which I have searched either have online 1 chapter, or they have only raw manga (not translated yet). Either way, thank you for your help in any way. This is something important to me :)*

location: Toronto, Canada

area: Internet

reason: Other than interests, I will use this information by looking at how ipl administration answer these questions for future reference, if I want to find out how to research for a project myself.

school: No

sources_consulted: www.mangafox.com

www.ipl.org

www.mangareader.com
www.somemanga.com
www.rawscans.com
www.otakuworks.com
www.mangahere.com
www.mangarush.com
www.mangapark.com
www.tenmanga.com
www.manga-go.com
www.techknowlogy.com
www.goodreads.com/book/show/1359584.Hajime_chan_ga_Ichiban

Before I answered this question I used the Post-a-Note resource to make sure I was on the right track. This is what I asked:

There is a widespread online practice of scanning popular manga. Volunteers will then translate it and websites will distribute the material online (called a scanlation). The particular manga that this patron wants has not been officially translated or published into English, and only one chapter of the first book has been "scanlated."

I don't want to encourage or offer any possibly illegal resources to her question. So would an appropriate response be to show her that it has not been published in English and give her legal resources to find manga already published in English? And include resources for her to periodically check to see if the original title she mentioned is eventually published in English? Thank you!

This is the answer I received:

Sarah, sounds like you've got the right idea! Just be honest and admit you couldn't find exactly what she wanted so she knows you understood the question and tried. And your ideas of what else to offer sound perfectly appropriate. Sometimes that's all we can do!

Answer 5:

Dear XXXX,

Thank you for your question about where you can read the entire translated series of Hajime-chan ga Ichiban by Watanabe Taeko.

Unfortunately I found that Hajime-chan ga Ichiban has not been fully translated or published into English. Like you found in your search, I also found that a few websites do have an unlicensed translation of the first chapter but not the full book or series. I checked additional resources, and could not find it officially published in English.

1.) To determine whether this manga has been published in English, I went to Amazon.com. I chose it because it is one of the world's largest online booksellers and a reliable resource for finding published books.

<http://amazon.com>

I searched “Hajime-chan ga Ichiban” (quotation marks are not necessary when you actually type it in) in their search bar. All of the listed results were only in Japanese. I then went to the advanced search option. I found this by clicking “Books” in the drop down menu next to the main search bar. This will take you to the Books Department page. Once you are on the Book Department page click on the “Advanced Search” button listed in the top bar.

http://www.amazon.com/Advanced-Search-Books/b/ref=sv_b_0ie=UTF8&node=241582011

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/68hd75>

In the Advanced Search feature, I entered “Hajime-chan ga Ichiban” (quotation marks are not necessary) in the form listed “Title” and then chose “English” from the drop down bar listed under “Languages”. This search did not produce any results.

2.) I then searched in WorldCat, which is an online catalog of 71,000 libraries in 112 countries. I chose it because it is a reliable and useful resource for finding library holdings and published books around the world.

<http://www.worldcat.org/>

I first tried a general search by entering “Hajime-chan ga Ichiban” (quotation marks are not necessary) to determine if they had this book in any language. All of the results were in Japanese. I then tried an advanced search. From the homepage click on the “Advanced Search” button listed below the search bar. It will take you to this page:

<http://www.worldcat.org/advancedsearch>

On this page I entered “Hajime-chan ga ichiban” (quotation marks are not necessary) in the title form and specified the language to English. There were also no results for this search.

After confirming with these sources, I determined that this manga has likely not been translated and published in English. As you already found, some websites have a digital copy of the independently translated first chapter of Hajime-chan ga Ichiban. However while there are many websites with unlicensed and independently translated manga series available online, these translations are not official and may not be complete or accurate.

I’m sorry that I could not find the information you asked for, however there are many popular manga series that have been fully translated and published in English that are freely available to you. I have provided a few resources to help you find and obtain

other manga that you might be interested in reading.

3.) A useful resource for finding manga published in English is the Manga Worth Reading webpage, a subsection of the Comics Worth Reading website.

<http://comicsworthreading.com/manga-worth-reading/>

This website has news and reviews on manga as well as a list of manga sorted by publisher. This is a useful resource to periodically check if a translated version of Hajime-chan ga Ichiban is published in the future. You can subscribe to their RSS feed to receive updates about their manga news and reviews. I chose this website because it is comprehensive and frequently updated with resources that can help you to find other manga series that you may be interested in.

4.) Another resource is The New York Times' Graphic Books Best Seller list.

<http://artsbeat.blogs.nytimes.com/tag/graphic-books-best-seller-lists/>

This link is quite long and could break, so here is a shortened version for your convenience.

<http://tinyurl.com/cps9o5>

This website lists and reviews currently popular manga and graphic novels. I chose this website because it is a beneficial resource to find popular and well-reviewed manga series.

5.) When you find manga you are interested in reading a resource to obtain complete copies is your local library. You indicated that you live in Toronto. The Toronto Public Library has an extensive collection of manga. You can search their catalog for the books you are interested in by entering the manga title in the search bar on their homepage.

<http://www.torontopubliclibrary.ca/>

I chose the Toronto Public Library because it is a local and free library; if you have or sign up for a library card you can freely access their collection.

6.) Another resource to find a library close to you with the manga you are interested in is the website WorldCat. You can enter the book you are looking for in the search bar on their homepage. On the subsequent list of results you can indicate your zip code to find nearby libraries with access to the book you are searching for.

<http://worldcat.org>

I chose WorldCat because it is a reliable and useful resource that will simultaneously

search the collections of many nearby libraries.

Steps to obtaining the links of above resources.

1.) I found the first website, Amazon, by going directly to their website. It is a well-known resource to me that I trust to find up-to-date information about published books.

<http://www.amazon.com>

2.) I found the second website, WorldCat by going directly to their website. This is also a well-known resource to me, and I trust it to find up-to-date information about libraries' holdings worldwide.

<http://worldcat.org>

3.) I found the third website by searching "Manga" in the ipl2 search bar on the ipl2 homepage.

<http://ipl.org/>

It was the sixth listing on the first page of results under "Comics Worth Reading"

<http://comicsworthreading.com/>

On this page, I then clicked on "Manga" listed in the bar on the top. This will take you to the Manga Worth Reading webpage.

4.) I found the fourth website, The New York Times: Graphic Books Best Seller Lists on the same list of ipl2 results under the search term "Manga".

<http://ipl.org>

It was the fifteenth listing on the second page of results.

5.) I found the fifth website by searching "Toronto Public Library" in Google.

<http://google.com>

It was the first listing on the first page of results, Home: Toronto Public Library.

6.) I found the sixth website by going directly to WorldCat. It is well known website to me that I trust for finding books in nearby libraries.

<http://worldcat.org>

I hope these resources will help you in the future. If you need more help or have any

other questions, please don't hesitate to write us back.

Thank you for using ipl2 and have a great day!

Feedback:

Hi Sarah,

Thank you for your work on this question. Even though you did not find exactly what the patron requested, you did an excellent job addressing the patron's question, explaining what you found (or didn't), and showing the patron search strategies and resources that are likely to be helpful in the future.

I commend you for being aware of the ethical issues involved and for utilizing post-a-note to consult with the ipl2 staff (we're here to help!). You turned the situation into a teachable moment for the patron, noting that many of the sources online are unlicensed and potentially inaccurate but without sounding preachy. That's awesome reference service! Keep it up!

Log 5:

1. This response took about four to five hours. I utilized Post-a-Note, so I included the time I waited for the ipl2's response.
2. I initially performed a Google search to find what this patron was asking for. I quickly came upon many of the websites she had already listed as already searching. I then went to the ipl2 and found some general manga sites. I used those sites and additional sites I found on Google to find lists of Japanese manga published in English. I could not find any listing of the title she wanted. I continued to use Google to research how Japanese manga is translated and published in English. I came across a Wikipedia article about "scanlation." I soon determined that this manga has not been translated and published into English officially. Even if there is a copy somewhere online, it is an unlicensed one, which I did not believe I should find or recommend to this patron. I decided I should explain to her the potential inaccuracies and unreliability of unlicensed translations and offer her other legal resources and options. I then used Post-a-Note to ipl2 to make sure this was the right decision.
3. I am very satisfied with the answer I provided, despite that fact that I could not provide her with the manga she wanted. I deliberately took this question because I wanted to try a challenging question that I could not necessarily find the answer to. I believe the resources I provided will hopefully lead this patron to legitimate manga resources. I was initially worried about how to effectively express the pitfalls of unlicensed versions of manga without sounding patronizing. I spent a good deal of time composing my response. I was pleased that it was noted in my feedback that I didn't sound "preachy" because I had tried hard not to be.

Reaction:

When we conducted our reference service project earlier this term, I found that for me the email reference was the most disappointing of the four encounters. Perhaps I was comparing the responses I received to the standards I was accustomed to with the ipl2. I also found the wait between the time I wrote the email and received a response frustrating. I often wonder when I see questions sitting in the ipl2 getting claimed and unclaimed that those patrons may also be frustrated with the wait. However I think the quality of the content patrons are guaranteed to receive from the ipl2 is superior to the content I received from the two email reference services I contacted and thus more worth the wait. It is likely as information service becomes more digitized and “virtual” that email reference services will continue to become more popular particularly if services are standardized and reliable like the ipl2. However I still believe in-person reference encounters are the ideal reference experience for a patron, and I am grateful to have the ipl2 experience to better prepare me for in-person reference encounters in my future career.

During our reference services project we analyzed it from the perspective of a user. But from the perspective of a reference provider, I somewhat prefer the email encounter, because it allows me more time to find a suitable answer and to properly compose my thoughts so I do not sound “preachy” or “contradictory” which was a concern I had answering some of my ipl2 questions. However while I preferred the time and security of email reference, I think in-person interaction would have allowed more clarification of each patron’s question and overall intent. Specifically had I been able to clarify the teen pregnancy question in-person with the patron, I may have been more confident about the usefulness of the resources I provided. Additionally I think in-person and chat encounters would have gone more quickly than my emailed ipl2 responses which on average took me about 3.5 hours. Though I would have had more information from and access to the patron, the immediacy of an in-person encounter may have necessitated I rely on quick and easy to access resources rather than seeking out the best or most authoritative I can find.

I learned many important lessons in this experience. When I had the patron with the question about teen pregnancy, I learned the importance of neutral questioning and the need to clarify with patrons. With the question about prostitution, I learned that sometimes I will have to find information that I do not agree with or support. It is possible my inherent bias was what made my initial search for resources so difficult. With the question about the manga, I learned that sometimes I will not be able to provide the answer they are looking for but will have to direct them elsewhere. From the feedback I received I learned that it is important to be clear when explaining my choices to the patron.

This was my very first experience answering reference questions, and I am very happy with my overall ipl2 experience. I appreciated the ipl2 structure, which gave me direction when composing my responses. I enjoyed that I could choose the questions I wanted and had a significant amount of time to respond. Also I valued the ipl2 itself as a

reference resource. I learned it was often advantageous to begin my research in the ipl2 instead of Google or other general search engines.

This experience has been invaluable for my future work as an information professional. In addition to learning how to provide quality reference services, I had the opportunity to answer real patrons' questions and receive feedback on my responses. My experience with the ipl2 has taught me a great deal about searching the Internet and how to effectively and efficiently identify quality websites and resources. I have begun to bookmark consistently useful websites that I come across while answering ipl2 questions. Additionally I have grown greater understanding and respect for the vast and reliable resources provided by the ipl2. I was happy to receive an email from the ipl2 recently requesting that we continue our services as volunteers after our term is over. I immediately signed up. I have enjoyed this experience, and I want to obtain as much reference experience as possible. I look forward to continuing my relationship with the ipl2 as both a user and a volunteer.