

ipl2 Digital Reference Service:

A Chemical Engineer's Crash Course and the Lessons Learned

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Question 1. Need help finding a book that I read and loved in elementary school

1.1 Transcript

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Sat, 10 Jul 2010 23:27:56
by Lori Cadotte (lac08h@fsu.edu)

2: CHANGE SUBJECT to "GEN: Need help finding a book that I read and loved in elementary school (no need by)" from "GEN: I am trying to find a book that I read and loved in elementa (no need by)" Sat, 10 Jul 2010 23:27:56
by Lori Cadotte (lac08h@fsu.edu)

3: SENT standard message "accept-general" to Patron Sat, 10 Jul 2010 23:27:56
by Lori Cadotte (lac08h@fsu.edu)

4: TRANSFER to refsource.cat from incoming.cat Sat, 10 Jul 2010 23:27:56
by Lori Cadotte (lac08h@fsu.edu)

5: CLAIMED Sun, 11 Jul 2010 18:40:22
by Valerie Florez (valerie.florez@drexel.edu)

6: Re: GEN: Need help finding a book that I read and loved in elementary school (no need by)
Post-A-Note message (only visible to IPL librarians) Mon, 12 Jul 2010 01:52:05
by Valerie Florez (valerie.florez@drexel.edu)

I have searched a variety of sources, including:

- websites listed under the Book Lists and Awards section of IPL2
- www.archive.org
- Library of Congress
- WorldCat
- www.globalbooksinprint.com
- www.Amazon.com
- www.LibraryThing.com
- ALA List of Award-Winning Books,
www.ala.org/ala/mgrps/divs/alsc/awardsgrants/bookmedia/index.cfm
- www.buildingrainbows.com
- Gale Powersearch (through Drexel University access)

I found one possible match, *The Blue Door* by Ann Rinaldi, but I cannot confirm that it is award-winning.

Gale provided information on two very good resources: Children's literature comprehensive database (www.childrenslit.com) and Database of Award-Winning Children's Literature (www.dawcl.com/search.asp). The CLCD is not free (I am using a free trial that I signed up for), but the DAWCL is free. I still was not able to find strong matches in these resources, but I believe that is due to my lack of knowledge in Children's Literature and the limited details provided in the question.

Is it acceptable to answer the question by providing my possible match along with the link to the DAWCL database?

Thanks,
Valerie Florez

7: Set STATUS to NEED_HELP Mon, 12 Jul 2010 01:52:05
by Valerie Florez (valerie.florez@drexel.edu)

8: GEN: Need help finding a book that I read and loved in elementary school (no need by) Post-A-Note message (only visible to IPL librarians) Mon, 12 Jul 2010 09:44:10
by Amy Dorsheimer (adorsheimer@gmail.com)

Hi Valerie,

Sometimes it is not possible to find the exact answer and based on the information the patron provided it seems they understand. It looks like you searched through a variety of resources.

In addition to the resources you located, you can also refer the patron to their local library, using the ipl 2 library locator, a librarian there may remember the book:

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

Another option is to send the patron the ipl2 pathfinder for half remembered children's books:

<http://ipl.org/div/pf/entry/76690>

It also helps to list the sites that you used but didn't find information, so the patron can either recreate the search or eliminate those sites.

Good Luck!

Amy Dorsheimer/RA

9: Re: GEN: Need help finding a book that I read and loved in elementary school (no need by)
(sent to patron) Mon, 12 Jul 2010 19:36:20
by Valerie Florez (valerie.florez@drexel.edu)

Hello <patron name>,

Greetings from the ipl2! Thank you for your question about a beloved, award-winning children's book you read in the mid 1990s and for which you would like to find the title. I found the search quite a page-turner, so to speak.

The most plausible result I found is "The Blue Door" by Ann Rinaldi. You can view portions of the text through Google Books here:

http://books.google.com/books?id=XfUcgmNpNVcC&pg=PA273&dq=fiction+AND+%28%E2%80%9Cyoung+adult%E2%80%9D+OR+juvenile+or+children%29+AND+%28%E2%80%9Cyellow+door%E2%80%9D+OR+%E2%80%9Cblue+door%E2%80%9D%29&hl=en&ei=FaA7TOzlLsKC8gau8rWqBg&sa=X&oi=book_result&ct=result&resnum=1&ved=0CC0Q6AEwAA#v=onepage&q&f=false

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

<http://tinyurl.com/2u6q8h9>

In case that is not the book for which you were searching, here are two good sources to help you further your search:

Database of Award-Winning Children's Literature:

<http://www.dawcl.com/search.asp>

and

Pathfinder for Search Strategies for Half-Remembered Children's Books:

<http://ipl.org/div/pf/entry/76690>

Also, the children's librarian at your local branch library may recall the book based on the details you remember. Here is a link to the contact information for the Santee Branch Library, which I chose based on the location information you provided:

http://www.sdcl.org/locations_SN.html

I used the following search method to find "The Blue Door" by Ann Rinaldi:

1. I started at Google Books,

<http://books.google.com>

2. I clicked on 'Advanced Book Search'
3. In the box next to 'with all of the words', I entered the words in the brackets: [fiction AND ("young adult" OR juvenile OR children) AND ("yellow door" OR "blue door")]
4. Next to Publication Date I entered 1990 as the start year and 2000 and the end year
5. "The Blue Door" by Ann Rinaldi was the top result returned, and its cover shows a girl standing in front of a blue door

Unfortunately, I was unable to verify whether this book won an award.

I used the following search method to find the Pathfinder for Search Strategies for Half-Remembered Children's Books:

1. I started at the Internet Public Library (IPL),

<http://ipl2.org>

2. I clicked on the 'Special Collections Created by ipl2' button
3. I clicked on the 'Pathfinders' button
4. Under 'Arts and Humanities', I clicked on the 'Half-Remembered Children's Books: Search Strategies' link

I found the Database of Award-Winning Children's Literature in the pathfinder from above.

1. I started at the IPL Pathfinder for Search Strategies for Half-Remembered Children's Books,

<http://ipl.org/div/pf/entry/76690>

2. I scrolled down to Section 4, Online Resources
3. Within this section, I scrolled down to 'Reviews and Abstracts'
4. The Database of Award-Winning Children's Literature is one of the resources listed,

<http://www.dawcl.com/search.asp>

I trust these sources because Google Books is a project of Google, the largest search engine in the world, and the Internet Public Library is maintained by librarians who review its content for accuracy.

I hope this information answers your question. I found the question very interesting and enjoyed researching it.

If you need further assistance, please write back to us.

Thank you for using the ipl2!

> Needed by: no need by

>

> Question:

> I am trying to find a book that I read and loved in elementary school, but I don't remember the name or the author and I'm a little vague on the plot.

>

> It was a children's book (or a young-adult book), and the cover had one of those embossed shiny medals that made me think it was

> a Newberry award winner, but I've been working my way down the list of Newberry award winners and I haven't found it. It's possible it won or was nominated for another award but I don't know.

>

> I don't remember the exact plot. The most helpful thing I remember was that one of the key characters painted her door a different color than everyone else in the town and that made the

> townsfolk suspicious; I'm pretty sure everyone's doors were green

> and hers was either bright yellow or bright blue, and that was what inspired the picture on the cover of it when I read it at

> the time (which would have been 1996-1997ish). I also remember
> something about unusual little fires and, I think, a mountain,
> possibly a journey through the mountain, but that's less clear
> than the door.
>
> I used to work in a bookstore and I know questions like this
are
> a little vague and aggravating, but since it won or was
nominated
> for some kind of book award, I was hoping someone had read it
and
> could help me.
>
> Thanks!
>
> Sincerely,
>
>
> name: <removed>
> from: <removed>
> confirm: <removed>
> location: <removed>
> area: General Reference
> reason: I am looking for a specific children's book that I will
> add to my personal library
> school: No
> sources_consulted: Tried basic searches ("award winning book
> yellow door goblins", and other variations) in Google and
> Amazon.com.
>
>

10: Set STATUS to ANSWERED Mon, 12 Jul 2010 19:36:20
by Valerie Florez (valerie.florez@drexel.edu)

1. 2 Amount of time spent answering

Session 1: 07/11/2010 18:30 – 20:30

Session 2: 07/11/2010 22:30 – 07/12/2010 02:00

Session 3: 07/12/2010 17:00 – 19:30

Total Time: 8 hours

1.3 Sources consulted and strategies used (beyond the one used for the answer)

<http://www.ipl.org>

Subject Home

Arts and Humanities

Literature

Book Lists and Awards – these results looked too recent

<http://www.archive.org>

Advanced Search: [(yellow OR blue) AND door in Children's Library] – no results

WorldCat Advanced Search (through Drexel Hagerty Library) – determined LCSHs: Fiction, Juvenile

<http://catalog.loc.gov/>

Guided Searches on LC (I assumed it would be in LOC catalog if it was award-winning):
(juvenile fiction)[in Subject: All]AND(door)[in Notes]AND(color)[in Notes]
– only 1 result

(juvenile fiction)[in Subject: All]AND(door)[in Notes] – 35 results, but most were too recent and none appear to be the item in question

Guided Searches on LC for slightly modified Subject Headings (young adult juvenile):
(young adult fiction)[in Subject: All]AND(door)[in Notes] – results mostly too recent and do not appear to be the item in question

WorldCat Advanced Search (through Drexel Hagerty Library):

Search: [su:fiction kw:door kw:fire] in Juvenile – 23 results; none appear to be the item in question

Search: [su:fiction kw:door] in Juvenile – 2,106 results

Search: [su:fiction kw:door AND (fire OR mountain)] – 126 results; none appear to be the item in question

Returned to Drexel Hagerty Library to see what other databases are available:

Search by Subject area (English and Literature) – *Books in Print* looks promising

Books in Print (through Drexel Hagerty Library):

Markets: All; Subject - (all): juvenile fiction [or] Subject - (all): young adult fiction [and] Keyword: door; Status: In Print, Out of Print; Year: To 2000; Format: Book – 477,683 results

Markets: All; Keyword: door [and] Keyword: award; Status: In Print, Out of Print; Subject Limiter: Fiction; Audience: Young Adult; Format: Book – some more promising options, but none appear to be the item in question except *The Blue Door*, Ann Rinaldi (cover shows a girl standing in front of a blue door) – possibility

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

Subject Home

Arts and Humanities

Literature

Literary Encyclopedia, Children's list, but no links available

<http://www.librarything.com>

Search: [door award girl] – no results

ALA websites for awards,

<http://www.ala.org/ala/mgrps/divs/alsc/awardsgrants/bookmedia/index.cfm> – no easy way to find notes on the books

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

For Kids

Reading Zone

Books and Authors

<http://www.buildingrainbows.com/> – searched “blue door”, “yellow door” – no results

<http://www.ask.com>

Search: [fiction (blue OR yellow) door book] – returned one possible book, but too recently published

<http://www.google.com>

Search: [fiction AND ("young adult" OR juvenile) AND ("yellow door" OR "blue door") AND award] – returned supporting evidence for Rinaldi book plus one possible other book *Behind the Yellow Door*, Bill Hubbard

<http://www.librarything.com>

Searched for reviews to find details about each book and see if they fit the details – no results for *Behind the Yellow Door*; results for *The Blue Door* are not totally convincing

After a 2-hour break, came back and searched various databases through Drexel Hagerty Library: Gale seems to have a broad platform, so I searched it. I narrowed it down to specific subject headings:

Children's literature, English--Book reviews

Children's literature, English--Awards—Directories

Children's literature, English--Bibliography

Subject Browse and Search: [(su ("Children's Literature")) and (TX (awards)) and (TX (database))]

Children's literature comprehensive database. (June-July 2009). American Libraries, 40, 6-7. p.96(1). Retrieved July 11, 2010, from General OneFile via Gale

Database of Award-Winning Children's Literature, <http://www.dawcl.com>

Posted a *Need Help* note to see if it is acceptable to provide one solution and then a further-research option.

Used Pathfinder suggested by IPL Help, which confirmed Database of Award-Winning Children's Literature choice as a good resource

1.4 Critique of question with level of satisfaction in answer provided

I was frustrated that I could not find a definitive answer. Since this was my first question-answering attempt, I hoped that I could provide a positive answer. I was surprised at how long the search took me; I was searching far longer than the average time and far longer than I expected. A contributing factor was that it was harder than I expected to let go and submit my answer; I kept searching even though the chances of finding a concrete answer were very slim.

1.5 Anything I would do differently in the future

I would familiarize myself with the IPL resources better – I searched IPL but did not find the Pathfinder that Amy, an IPL reference administrator, suggested in response to my Need Help post-it. That Pathfinder would have saved me a lot of search time. Additionally, I would not go in so many directions at once; I would try to stay focused and follow a single path instead of following a buckshot pattern. Finally, I would realize that it takes time to craft a good response (at least an hour at my novice level) and figure that into my 24-hour window.

Question 2. How many people have won the Nobel Prize for Literature

2.1 Transcript

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Wed, 14 Jul 2010 08:26:06
by Olivia Given Castello (olivia.given@drexel.edu)

2: SENT standard message "accept-general" to Patron Wed, 14 Jul 2010 08:26:06
by Olivia Given Castello (olivia.given@drexel.edu)

3: TRANSFER to refsresource.cat from incoming.cat Wed, 14 Jul 2010 08:26:06
by Olivia Given Castello (olivia.given@drexel.edu)

4: CLAIMED Wed, 14 Jul 2010 22:12:44
by Valerie Florez (valerie.florez@drexel.edu)

5: Re: LIT: 1 How many people have won the Nobel Prize for Literature up (no need by) (sent to patron) Thu, 15 Jul 2010 19:35:14
by Valerie Florez (valerie.florez@drexel.edu)

Hello <patron name>,

Greetings from the ipl2! Thank you for your questions about literature. The range of topics, from Nobel Prize recipients to the effect of blogs on literature, allowed me to learn quite a bit in my search.

1. The answer to this question is located on the official Nobel Prize website, which contains a "Facts on the Nobel Prize in Literature" page. That page is located here:

http://nobelprize.org/nobel_prizes/literature/shortfacts.html

2. The answer to this question can be found through an advanced search of the official Nobel Prize website using Google. This is a text-based search, so you will want to review each result to ensure that the country of birth is what is in South America (because this search could also return laureates that lived in or visited countries in South America). The results of the search are located here:

http://www.google.com.hk/search?hl=zh-CN&source=hp&q=Born+AND+Biography+AND+%28Argentina+OR+Bolivia+OR+Brazil+OR+Chile+OR+Colombia+OR+Ecuador+OR+%22Falkland+Islands%22+OR+%22Islas+Malvinas%22+OR+%22French+++Guiana%22+OR+Guyana+OR+Paraguay+OR+Peru+OR+%22South+Georgia%22+OR+%22South+Sandwich%22+OR+Suriname+OR+Uruguay+OR+++Venezuela%29site%3Anobelprize.org%2Fnobel_prizes%2Fliterature%2Flaureates&aq=f&aqi=&aql=&oq=&gs_rfai=

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

<http://tinyurl.com/2v3wkzo>

You can find a list of countries in South America at the World Desk Reference. That page is located here:

<http://dev.prenhall.com/divisions/hss/worldreference/>

Click on the continent of South America.

3. The answer to this question can be found in the abstract for the article “Literary Theory in the Era of Pan-Literature” by Xu Liang (2002 Vol.32 No.1 P.53-61), Journal of Zhejiang University. The abstract is located here:

<http://www.journals.zju.edu.cn/soc/2002/200201/020107.htm>

4. I found several articles that discuss the role of blogging in popular literature. You can find them here:
“A New Kind of Book Club” by Johanna Riddle (May/June 2010),
Multimedia & Internet@ Schools:

http://findarticles.com/p/articles/mi_go2681/is_201005/ai_n53930971/?tag=content;col

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

<http://tinyurl.com/2f9jzmd>

“Thinking About Library Literature” by Walt Crawford
(November/December 2008), Online:

http://findarticles.com/p/articles/mi_hb3328/is_200811/ai_n32300932/

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

<http://tinyurl.com/2ehc2h2>

“A novel approach: In search of a more personal writing style, author Yang-May Ooi turns to blogs and discovers what makes them so compelling to write and to read” by Silvia Cambie (May/June 2007), Communication World:

http://findarticles.com/p/articles/mi_m4422/is_3_24/ai_n27225251/

Lastly, I found a list of links to literary weblogs (weblog is another term for blog) at The Complete Review:

<http://www.complete-review.com/links/bloglink.htm>

Below I explain how I found these results and why I trust them.
To find the number of Nobel Prize laureates for Literature:

1. I began at the Internet Public Library (IPL)

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

2. I typed “Nobel Prize” (without the quotation marks) in the Search box

3. The fifth result was the official website of the Nobel Prize
I trust this source because it is maintained by the organization that awards the Nobel Prize. Another source where this information can be confirmed is the Nobel Prize Internet Archive, located here:

<http://nobelprizes.com/>

This site was the top result from the IPL search. I trust sites provided by the IPL because they are reviewed by librarians for reliable content.

To find the Nobel Prize laureates for Literature who were born in South America:

1. I began by finding the names of the countries in South America. I started at the IPL

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

2. I clicked on “Resources by Subject”

3. Next, I clicked on “Regional & Country Information”

4. I scrolled down to the World Reference Desk because its description looked like it would contain the details that I

wanted

I trust this site because it was provided by the IPL, a reliable source for information. The results can also be compared to those at the CIA World Factbook:

https://www.cia.gov/library/publications/the-world-factbook/region/region_soa.html

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

<http://tinyurl.com/qrstxf>

I found this source at the IPL also:

1. From the IPL homepage, I clicked on “Resources by Subject”
2. Next, I clicked on “Reference”
3. Then, I clicked on “Almanacs” and scrolled down to the CIA World Factbook

I trust this site because it is operated by a government organization.

Once I had the list of countries, I created a search in Google that searched the text on the official Nobel Prize website:

1. I went to Google

<http://www.google.cn/>

2. In the Search box I typed:

Born AND Biography AND (Argentina OR Bolivia OR Brazil OR Chile OR Colombia OR Ecuador OR "Falkland Islands" OR "Islas Malvinas" OR "French Guiana" OR Guyana OR Paraguay OR Peru OR "South Georgia" OR "South Sandwich" OR Suriname OR Uruguay OR Venezuela) site:nobelprize.org/nobel_prizes/literature/laureates

3. I had to review the results to ensure that the country found in the search was for the laureate’s birth country, and not a country of residence or another country discussed in the person’s biography

To find an explanation for the term “pan-literature”:

1. I went to Google

<http://www.google.cn/>

2. In the Search box I typed “definition pan-literature” (without the quotation marks)

3. One of the results was a list of article excerpts, and on that list “Literary Theory in the Era of Pan-Literature” appeared to

be relevant

4. I returned to Google, and in the Search box typed “Literary Theory in the Era of Pan-Literature” (with the quotation marks)

5. I scrolled down the results until I saw the link to the Journal of Zhejiang University

I trust this site because it is a journal published by a university.

To find resources discussing how blogs have impacted popular literature:

1. I started at FindArticles, which is a website maintained by a well-known media company. It searches the text of articles from a variety of reliable sources

<http://findarticles.com/>

2. In the Search box I typed “(weblog OR blog) AND literature” (without the quotation marks)

3. I scrolled down the results and picked the ones that appeared most relevant and were written by authors who had expertise in the area

I trust this site and its results because the authors have experience with the subject and because the magazines that published the articles are professionally produced.

I hope this information answers your questions. I found the topics very interesting and enjoyed the research.

If you need further assistance or have new questions, please write back to us.

Thank you for using the ipl2!

> Needed by: no need by

>

> Question:

> 1.How many people have won the Nobel Prize for Literature up to now?

>

> 2.Among all the Nobel Literature Prize laureates, who were from South America?

>

> 3. What does pan-literature mean?

>

> 4.What impacts have the blogs made on the popular literature?

>

>
> name: <removed>
> from: <removed>
> confirm: <removed>
> location: China
> area: Literature
> reason: For homework
> school: Yes
>
>

6: Set STATUS to ANSWERED Thu, 15 Jul 2010 19:35:14
by Valerie Florez (valerie.florez@drexel.edu)

2.2 Amount of time spent answering

Session 1: 07/15/2010 08:00 – 10:00

Session 2: 07/15/2010 11:00 – 11:30

Session 3: 07/15/2010 14:00 – 14:15

Session 4: 07/15/2010 15:30 – 19:30 (50% spent on this question, 50% work interruptions)

Total Time: 4.75 hours

2.3 Sources consulted and strategies used (beyond the one used for the answer)

Question Parts 1 & 2:

<http://www.ipl.org>

Special Collections created by ipl2

Pathfinders – did not have a Nobel pathfinder

Search: [Nobel prize]

Top Result: The Nobel Prize Internet Archive, <http://nobelprizes.com>

Clicked on “Literature” – taken to a page that lists each winner with a quick note and a link to a more detailed page about them. Have to be careful of people who have won the Nobel prize more than once (known as “Double Nobels”)

Fifth Result: Official Website of the Nobel Prize, <http://nobelprize.org>

Can create your own lists, including limiting by type of prize and birth place (“born in”) – can select multiple birth places, so each country in South America can be selected for one list

http://nobelprize.org/nobel_prizes/lists/all/create.html

Need a list of countries in South America to create the list for the nobelprize.org custom list:

<http://www.ipl.org>

Resources by Subject

Regional and Country Information

South America – did not find exactly what I wanted

Search: [almanac]

World Almanac for kids, <http://www.worldalmanacforkids.com> – links did not work

Resources by Subject

Reference

Almanacs

CIA Worldfact Book – clicked on continent of South America – brought up a page listing the countries:

https://www.cia.gov/library/publications/the-world-factbook/region/region_soa.html

Realized that someone in China may not have access to CIA website, so returned to IPL, <http://www.ipl.org>

Resources by Subject

Regional & Country Information

Word Reference Desk,

<http://dev.prenhall.com/divisions/hss/worldreference/>

Clicked on South America for a list of its countries

Question Part 3:

<http://www.ipl.org>

Resources by Subject

Reference

Encyclopedias

Smithsonian – search for [pan-literature] only brought back Peter Pan

Dictionaries

<http://www.dictionary.com> – no results

Special Collections created by ipl2

Pathfinders

Literary Criticism

Terms & Concepts

A Glossary of Literary Terms – no pan-literature

A Handbook of Rhetorical Devices – no pan-literature

Research Beyond Google, <http://oedb.org/library/college-basics/research-beyond-google>

SIL website, <http://www.sil.edu>

Search: [pan-literature] – no results

<http://www.google.com>

Search: [definition “pan literature”] –

http://webcache.googleusercontent.com/search?q=cache:KYSrza0QBMYY:rwsk.zju.edu.cn/web_news.asp%3Fid%3D3%26id%3D326+definition+%22pan+literate%22&cd=10&hl=en&ct=clnk&gl=us&client=firefox-a – Record 13 of 22

provides an abstract for “Literary Theory in the Era of Pan-Literature”, which was published in China. This abstract provides some detail for the concept of pan-literature. I trust this source because it is maintained by the Zhejiang University.

Refined search for this article:

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

Search: [“Literary Theory in the Era of Pan-Literature”] – found www.journals.zju.edu.cn/soc/2002/200201/020107.htm – trust this because it is a journal of the Zhejiang University

Found a link to what I believe is the full article (in Chinese). I was hesitant to post that because I did not want to infringe on any copyright laws

(http://211.103.157.86:81/Jweb_zjuskb/CN/article/downloadArticleFile.do?attachType=PDF&id=9491), so I did not post it. Instead I will post information for the search in Google that returns this result (but I know that there are issues with Google searches in China).

Question Part 4:

<http://www.ipl.org>

Special Collections created by IPL2

Blogs

Blogging 101 – did not find anything useful

Reference Blogs – did not find anything useful

Search: [blog] then [blog literature]

blogflux – nothing relevant

blogcritics – nothing relevant

Teens

School and Homework Help

Homework Help

Annenberg/CPB Project Exhibits Collection View – nothing relevant

Try Mann’s Type-of-Literature model (Mann, 1993) – search peer-reviewed journals

Research Beyond Google, <http://oedb.org/library/college-basics/research-beyond-google>
 HighWire press

Search: blog – over 3,000 results

Search: [blog AND literature] – over 1,000

Search: [blog AND “popular literature”] – 15 results but nothing relevant

Search: [blog AND literature AND impact] – over 700 results

ERIC (through Drexel Hagerty Library):

Search: ((Thesaurus Descriptors:literature) and (Keywords:blog)) – no results

Search: (Keywords:blog AND Keywords:literature) – 14 results, with a couple being on-point but the sources are pay sources

Refocused by reviewing the answers to old IPL questions (posted during Week 2) to help spark ideas.

Encyclopedia Britannica

Search: [blog] – a bit of information but nothing totally relevant, did provide weblog as synonym

Search: ["impact of weblog" AND literature]

Search Engines / Deep Web Resources (Harvey, 2010)

<http://findarticles.com>

Search: [(weblog OR blog) AND literature] – several good sources:

A New Kind of Book Club,

http://findarticles.com/p/articles/mi_go2681/is_201005/ai_n53930971/?tag=content;col

Thinking About Library Literature,

http://findarticles.com/p/articles/mi_hb3328/is_200811/ai_n32300932/

A novel approach: in search of a more personal writing style, author Yang-May Ooi turns to blogs and discovers what makes them so compelling to write and to read,

http://findarticles.com/p/articles/mi_m4422/is_3_24/ai_n27225251/

One relevant article linked to <http://www.complete-review.com/links/bloglink.htm>, which I will include as a repository of literary blog links

2.4 Critique of question with level of satisfaction in answer provided

I was concerned about providing Google results for this question because the patron indicated that he/she was located in China. As I understand it, China and Google have disagreements as to what data can flow into and out of the country. I feel that I did the best I could under this circumstance; I am not sure how to work around a situation when a country

censors what its students can access. I did go back and revise all of my Google searches using Google China (<http://www.google.cn>) – I think that will help. I also decided not to include the suggestion that would help the student find the downloadable file of a specific article due to copyright concerns and a lack of familiarity with Chinese law.

I found one typo in my response, post-submission: I referred to the *World Desk Reference* as the *World Reference Desk* in the section of my response that explained the search strategy. I also worry that my response was too long; but there were four different questions, and they took a bit of advanced searching. I felt that the advanced searches needed explanations.

2.5 Anything I would do differently in the future

In addition to the lengthy explanations of the advanced searches, I went back and forth on how much detail to provide since this was for someone's homework. I did not want to simply provide the answers. Instead, I wanted to provide search methods, so that the student could learn from the experience as well as obtain the homework answers.

As mentioned in the section above, this search was difficult since the student is located in China, and several of my links will likely not work or not be allowed (especially the *CIA World Factbook*). I redid some of my research to try and find sites that would probably be allowed past China's firewall. In the future, I would look for a resource that details the restrictions or at least provides China-friendly search engines/sites and use those to assist with my search.

Question 3. My presentation goes as follows as a top travel agent

3.1 Transcript

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Sun, 18 Jul 2010 17:21:11
by Amy Burger (amylburger@gmail.com)

2: CHANGE SUBJECT to "Quota: MSC: my presentation goes as follows as a top travel agent I hav (need by 7/27/2010)" from "MSC: my presentation goes as follows as a top travel agent I hav (need by 7/27/2010)" Sun, 18 Jul 2010 17:21:11
by Amy Burger (amylburger@gmail.com)

3: SENT standard message "accept-general" to Patron Sun, 18 Jul 2010 17:21:11
by Amy Burger (amylburger@gmail.com)

4: TRANSFER to rescueref.cat from incoming.cat Sun, 18 Jul 2010 17:21:11
by Amy Burger (amylburger@gmail.com)

5: TRANSFER to refsource.cat from rescueref.cat Sun, 18 Jul 2010 20:57:02
by Amy Burger (amylburger@gmail.com)

6: CLAIMED Thu, 22 Jul 2010 13:56:27
by Thad Horner (trh08d@fsu.edu)

7: UNCLAIMED Fri, 23 Jul 2010 13:22:47
by Thad Horner (trh08d@fsu.edu)

8: CLAIMED Sat, 24 Jul 2010 14:42:54
by Valerie Florez (valerie.florez@drexel.edu)

9: Re: Quota: MSC: my presentation goes as follows as a top travel agent I hav (need by 7/27/2010) (sent to patron) Sun, 25 Jul 2010 14:11:26
by Valerie Florez (valerie.florez@drexel.edu)

Hello <patron name>,

Greetings from the ipl2! Thank you for your questions about designing a vacation package sales presentation. I enjoyed researching the topic, and I found several resources to help you:

1. Lindblad Expeditions & National Geographic provides free,

on-demand webinars with presentations that teach travel agents sales tips and marketing tools to sell tour packages to consumers. The list of webinars is here:

http://www.expeditions.com/Webinar_Archive685.asp?

2. Vacation Agent magazine has an article entitled “The Art of Presenting” by Mike Daly, published in the November 2006 online issue. The article provides tips for delivering a travel-related sales presentation to an audience. The link to the article is here:

<http://www.vacationagentmagazine.com/Article.aspx?n=89>

3. General Tours has a website that allows you to browse, customize, and print international vacation itineraries. Here is the link:

<http://www.generaltours.com/index.aspx>

In the “Find A Trip” box on the left side, specify any or all of the fields (Keyword, Destination, Travel Type, Trip Length). On the results page, click ‘More Info’ next to an itinerary for additional tools.

4. Marriott has a Personalized Travel Planning website that allows you to plan domestic and international vacation itineraries four different ways. Here is the link:

<http://marriott.homeandabroad.com/marriott/landing.ha>

The itineraries can also be customized and printed, like General Tours.

5. Norwegian Cruise Line (NCL) provides examples of its marketing tools, including flyers, here:

<http://epictoolkit.ncl.com/flyers.php>

6. The U.S. Travel Association (USTA) provides resources for promoting travel and could be useful in constructing a sales pitch for your vacation package. Their toolkit is available here:

<http://www.ustravel.org/news/toolkits>

7. The United States Tour Operators Association (USTOA) provides a list of advantages for tours and packages, which could be useful in your sales pitch. The list can be found here:

<http://www.ustoa.com/2009/advantagesoftours.cfm>

8. The USTOA also provides a description of different types of vacation packages and the benefits of each, which could be useful in crafting your sales pitch. The descriptions can be found here:

<http://www.ustoa.com/2009/choosethetour.cfm>

I was unclear whether you were instructed to compete with three other individuals to present the best vacation package or whether you were instructed to compare three vacation packages. The results above should help you do both.

Below I explain how I found these results and why I trust them.

To find the free webinars for travel agents:

1. I began at Vacation Agent magazine,

<http://www.vacationagentmagazine.com>

2. I typed [how to sell presentation webinar] (without the brackets) in the Search box

3. The top result was a news piece entitled “Lindblad Expeditions to Offer Monthly Agent Webinars” - I clicked on it and the details provided a link to the webinars

I trust Lindblad Expeditions & National Geographic because National Geographic has a good reputation.

To find the “Art of Presenting” article:

1. I began at Vacation Agent magazine,

<http://www.vacationagentmagazine.com>

(I knew of this resource from a previous search where I found a reference to this magazine in a Wyndham hotel group webinar presentation)

2. I typed [how to sales presentation] (without the brackets) in the Search box

3. I limited the results by clicking on ‘ARTICLES’ under ‘CLICK

TO VIEW ONLY:'

4. On the second page was a link to the article

I trust Vacation Agent magazine because its articles are written by travel professionals and because it has well-respected advertisers, like Hyatt Hotels & Resorts and Royal Caribbean.

To find the custom itinerary planners:

General Tours

1. I began at General Tours,

<http://www.generaltours.com>

(I knew of this resource because I have created travel itineraries with them previously)

Marriott

1. I began at Google,

<http://www.google.com>

2. I typed [("travel agent" OR "travel consultant") ("press kit" OR "media kit" OR "press package")] (without brackets) in the Search box

3. I browsed the first page of results until I saw a link to 'Marriott Launches Reinvigorated Travel Agent Website' – I clicked on the link

I trust General Tours because they are used by the American Automobile Association (AAA), which is one of the most trusted travel agencies in the United States. I trust Marriott because they are a renowned, worldwide hospitality corporation.

To find the NCL flyer examples:

1. I started at Google,

<http://www.google.com>

2. I typed ["travel agent resource"] (without the brackets) in the Search box

3. I clicked on the second result: American Express Travel, Travel Agent Resource Center

4. I clicked on 'TRAINING' at the top of the page

5. Under 'LINKS' there was a link to the Norwegian Epic Marketing Toolkit

I trust NCL because they partner with American Express Travel, which is a respected travel company and part of the well-known American Express Company.

To find the USTA toolkit:

1. I started at the IPL,

<http://ipl2.org>

2. I clicked on the 'Special Collections Created by ipl2' button
3. I clicked on the 'Associations on the Net' button
4. I clicked on the 'Entertainment and Leisure' link on the left side
5. Under 'Travel and Tourism', I clicked on the 'Travel Industry Association of America' link
6. I clicked on 'TOOLS' in the upper right corner

To find the USTOA list advantages and descriptions:

1. I started at the Discover America website,

<http://www.DiscoverAmerica.com>

(I learned of this resource on the Marketing page of the USTA website)

2. I clicked on 'Official Links'
3. I selected 'Associations' from the 'Travel Category' drop-down box
4. I clicked on the 'United States Tour Operators Association (USTOA)' link towards the bottom
5. I hovered over 'smart travel planning' in the center banner
6. The drop-down menu revealed 'Advantages of Tours & Packages' and 'Choose the Tour that's Right for You' as two of the links

I trust the USTA and USTOA because they are professional associations with well-respected members, like Disneyland and Disneyworld.

I hope this information provides you a good starting point for your project. I love to travel, so I found the topic very interesting and enjoyed the research.

If you need further assistance or have new questions, please write back to us.

Thank you for using the ipl2!

> Needed by: 7/27/2010
>
> Question:
> my presentation goes as follows; as a top travel agent I have
to
> sell a vacation package and compare with 3 other competitors,
> including slides, agendas, flyers, etc. Can you help me get
> started?
>
> name: <removed>
> from: <removed>
> confirm: <removed>
> location: charlotte, n.c./USA
> area: Other
> reason: For a project I have to do in a presentation
> school: Yes
> sources_consulted: internet, and virtual library
>
>

10: Set STATUS to ANSWERED Sun, 25 Jul 2010 14:11:26
by Valerie Florez (valerie.florez@drexel.edu)

3.2 Amount of time spent answering

Session 1: 07/24/2010 14:45 - 21:30

Session 2: 07/25/2010 10:00 - 11:30

Session 3: 07/25/2010 13:00 - 14:15

Total Time: 9.5 hours

3.3 Sources consulted and strategies used (beyond the one used for the answer)

<http://www.ipl.org>

Search: [Travel Agent]

<http://www.Travel-library.com> – provided suggested itineraries

Search: [Travel Agent Association]

American Society of Travel Agents – most of the content required
login/registration

Special Collections

Associations on the Net

Entertainment and Leisure

Travel and Tourism

Outside Sales Support Network, <http://www.ossn.com> –
most of the information must be purchased

Travel Industry Association of America,
<http://www.ustravel.org> – found several “toolkits” that can
be used to help with the sales pitch aspect; also found
discoveramerica.org, which helps put together itineraries

Discover America, <http://www.discoveramerica.org>

Official Links

Travel Category box, select
Associations

<http://www.destinationmarketing.org> – more about marketing a destination instead of travel
agent services

<http://www.nta.travel> – more about group tours

<http://www.ustoa.com/2009> – sales kit for travel agents

<http://www.unwto.org/index.php> – too broad

<http://www.google.com>

Search: [("sales kit" OR "sales toolkit") AND "travel agent"] – too many sales results

Search: [(site:.gov OR site:.edu) AND ("travel agent toolkit" OR "travel agent kit")] – no
results

Remembered planning my own trip through General Tours, www.generaltours.com

<http://www.google.com>

Search: ["freestyle" site:generaltours.com]

<http://www.ipl.org>

Business and Economics

Entrepreneurship

<http://www.entrepreneurship.org> – some sales stuff, but not enough
information on travel agents

<http://www.about.com>

Search: ["travel consultant" AND "presentation training"]

Search: ["travel consultant"]

<http://www.ask.com>

Search: ["travel consultant" AND "presentation training"]

Search: ["travel consultant"]

Search Engines / Deep Web Resources (Harvey, 2010)

<http://www.vlib.org>

Business & Economics

Marketing

<http://www.knowthis.com> – had a tutorial that looked promising but information was not specific enough

<http://www.bls.gov> – referred me to American Society of Travel Agents, <http://www.asta.org>

<http://www.ipl.org>

Search: [presentation skills]

Big Dog's Leadership Page: Presentation Skills,

<http://www.nwlink.com/~donclark/leader/leadpres.html> – not specific enough

<http://www.google.com>

Search: [presentation sample resources OR template "travel consultant" –resume] – many results kept showing <http://www.slideshare.net>, which has shared presentations – found a couple decent ones

Search: [("travel agent" OR "travel consultant") "marketing tools" e-learning]

<http://www.scribd.com/doc/20181/Brand-Identity-Royal-Caribbean>

Search: ["travel trade" "vacation package" marketing presentation webinar]

<http://www.ccra.com> – found a Wyndham hotel group webinar presentation,

mentions Wyndham training through <http://www.travelagentacademy.com>.

Parent of Travel Agent Academy, Performance Media, also publishes Vacation Agent magazine, <http://www.vacationagentmagazine.com>

<http://www.vacationagentmagazine.com>

Search: [how to sell presentation webinar]

<http://www.vacationagentmagazine.com/Editorial.aspx?n=72907>

http://www.expeditions.com/Webinar_Archive685.asp?

3.4 Critique of question with level of satisfaction in answer provided

I believe that I provided a thorough response to this broad question. I initially attempted to search travel agent associations, but most of their training was fee-based. I was frustrated when I encountered so many fee-based results, so I reverted to my “crutch” – brute-force Google searching. However, with the advanced search techniques I learned in class and through reviewing previous IPL questions, my Google searches are much more efficient and specific. To some extent, though, I felt like a patron doing an untrained search.

3.5 Anything I would do differently in the future

I need to develop commercial site search techniques. I feel better about my scholarly searches but still need additional experience with commercial sites to help reduce my dependency on brute-force Google searching.

I also need to reinforce the importance of routinely re-reading the patron's question. As a search progresses, I feel like I gain a little more insight and clarity into what the patron wants each time I re-read the question.

Question 4. Attempting to research 1997 news articles on sex offenders**4.1 Transcript**

Question Transcript:

*** New responses start here ***

- 1: Set STATUS to ACCEPTED Sun, 01 Aug 2010 16:19:49
by Amy Burger (amylburger@gmail.com)
- 2: SENT standard message "accept-general" to Patron Sun, 01 Aug 2010 16:19:49
by Amy Burger (amylburger@gmail.com)
- 3: TRANSFER to refsources.cat from incoming.cat Sun, 01 Aug 2010 16:19:49
by Amy Burger (amylburger@gmail.com)
- 4: CLAIMED Mon, 02 Aug 2010 01:20:35
by Valerie Florez (valerie.florez@drexel.edu)
- 5: Re: LIB: Attempting to research 1997 news articles on sex offenders (need by 8/4/2010) (sent to patron) Tue, 03 Aug 2010 00:05:36
by Valerie Florez (valerie.florez@drexel.edu)

Hello <patron name>,

Greetings from the ipl2! Thank you for your question about newspaper research techniques. I live in the Northern Virginia area, so it was neat to research something local.

The following articles appear to relate to sex offenders in Fairfax County, VA and were published in 1997:

"Molester to Cloverdale: 'Give me a chance': Residents post filers when felon moves in." The Roanoke Times. October 15, 1997.

"Missing California boy, 12, found in VA. man's home, Child traveled to meet internet acquaintance." Washington Post. October 4, 1997.

"Caught in the trappings of justice." The Washington Times. November 24, 1997.

"Crime-wary Virginians sing parolee lists' praises." The Washington Times. July 29, 1997.

"Cleared of sex abuse, father finds fight isn't over, Ex-cop gets family, but not job back as Fairfax refuses to concede error." The Washington Times. February 13, 1997.

I found these articles using the NewsLibrary. It is a very handy online resource that offers free full-text searches of millions of newspaper articles. The link to the search page is here:

http://nl.newsbank.com/nl-search/we/Archives/?p_action=customized&s_search_type=customized&p_product=NewsLibrary&p_theme=newslibrary2&d_sources=all&d_place=United%20States&p_nbid=&

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

<http://tinyurl.com/2uenkrm>

You can use simple or complex search strings to adjust and refine your search.

Although the NewsLibrary charges for access to the full text of an article, it allows you to view the article title, name of the newspaper, publication date, and first paragraph for free. Your local librarian can use that information to help you obtain a copy of the full text. An interactive map of the Baltimore County Public Library branches is here:

http://www.bcpl.info/libpg/lib_map_large.html

The ipl2 provides several methods for conducting newspaper archive searches as well as locators to find newspapers based on locale, subject matter, and time period. The Newspaper Archives FAQ page is here:

<http://www.ipl.org/div/farq/newsFARQ.html>

The librarian at the Fairfax County Public Library may be able to provide additional options regarding local information sources. Here is the contact information for the City of Fairfax Regional Library; I chose this branch because it is located in the county seat:

Telephone: 703-293-6227, Option 4 (Reference information or to

place a hold, shelf check)

<http://www.fairfaxcounty.gov/library/branches/fx>

Below I detail how I found these results and why I trust them.

To find the IPL Newspaper Archives FAQ:

1. I started at the Internet Public Library (ipl2)

<http://ipl2.org>

2. In the Search box I entered [newspaper archives] (without the brackets)
3. I clicked on the top result: IPL FAQ: Newspaper Archives

To find the article titles and publication details:

1. I started at the NewsLibrary website

<http://www.newslibrary.com>

- (I learned of this resource on the IPL Newspaper Archives FAQ)
2. I clicked on the 'advanced search' link
3. I entered [("sex offender" OR (sex AND crime)) AND (court OR case) AND Fairfax AND (Virginia OR VA)] (without the brackets) in the "All Text" search box
4. I entered 1997 in the "limit by date" box
5. I browsed the results for those most relevant

I trust the Internet Public Library and the links it recommends because it is maintained by librarians who review its content for accuracy.

To find libraries near you (based on the location noted in your submission form):

1. I started at Google

<http://www.google.com>

2. I entered [Baltimore public library] (without the brackets) in the Search box
3. The top result was Baltimore County Public Library

<http://www.bcpl.info/>

4. I clicked on 'Hours and Locations' on the left-hand side

5. I scrolled to the bottom of the page and clicked on the map of library locations

To find contact information for the Fairfax County Public Library:

1. I started at Google

<http://www.google.com>

2. I entered [Fairfax county library] (without the brackets) in the Search box

3. The top result was Fairfax County Public Library

<http://www.fairfaxcounty.gov/library/>

4. I clicked on 'Locations & Hours' on the left-hand side

5. I scrolled to the City of Fairfax Regional Library link and clicked on it

6. I scrolled to the Phone Menu near the bottom of the page

I hope this information helps you with your article search. I found these techniques very interesting and enjoyed learning them.

If you need further assistance, please write back to us.

Thank you for using the ipl2!

> Needed by: 8/4/2010

>

> Question:

> Attempting to research 1997 news articles on sex offenders -

> court cases in Fairfax, Va. What and where is the best way to

> conduct research??

>

> name: <removed>

> from: <removed>

> confirm: <removed>

> location: Baltimore, MD

> area: Library

> reason: research

> school: No

> sources_consulted: washington post which does not give clear

> direction or links to what I am looking for.

>

>

6: Set STATUS to ANSWERED Tue, 03 Aug 2010 00:05:36
by Valerie Florez (valerie.florez@drexel.edu)

7: Re: LIB: Attempting to research 1997 news articles on sex offenders (need by 8/4/2010) Post-A-Note message (only visible to IPL librarians) Tue, 03 Aug 2010 00:06:53
by Valerie Florez (valerie.florez@drexel.edu)

Since I am still new to the digital reference, I would like to know where the weaknesses and strengths lie in my approach to answering this research question.

Thanks,
Valerie

8: Set STATUS to FEEDBACK_REQ Tue, 03 Aug 2010 00:06:53
by Valerie Florez (valerie.florez@drexel.edu)

9: Re: LIB: Attempting to research 1997 news articles on sex offenders (need by 8/4/2010) Post-A-Note message (only visible to IPL librarians) Tue, 03 Aug 2010 21:11:59
by Lindy Brown (ljb06@fsu.edu)

Hi Valerie,

I think you did a GREAT JOB!

You met all six required elements for answering ipl2 questions - you had a nice opening and closing, you described your search strategy, provided at least two sources, you cited your sources and acknowledged their question.

You were very detailed in your answer and you clearly explained how to do research for this particular question. Explaining that he could take the citations to a library to get full access was great as well. (It's always good to refer patrons to their local libraries!) :)

Well done,
Lindy, Sr. Ref Admin.

*** New responses start here ***

10: Set STATUS to FEEDBACK_RCV Tue, 03 Aug 2010 21:11:59
by Lindy Brown (ljb06@fsu.edu)

4.2 Amount of time spent answering

Session 1: 08/02/2010 01:20 – 02:20

Session 2: 08/02/2010 08:10 – 08:25

Session 3: 08/02/2010 30 minutes off and on throughout the workday

Session 4: 08/02/2010 19:30 – 08/03/2010 00:00

Total Time: 6.25 hours

4.3 Sources consulted and strategies used (beyond the one used for the answer)

<http://www.ipl.org>

Search: [newspaper archives]

Top Result: IPL FAQ: Newspaper Archives,

<http://www.ipl.org/div/farq/newsFARQ.html> – details search methods as well as collections of online newspaper archives

The Internet Public Library: Newspapers to search by location,

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

Fairfax, VA result is a student newspaper that only has online archives back to 2008

Expanded area to include Washington, DC – 12 resources

Picked the newspapers that featured 'News - Local' tags because they seem most likely to have what we are interested in:

The Washington Post

The Washington Times

Washington Examiner

The AFRO-American Newspaper

The Turkish Times

The Common Denominator

The Georgetown Independent

Depending on the search options for each online newspaper, searching something like [sex AND Fairfax AND 1997] should be a good starting point

A possible way to fine-tune the search terms is to determine what court cases occurred in 1997 using the VA online court system records to obtain names and then search for those names.

<http://www.google.com>

Search: [Fairfax county records]

Top Result: Fairfax County homepage, <http://www.fairfaxcounty.gov/>

Click on Courts under Topics section in the center of the page

Click on Case Information under General District Court

Click on the link on the next page under Case Information

It takes you to Virginia's Judicial System homepage

Online Services (left menu) - Case Status and Information - General District Court,

<http://epwsgdp1.courts.state.va.us/gdcourts/captchaVerification.do?landing=landing>

Online Services (left menu) - Circuit Court Records Information, <https://risweb.courts.state.va.us/> – have to visit Fairfax county clerk for a username and password to access this information

Knowing that most sex offender registries are open to the public, I searched

<http://www.google.com>

Search: [Virginia sex offender]

Top result: <http://sex-offender.vsp.virginia.gov/sor/> – not able to search by date of offense or sentencing court

Washington Times

Search: [sex AND Fairfax AND 1997] –

<http://www.washingtontimes.com/news/2009/dec/17/halloween-rapist-tied-to-13-sex-attacks/>

The majority of attacks occurred from 1997 to 2001 in the D.C. area

Washington Examiner

Search: [sex AND Fairfax AND 1997] – no articles from 1997

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

Search: [crime]

Crime Magazine, <http://www.crimemagazine.com/>

Crime Coverage, http://www.poynter.org/content/content_view.asp?id=1184

Review of additional resources

Crime and Justice News (CJJ), <http://cjj.mn-8.net/>
 FindLaw Legal News: Crime, <http://news.findlaw.com/legalnews/crime/>
 Search: [sex AND 1997 AND Fairfax] – no results

National Criminal Justice Reference Service,
<http://www.ncjrs.gov/App/AbstractDB/AbstractDBSearch.aspx> –
 Abstract Database
 Search: [sex AND Fairfax] between 01/1997 and 01/1998 – no
 results

The Crime Library, <http://www.trutv.com/library/crime/>

Returned to Fairfax county government website to see if I could find a list of newspapers, typed
 [newspaper] in search box:

Historical Newspaper Index,
<http://www.fairfaxcounty.gov/library/newsindex/Results.aspx> – but dates of index are not
 for 1997

Fourth result: Newspapers - Databases by Resource - Fairfax County Public Library,
<http://www.fairfaxcounty.gov/library/dbsRemote/resource/news.htm>

Can search by newspaper title or scroll list

Several of these services are only available by logging in with Fairfax
 county library barcode

Try to see if Baltimore has this access:

<http://www.google.com>

Search: [Baltimore county library]

http://www.bcpl.info/libpg/lib_catalog.html

Research Databases (on left)

Newspapers

Newspaper Index: Search

Current Newspapers,

[http://catalog.bcpl.lib.md.us/p](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033)

[olaris/logon.aspx?ctx=1.1033](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033)

[.0.0.3&src=http%3a%2f%2fc](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033)

[atalog.bcpl.lib.md.us%2fpola](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033)

[ris%2fSearch%2fmisc%2feso](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033)

[urces.aspx%3fctx%3d1.1033.](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033)

[0.0.3%26Category%3d49](http://catalog.bcpl.lib.md.us/polaris/logon.aspx?ctx=1.1033) –

requires a Baltimore county

library login

WorldCat Advanced Search (through Drexel Hagerty Library) – determined LCSHs:
 entered [crime]

expanded [sex crimes]: ‘sex crimes’ is best bet because there are several related
 narrower headings as well as sub-headings

<http://www.fairfaxcounty.gov/library/internet/media.htm#newspapers>

Remembered that Fairfax County Library might offer a telephone reference service that could help this patron in Baltimore, like in the reference interview assignment

Chose City of Fairfax Regional Library since it is the county seat,

<http://www.fairfaxcounty.gov/library/branches/fx/> – 703-293-6227 Option 4 (Reference information or to place a hold, shelf check)

After a break, I decided to visit IPL Newspaper FAQ again and knowing what I know through my earlier search decided to try the NewsLibrary, <http://www.newslibrary.com> – once you get a few good leads, you can purchase them or contact the Baltimore County Public Library to see if they have copies.

Found several articles that appeared relevant. Tried to search the publication's website (*e.g.*, Washington Times), but they required registration to access articles.

4.4 Critique of question with level of satisfaction in answer provided

I am happy with how this search turned out – I found that going away and then returning to the question revealed new and better sources.

I tend to try and find a single, specific answer (*i.e.*, the “right” answer). This is not always a valid approach, especially when answering a research-type reference question.

I was a little wary of the level of detail to include in my answer. Some of the article titles were fairly blunt. Since the patron appeared to be an adult and since he/she specifically asked for this information, I decided it was only fair to supply it (even if it verged on the edge of “too much”). To see if I handled this delicate topic properly, I asked the IPL staff for feedback. Lindy, a senior reference administrator, indicated that my response was appropriate.

4.5 Anything I would do differently in the future

As is my nature, I got sidetracked; more specifically, I got sidetracked searching for sex offenders as opposed to focusing on newspaper archive searching techniques. I still need to learn how to let go and abandon a search instead of scurrying down the rabbit hole on a tangential path.

Question 5. When were certain types of milk available?**5.1 Transcript**

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Sat, 31 Jul 2010 19:38:48
by Alison Miller (milleru65@gmail.com)

2: CHANGE SUBJECT to "GEN: youth: When were certain types of milk available? (no need by)" from "GEN: youth: A milk delivery man stated as a tangential point in a very (no need by)"
Sat, 31 Jul 2010 19:38:48
by Alison Miller (milleru65@gmail.com)

3: SENT standard message "accept-general" to Patron Sat, 31 Jul 2010 19:38:48
by Alison Miller (milleru65@gmail.com)

4: TRANSFER to refgen.cat from incoming.cat Sat, 31 Jul 2010 19:38:48
by Alison Miller (milleru65@gmail.com)

5: Re: [ref#12073902] GEN: youth: A milk delivery man stated as a tangential point in a very (no need by) Sat, 31 Jul 2010 20:10:58
by

X-Yahoo-Newman-Property: ymail-3

X-Yahoo-Newman-Id: 915525.45501.bm@omp111.mail.gq1.yahoo.com

DomainKey-Signature: a=rsa-sha1; q=dns; c=noaws;
s=s1024; d=yahoo.com;

X-YMail-OSG: J_oxv_8VM1nHj4dyi8X_RHd7bgYk3ajaIE.oGB0GCVToEPC
SXPf69mkiR7Y0vOBMLa_H5qhJ5t1BfUi9_rlnv7W5I61w3tUN4fye0y1j0x
6eL0NC7QXL.PdBqPqAv4MNOq8vWHsBB89eavfttD8jicR.buuE2E8W1dw.JL
WeXIFxxNL2UK2m_jXiuN4fnatZKdCFCGnuCgF0QV5O67LVOHUaY8pHHbjbf
q5IerxGRwXVBRsudpRiofM_r6B7FMSUWYZR1mp8UsqxNM56OjP09YO9eQVxO
MyP9sYnoCy0gEdrNy7BReU2xDF6y4hERwXue0i7dcGQxO96LG

X-Mailer: YahooMailRC/420.4 YahooMailWebService/0.8.105.279950

References: <201007312340.o6VNe25N017597@iplserver-2.ischool.drexel.edu>

Date: Sat, 31 Jul 2010 17:10:56 -0700 (PDT)

From:

Subject: Re: [ref#12073902] GEN: youth: A milk delivery man stated as a tangential point in a very (no need by)

To: iplref@ipl.org

In-Reply-To: <201007312340.o6VNe25N017597@iplserver-2.ischool.drexel.edu>

MIME-Version: 1.0

Content-Type: multipart/alternative; boundary="0-133442349-1280621456=:96498"

--0-133442349-1280621456=:96498

Content-Type: text/plain; charset=iso-8859-1

Content-Transfer-Encoding: quoted-printable

Hello Ipl2! Thank You for accepting this question. I must make one correction. The incident took place in Idaho not Kansas. Perhaps the reference researcher might like to read the full text of the statement in question. It is at www.earthfiles.com/news.php?ID=3D1728&category=3DEnvironment. It is listed under High Strangeness Letters from Viewers. It is : 2) = 3-paged Typed Letter by FAX, June 19, 2010, Caldwell, Idaho . I think you are going to enjoy this one! Thanks, _____ =
 _____ = From: "iplref@ipl.org" <iplref@ipl.org> To: =
 Sent: Sat, July 31, 2010 4:40:02 PM Subject: [ref#12073902] =
 GEN: youth: A milk delivery man stated as a tangential point in a very (no need by) =
 Greetings from the Ipl2! We have accepted your question and will soon have one of our reference staff begin to research it. =
 In most instances, you will receive a response from us within one week or by the need-by date that you indicated. We will do our best to answer your question using the resources that the Internet has to offer, and our response will include a list of the sources we used. Please keep in mind that the librarians who answer questions for the Ipl2 are almost all volunteers or students in library and information science programs. =
 You may receive follow-up or clarifying questions from our reference staff. =
 When you reply, please do not edit the subject line in your e-mail. =
 Thanks for visiting the Ipl2! > Needed by: no need by =
 > Question: > A milk delivery man stated, as a tangential point in a very > interesting UFO story, that he was delivering "2% milk" on his > route in Kansas in 1966. I challenged this statement because I do > not believe that "2% milk"-so-called, was introduced until much > later. Am I correct? =
 Perhaps he meant to say "skim-milk" . Was skim-milk available in > cartons in 1966? I was trying to make the point that =
 if the > author misremembered this fact, then other information in his > report might also be incorrect and untrustworthy. > =
 name: > =
 from: > confirm: > location: North Hollywood, CA, USA > grade: 12 > area: General Reference > school: =
 Yes > sources checked: Wikipedia and milk industry websites > =
 =
 Ipl2: Information You Can Trust -- <http://www.ipl.org> Serving the Internet community since 1995 =

 The Ipl2 includes links to free PDF file reader programs in case a link to a PDF file was sent to you. http://www.filehippo.com/download_foxit/ =
http://www.filehippo.com/download_adobe_reader/ =

--0-133442349-1280621456=:96498

Content-Type: text/html; charset=iso-8859-1

Content-Transfer-Encoding: quoted-printable

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<html><head><style type=3D"text/css"><!-- DIV {margin:0px;} --></style></he=
ad><body><div style=3D"font-family:times new roman, new york, times, serif;=
font-size:12pt"><DIV>Hello 1pl2!</DIV>=0A<DIV>Thank You for accepting this =
question. I must make one correction. The incident took place in Idaho not =
Kansas. Perhaps the reference researcher might like to read the full text o=
f the statement in question. It is at <A href=3D"http://www.earthfiles.com/=
news.php?ID=3D1728&amp;category=3DEnvironment">www.earthfiles.com/news.php?=
ID=3D1728&amp;category=3DEnvironment</A>&nbsp; It is listed under High Stra=
ngeness Letters from Viewers. It is : 2) 3-paged Typed Letter by FAX, June =
19, 2010, Caldwell, Idaho . I think you are going to enjoy this one! Thanks=
, <BR></DIV>=0A<DIV style=3D"FONT-FAMILY: times new roman, new york, tim=
es, serif; FONT-SIZE: 12pt"><BR>=0A<DIV style=3D"FONT-FAMILY: arial, helvet=
ica, sans-serif; FONT-SIZE: 13px"><FONT size=3D2 face=3DTahoma>=0A<HR SIZE=
=3D1>=0A<B><SPAN style=3D"FONT-WEIGHT: bold">From:</SPAN></B> "iplref@ipl.o=
rg" &lt;iplref@ipl.org&gt;<BR><B><SPAN style=3D"FONT-WEIGHT: bold">To:</SPA=
N></B> <BR><B><SPAN style=3D"FONT-WEIGHT: bold">Sent:</SP=
AN></B> Sat, July 31, 2010 4:40:02 PM<BR><B><SPAN style=3D"FONT-WEIGHT: bol=
d">Subject:</SPAN></B> [ref#12073902] GEN: youth: A milk delivery man state=
d as a tangential point in a very (no need by)<BR></FONT><BR>Greetings from=
the ipl2! <BR><BR>We have accepted your question and will soon have one of=
our reference staff begin to research it.&nbsp; In most instances, you wil=
l receive a response from us within one week or by the need-by date that yo=
u indicated.<BR><BR>We will do our best to answer your question using the r=
esources that the Internet has to offer, and our response will include a li=
st of the sources we used.&nbsp; Please keep in mind that the librarians wh=
o answer questions for the ipl2 are almost all volunteers or students in li=
brary and
information science programs.<BR><BR>You may receive follow-up or clarifyi=
ng questions from our reference staff.&nbsp; When you reply, please do not =
edit the subject line in your e-mail.<BR><BR>Thanks for visiting the ipl2!<=
BR><BR>&gt; Needed by: no need by<BR>&gt; <BR>&gt; Question:<BR>&gt; A milk=
delivery man stated, as a tangential point in a very<BR>&gt; interesting U=
FO story, that he was delivering "2% milk" on his<BR>&gt; route in Kansas i=
n 1966. I challenged this statement because I do<BR>&gt; not believe that "=
2% milk"-so-called, was introduced until much<BR>&gt; later. Am I correct?&n=
bsp; &nbsp; <BR>&gt; Perhaps he meant to say "skim-milk" . Was skim-milk av=
ailable in<BR>&gt; cartons in 1966? I was trying&nbsp; to make the point th=
at if the<BR>&gt; author misremembered this fact, then other information in=
his<BR>&gt; report might also be incorrect and untrustworthy.<BR>&gt; <BR>=
&gt; name: <BR>&gt; from: <A href=3D"mailto: "
ymailto=3D"mailto: "> </A><BR>&gt; confi=
rm: <A href=3D"mailto: " ymailto=3D"mailto: =
"> </A><BR>&gt; location: North Hollywood, CA, USA<BR>&=
gt; grade: 12<BR>&gt; area: General Reference<BR>&gt; school: Yes<BR>&gt; s=

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ourceschecked: Wikipedia and milk industry websites
>
>
<B=
R>

ipl2: Information You Can Trust -- http://www.ipl.org
Serv=
ing the Internet community since 1995

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The ipl2 includes links to free PDF file reader programs=
in case a link to a PDF file was sent to you.

http://www.filehippo.=
com/download_foxit/

http://www.filehippo.com/download_adobe_reader/<=
BR>

</DIV></DIV></d=
iv>
=0A=0A </body></html>
--0-133442349-1280621456=:96498--

6: GEN: youth: When were certain types of milk available? (no need by) Post-A-Note message
(only visible to IPL librarians) Sat, 31 Jul 2010 20:55:45
by Alison Miller (milleru65@gmail.com)

Patron followed up with:

Hello 1pl2! Thank You for accepting this question. I must make
one correction. The incident took place in Idaho not Kansas.
Perhaps the reference researcher might like to read the full text
of the statement in question. It is at
www.earthfiles.com/news.php?ID=3D1728&category=3DEnvironment It
is listed under High Strangeness Letters from Viewers. I think
you are going to enjoy this one!

Thanks,
<patron signed name>

7: CLAIMED Sat, 31 Jul 2010 22:47:59
by Tammi Bird (tammi.lyn.bird@drexel.edu)

8: GEN: youth: When were certain types of milk available? (no need by) Post-A-Note message
(only visible to IPL librarians) Mon, 02 Aug 2010 11:20:22
by Alison Miller (milleru65@gmail.com)

Please let us know the status of this answer. Thanks~ Alison

9: UNCLAIMED Tue, 03 Aug 2010 10:34:44

by Alison Miller (milleru65@gmail.com)

10: CLAIMED Tue, 03 Aug 2010 10:39:13
by Valerie Florez (valerie.florez@drexel.edu)

11: Re: GEN: youth: When were certain types of milk available? (no need by) Post-A-Note message (only visible to IPL librarians) Tue, 03 Aug 2010 17:14:48
by Tammi Bird (tammi.lyn.bird@drexel.edu)

<http://www.foodtimeline.org/foodbeverages.html#lowfatmilk>

This is the best information I found. I've looked at the US Department of Agriculture as well as the Dairy Council. There is not a lot of information about the delivery of milk.

12: Re: GEN: youth: When were certain types of milk available? (no need by) (sent to patron)
Wed, 04 Aug 2010 02:55:52
by Valerie Florez (valerie.florez@drexel.edu)

Hi <patron name>,

Greetings from the ipl2!

Thank you for your question about when skim and 2% milk were introduced to American consumers. I am a fan of trivia, so I really enjoyed researching this topic.

I was able to determine that skim and 2% milk were introduced to American consumers prior to 1966. References to both are made in the 1965 Yearbook of Agriculture. The Dairy Products section is here:

http://naldr.nal.usda.gov/Exe/ZyNET.exe/yoa196504530437b.xml?ZyActionD=ZyDocument&Client=National%20Agricultural%20Library%20Digital%20Repository&Index=AH|AH2|AIB|BIC|Books|Circ|ERS|FB|FVMNR|HGB|JAR|LFLT|MP|NFC|ROS|Rural|TB|TB1|TB2|USDA_Div_Bulletin|WPC|YOA1|YOA2&Docs=&Query=&Time=&EndTime=&SearchMethod=1&TocRestrict=&Toc=YOA2&TocEntry=|1|23&QField=&QFieldYear=&QFieldMonth=&QFieldDay=&UseQField=&IntQFieldOp=0&ExtQFieldOp=0&XmlQuery=&Doc=%3Cdocument%20name%3D%22yoa196504530437b.xml%22%20path%3D%22\\NALDR\\DIGITAL\\ZYFILES\\INDEXDATA\\ALL5\\XML\\2007\\00000002\\%22%20index%3D%22YOA2%22%2F%3E&File=\\NALDR\\DIGITAL\\ZYFILES\\INDEXDATA\\ALL5\\XML\\2007\\00000002\\yoa196504530437b.xml&User=ANONYMOUS&Password=&SortMethod=h|-&MaximumDocuments=10&FuzzyDegree=-

1&ImageQuality=r105g16/r105g16/x150y150g16/i600&Display=hpfr&DefSeekPage=f&SearchBack=ZyActionL&Back=ZyActionL|4&BackDesc=Contents%20page

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

<http://tinyurl.com/235n8r6>

In the Dairy Products section, two of the sub-sections are entitled “Skim milk” and “Low-fat, partly skimmed, and 2 percent milk.” Under the “Low-fat, partly skimmed, and 2 percent milk” sub-section, it states:

“For example, the popular product known as 2 percent-10 percent contains 2 percent milk fat (instead of the usual 3.5 percent) and 10 percent nonfat milk solids (instead of the usual 8.5 percent).”

Since this was published prior to the date referenced in the High Strangeness Letter, the milk percentage portion of the Idaho dairy truck driver’s story is plausible.

I trust this result because it is from a government publication, released by the US Department of Agriculture.

Here is how I found it:

1. I started at the Internet Public Library (ipl2)

<http://ipl2.org>

2. I clicked on the Resources by Subject button
3. I clicked on the Science & Technology link
3. I clicked on ‘Agriculture and Aquaculture’ on the left-hand menu
4. I scrolled down and clicked on the U.S. Department of Agriculture link
5. I clicked on ‘Research and Science’ on the left-hand menu under ‘Browse by Subject’
6. I clicked on ‘Agricultural Library’ on the right-hand menu under ‘Related Topics’
7. I clicked on ‘Research and Technology’ on the left-hand menu under ‘Browse by Subject’
8. I clicked on the Journal of Agricultural Research: 1913-1949 Index link in the middle section
9. I scrolled down and clicked on the Yearbook of Agriculture (1938-1992) link

10. I scrolled down and clicked on the 1965: Consumers all link
11. I used Ctrl+F and entered [dairy] (without the brackets) to locate the Dairy Products link and clicked on it
12. I clicked on 'View all Pages in Browser' midway down on the left
13. I scrolled down and found the relevant information on the second page of the Dairy Products section (p. 438 of the document)

While the information I found did not validate your theory, your approach to establishing credibility (or the lack thereof) is sound.

If you need further assistance, please write back to us.

Thank you for using the ipl2!

- > Needed by: no need by
- >
- > Question:
- > A milk delivery man stated, as a tangential point in a very
- > interesting UFO story, that he was delivering "2% milk" on his
- > route in Kansas in 1966. I challenged this statement because I
- > do
- > not believe that "2% milk"-so-called, was introduced until much
- > later. Am I correct?
- > Perhaps he meant to say "skim-milk" . Was skim-milk available
- > in
- > cartons in 1966? I was trying to make the point that if the
- > author misremembered this fact, then other information in his
- > report might also be incorrect and untrustworthy.
- >
- > name: <removed>
- > from: <removed>
- > confirm: <removed>
- > location: North Hollywood, CA, USA
- > grade: 12
- > area: General Reference
- > school: Yes
- > sourceschecked: Wikipedia and milk industry websites
- >
- >

13: Set STATUS to ANSWERED Wed, 04 Aug 2010 02:55:52

by Valerie Florez (valerie.florez@drexel.edu)

14: GEN: youth: When were certain types of milk available? (no need by) Post-A-Note message (only visible to IPL librarians) Wed, 04 Aug 2010 17:35:14
by Amy Coughenour (amy.coughenour@gmail.com)

Hi, Valerie-

Thank you for answering this question. I just wanted to give you a quick reminder that we ask for 2-4 sources in ipl2 responses. Here's a link to the "Sources or Answer" section of the training manual that talks about this:

<http://training.ipl.org/backroom/refvols/students/part3.html#SourcesorAnswer>

Thank you!
Amy

15: Re: GEN: youth: When were certain types of milk available? (no need by) Post-A-Note message (only visible to IPL librarians) Thu, 05 Aug 2010 12:15:55
by Valerie Florez (valerie.florez@drexel.edu)

Dear Amy,

If I am only able to find one clear and reliable source and it is authoritative, like the USDA; is one source acceptable?

Should I have explained that I could only find one reliable/authoritative source to the patron in the section where I discuss my search strategy?

Thanks for helping me improve my answering skills!

Valerie

16: Set STATUS to NEED_HELP Thu, 05 Aug 2010 12:15:55
by Valerie Florez (valerie.florez@drexel.edu)

*** New responses start here ***

17: GEN: youth: When were certain types of milk available? (no need by) Post-A-Note message (only visible to IPL librarians) Sat, 07 Aug 2010 08:30:54
by Alison Miller (milleru65@gmail.com)

Hi Valerie~

This was a difficult question and it does seem that the USDA would provide the most information. This is a special circumstance, and you are right about one authoritative source. It would be a good practice to explain your difficulties. No need for this question, but keep this in mind for the future. Thank you for following up on this tough question!

Thanks~
Alison

5.2 Amount of time spent answering

Session 1: 08/03/2010 10:45 – 12:00

Session 2: 08/03/2010 20:00 – 08/04/2010 03:00

Total Time: 8.25 hours

5.3 Sources consulted and strategies used (beyond the one used for the answer)

Search strategy thoughts:

- Smithsonian
- IPL history/inventions – scientific discovery of skimming milk
- 1960s grocery ads
- dairy agriculture website, timeline

<http://www.ipl.org>

Resources by Subject

Science & Technology

Agriculture & Aquaculture

USDA Agriculture Fact Book

Used search box to find Agricultural Research Service Hall of Fame

Browse: ["reduced fat" AND milk AND history
site:ars.usda.gov] – nothing relevant

Browse by Subject (left side)

Products & Services

National Agricultural Library

Food and Nutrition Information
Center

Browse by Subject

Surveys, Reports, and
Research

Historical
Information
(*continues, see
left*)

Historical Information

Food Timeline, <http://www.foodtimeline.org/>

<http://www.foodtimeline.org/foodbeverages.html#milk>

Under Lowfat milk: "Milk containing various levels of fat has been sold from ancient times forward. Traditional grades carried descriptive names: heavy cream, new milk, skimmed milk. Regulated milk fat grading expressed in percents, as we Americans know it today, was promulgated by the US Dept. of Agriculture in 1977. These regulations can be found in the Title 21, Code of Federal Regulations, part 131: Milk and Cream. Original notice can be found in the Federal Register, March 15, 1977 (42 FR 14360)."

Agricultural Communications Documentation Center

<http://www.ipl.org>

Resources by Subject

Science & Technology

History of Science & Technology

Guide to the History of Science – link is dead and could not find a new link for it

Internet History of Science Sourcebook,

<http://www.fordham.edu/halsall/science/sciencesbook.html>

<http://www.google.com>

Search: [site:.fordham.edu/halsall/science AND dairy] – no results

Search: [site:.fordham.edu/halsall/science AND milk] – no results

Invention History at the Lemelson Center - Smithsonian Institute

Search: [milk] – found one result that discussed milk protein discovery but nothing about 2% milk

Remembered an invention question on discussion board earlier in the quarter – searched Blackboard Group Discussion boards for [invent]

<http://www.ipl.org>

Special Collections created by ipl2 – browsed, but nothing relevant

Search: [invention]

Invention of Everyday Things Pathfinder

MITs Invention Dimension, <http://web.mit.edu/invent/>

<http://www.google.com>

Search: [site:web.mit.edu/invent/iow/ AND dairy] –

Lactaid and condensed milk; also learned of Dairy Products

Research Unit at U.S. Department of Agriculture's

Agricultural Research Service (ARS) and ARS Hall of

Fame – will go there next

National Inventors Hall of Fame

Search: [milk AND fat] and [milk] and [dairy] – just Borden

(condensed milk); but did learn of patent for condensed milk –

perhaps there is a patent for 2% milk too

<http://www.ipl.org>

Search: [patent]

Patent Databases (US Patent and Trademark Office)

Kept adding terms to search string to get reasonable number of results

<http://www.ipl.org>

Search: [advertisement] then [newspaper ads] – nothing relevant for either

<http://www.google.com>

Search: [milk AND delivery AND 1960 AND order AND form AND Idaho]

Search: [(antique OR archive OR vintage OR memorabilia) AND (advertisement OR ad)

AND (print OR newspaper) AND grocery AND milk]

Browsed results for refining terms

Went to Wikipedia for possible leads: <http://en.wikipedia.org/wiki/Milk>

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

Search: [dairy farmer] and [dairy history]

<http://www.nal.usda.gov/speccoll/images1/dairy.htm#Contributions>

<http://www.adsa.org/Default.asp>

http://www.cdfa.ca.gov/dairy/arch_index.html

<http://www.almanac.com/search/node/milk>

<http://www.iowadot.gov/ole/documents/Dairyontheprairie.pdf>

<http://milk.procon.org/view.resource.php?resourceID=000832>

http://dairyantiques.com/Milk_Bottle_Collections.html

Found a 2% homo cap on eBay but picture was not very good – I know what I am looking for now, but Google does not understand ‘%’ so I need another search engine

How to Choose a Search Tool, <http://www.internettutorials.net/choose.asp>
<http://www.picsearch.com>

Search: [2% homo milk bottle cap] – no results

<http://www.ipl.org>

Search: [milk bottle caps]

Search: [collectors]

<http://www.google.com>

Search: ["milk bottle cap" (vintage OR collectible OR antique)]

<http://www.vintageimagemadness.com/details.php?gid=63&sgid=&pid=2648>

<http://www.vintageimagemadness.com/details.php?gid=63&sgid=&pid=1015>

http://www.zazzle.com/vintage_milk_bottle_cap_magnet-147884309783932313

Search: ["milk bottle cap" (vintage OR collectible OR antique) AND homo OR (low AND fat)]

<http://www.amazon.com>

Search: [bottle caps]

Slammers, Stacks and Hitters: A Collector's Guide to Milk Bottle Caps

<http://www.oldstuffonly.com/items/milk-bottle-caps/lassigdarskim-cap-detail.htm>

<http://www.etsy.com/listing/51851571/124-old-milkjuicedairy-caps-etc-great> – second page shows Lassig and a ‘try our 2%’ amongst other caps; no dates, though, so try to find out when cardboard pogs were no longer used

<http://www.journalofdairyscience.org/search/quick>

Returned to USDA, <http://www.usda.gov>, to search for bottles
 NAL

Research & Technology (on the left hand side)

Journal of Agricultural Research: 1913-1949 Index

Yearbook of Agriculture (1938-1992)

1965: Consumers all

Scroll down to near the bottom (also, from the top of the page can use Ctrl+F to bring up the Find Text box and enter [dairy] (without the brackets)

Dairy Products (*continues, see left*)

Dairy Products

Clicked 'View All Pages in Browser' midway down on the left

Scroll down, on the second page in the browser (p. 438 of the document), there is a section entitled *Low-fat, partly skimmed, and 2 percent milk*. This government document is from 1965 and discusses a “popular product known as 2-percent-10-percent contains 2 percent milk fat.”

http://naldr.nal.usda.gov/Exe/ZyNET.exe/yoa196504530437b.xml?ZyActionD=ZyDocument&Client=National%20Agricultural%20Library%20Digital%20Repository&Index=AH|AH2|AIB|BIC|Books|Circ|ERS|FB|FVMNR|HGB|JAR|LFLT|MP|NFC|ROS|Rural|TB|TB1|TB2|USDA_Div_Bulletin|WPC|YOA1|YOA2&Docs=&Query=&Time=&EndTime=&SearchMethod=1&TocRestrict=&Toc=YOA2&TocEntry=1|23&QField=&QFieldYear=&QFieldMonth=&QFieldDay=&UseQField=&IntQFieldOp=0&ExtQFieldOp=0&XmlQuery=&Doc=%3Cdocument%20name%3D%22yoa196504530437b.xml%22%20path%3D%22\\NALDR\\DIGITAL\\ZYFILES\\INDEXDATA\\ALL5\\XML\\2007\\00000002\\%22%20index%3D%22YOA2%22%2F%3E&File=\\NALDR\\DIGITAL\\ZYFILES\\INDEXDATA\\ALL5\\XML\\2007\\00000002\\yoa196504530437b.xml&User=ANONYMOUS&Password=&SortMethod=h|-&MaximumDocuments=10&FuzzyDegree=-1&ImageQuality=r105g16/r105g16/x150y150g16/i600&Display=hpfr&DefSeekPage=f&SearchBack=ZyActionL&Back=ZyActionL|4&BackDesc=Contents%20page

5.4 Critique of question with level of satisfaction in answer provided

I am very satisfied with my answer to this question, even though I only found one source. The source was authoritative and proved that the item in question was indeed in existence during that time period.

I wrote a strategy prior to starting my search for this question, but I still ended up haphazardly searching Google using Boolean search strings. I spent a lot of time on high-level, erratic searches looking for a hook – I found several possibilities but nothing concrete. During these erratic searches, though, I learned terminology and gained a better sense of what type of information was on the Internet for this topic. This perspective helped me determine promising sources.

5.5 Anything I would do differently in the future

I believe that I need to take more breaks to clear my head and lower the level of anxiety/frustration. It was when I came back from a break and took a fresh look at one of the authoritative sources that I found a good entry point for a more detailed (and ultimately successful) search.

Based on feedback from the IPL administrators, I would also add an explanation as to why I only included one source. In this case it was because I only found one source that was clear and authoritative.

Question 6. Psychimetric Succes.Mechanical reasoning/Verberl Comprehension

6.1 Transcript

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Fri, 23 Jul 2010 20:24:25
by Donna Scanlon (djbrearcliffe@gmail.com)

2: CHANGE SUBJECT to "rjdp: EDU: select Biography Business Computers Household/ Do It Yourself (need by 7/24/2010)" from "rjdp: EDU: select Biography Business Computers Household Do It Your (need by 7/24/2010)" Fri, 23 Jul 2010 20:24:25
by Donna Scanlon (djbrearcliffe@gmail.com)

3: SENT standard message "accept-general" to Patron Fri, 23 Jul 2010 20:24:25
by Donna Scanlon (djbrearcliffe@gmail.com)

4: TRANSFER to refsourc.cat from incoming.cat Fri, 23 Jul 2010 20:24:25
by Donna Scanlon (djbrearcliffe@gmail.com)

5: TRANSFER to rescueref.cat from refsourc.cat Wed, 28 Jul 2010 08:06:57
by Amy Coughenour (amy.coughenour@gmail.com)

6: CHANGE SUBJECT to "rjdp: EDU: Psychimetric Succes.Mechanical reasoning/Verberl Comprehension (need by 7/24/2010)" from "rjdp: EDU: select Biography Business Computers Household/ Do It Yourself (need by 7/24/2010)" Wed, 28 Jul 2010 08:12:23
by Amy Coughenour (amy.coughenour@gmail.com)

7: TRANSFER to refsourc.cat from rescueref.cat Wed, 28 Jul 2010 08:12:23
by Amy Coughenour (amy.coughenour@gmail.com)

8: TRANSFER to rescueref.cat from refsourc.cat Wed, 28 Jul 2010 21:39:18
by Amy Coughenour (amy.coughenour@gmail.com)

9: TRANSFER to refsourc.cat from rescueref.cat Tue, 03 Aug 2010 11:02:56
by Lindy Brown (ljb06@fsu.edu)

10: CLAIMED Sat, 14 Aug 2010 16:00:48
by Valerie Florez (valerie.florez@drexel.edu)

11: Re: rjdp: EDU: Psychimetric Succes.Mechanical reasoning/Verberl Comprehension (need by 7/24/2010) (sent to patron) Sun, 15 Aug 2010 15:18:43
by Valerie Florez (valerie.florez@drexel.edu)

Hi <patron name>,

Greetings from the ipl2!

Thank you for your question about studying for the verbal reasoning and mechanical comprehension sections of a psychometric test. I enjoyed learning about psychometric tests and found several online/electronic resources that can help:

Your local library has an electronic resource available to help prepare for all sections of the Armed Services Vocational Aptitude Battery, one of the most common psychometric tests:

Title: McGraw-Hill's ASVAB basic training for the AFQT
[electronic resource]
By: Janet E. Wall
Year: 2006
Call Number: U408.5 .W355 2006 EB

For mechanical reasoning:

Spark Notes provides a free, online overview of major principles used in mechanical comprehension:

<http://www.sparknotes.com/physics/>

LearningExpress, an electronic resource available through your local library, provides an online preparation resource:

Title: ASVAB preparation [electronic resource] : mechanical comprehension
By: LearningExpress
Year: 2005
Call Number: 355.0076(1485643.1)

For verbal reasoning:

LearningExpress, an electronic resource available through your local library, provides an online preparation resource for another common psychometric test:

Title: Treasury enforcement agent verbal reasoning. [electronic

resource]

By: LearningExpress

Year: 2005

Call Number: 353.0072076(1485972.1)

You can access each of the library's electronic resources by entering the title or call number in the search box of the library system catalog page:

http://www.inlandlibrary.com/web2/tramp2.exe/log_in?setting_key=english

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

<http://tinyurl.com/allvp6>

Once you enter the title or call number and click the Search button, a results page will appear. Click on the chain-link image - it will take you to a page where you enter your library account information to login and access the resource.

You can register online for a Riverside County library card here:

http://www.inlandlibrary.com/web2/tramp2.exe/log_in?server=1home&setting_key=english&screen=RegisterUserAgreement.html

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

<http://tinyurl.com/2baloo>

If you decide to call or visit your local branch library, the phrases "mechanical aptitude", "verbal reasoning", and "study guides" should allow you or the librarian to locate relevant printed resources, like:

Title: How to pass advanced verbal reasoning tests

By: Mike Bryon

Year: 2008

Call Number: 153.93 BYO

The contact information for the Indio branch public library is here:

<http://rivlib.info/indio-library/>

If a printed resource is not at your local branch, the Riverside County Library System will transfer the item for free so that you can pick it up at the location most convenient for you:

<http://rivlib.info/riverside-county-library-system/content/can-i-request-book-library-be-sent-different-library-closer-me-check-out>

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

<http://tinyurl.com/27wohpf>

Below I detail how I found these results and why I trust them.

To find the electronic resources at your local public library:

1. I started at the home page for the Riverside County Library System:

<http://rivlib.info/riverside-county-library-system/>

2. I clicked on the 'Catalog' hyperlink in the upper right corner, which took me to the catalog search page:

http://www.inlandlibrary.com/web2/tramp2.exe/log_in?setting_key=english

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

<http://tinyurl.com/allvp6>

3. In the search box I entered the following two searches (without the brackets):

[mechanical AND SU study guides]

[verbal reasoning AND SU study guides]

I reviewed the results for electronic resources. I also found some printed items of relevance. I trust the items available from the library catalog because they have been reviewed and selected by librarians.

To find the Spark Notes resource:

1. I started at the Spark Notes home page:

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

2. I entered [physics] (without the brackets) in the search box.

The top result is the physics study guide. I knew to enter 'physics' because mechanical principles are a subset of the study of physics.

I trust Spark Notes because it is a resource recommended by the Internet Public Library (ipl2), so its validity has been reviewed by librarians.

I hope this information helps you prepare for your test. If you need further assistance, please write back to us.

Thank you for using the ipl2!

> Needed by: 7/24/2010

>

> Question:

> select€ Biography Business Computers

Household/Do-It-Yourself

> Education Entertainment/Sports Geography Government Health

> History Hobby Humanities Internet Library Literature Military

> Music Politics Psychology Religion Science Sociology General

> Reference Other

> How will you use this information?* Psychimetric

Succes.Mechanical

> reasoning/Verberl Comprehension. Written by Paul Newton&Helen

> Bristoll.Need to learn how to pass test on thees,Have to find out

> the formalas to the mechanical resoning Quistions to you have

> the books on line Understanding the context and scope of your

> information needs helps us to deliver an answer that you will

> find useful.

>

> Is this for a school assignment? Yes NoNo to get enrolled for a

> solar class they give a test to get accepted

>

>
 >
 > name: <removed>
 > from: <removed>
 > confirm: <removed>
 > location: Indio CA. USA
 > area: Education
 > reason: To go to a collage courese
 > school: No
 > sources_consulted: inter net Public librey
 >
 >

12: Set STATUS to ANSWERED Sun, 15 Aug 2010 15:18:43
 by Valerie Florez (valerie.florez@drexel.edu)

6.2 Amount of time spent answering

Session 1: 08/14/2010 16:30 – 18:00
 Session 2: 08/15/2010 10:30 – 12:30
 Session 3: 08/15/2010 13:15 – 15:15pm

Total Time: 5.5 hours

6.3 Sources consulted and strategies used (beyond the one used for the answer)

<http://www.google.com>

Search: [Psychimetric Success]

Correct Spelling: Psychometric Success

Search: [Psychometric Success]

Top Result: Psychometric Testing, <http://www.psychometric-success.com/downloads/download-practice-tests.htm>

Clicked on Mechanical Reasoning

Clicked on Download Mechanical Reasoning - Practice

Test 1

Practice test is authored by Paul Newton and Helen Bristoll; it has practice questions and an answer key but no detailed explanations

<http://www.psychometric-success.com/practice-papers/Psychometric%20Success%20Mechanical%20Reasoning%20-%20Practice%20Test%201.pdf>

<http://www.psychometric-success.com/aptitude-tests/mechanical-reasoning-tests.htm> – section of questions with explanations by topic

Best search terms appear to be: "mechanical reasoning" AND "psychometric test"

<http://www.ipl.org>

Search: [psychometric] – no results

Search: [mechanical reasoning]

<http://oli.web.cmu.edu/openlearning/index.php>

Search: [mechanical reasoning] – no relevant results

Search: [psychometric] – no relevant results

Noticed that the patron was located in Indio, CA, so I will try to find a local library that may have relevant resources available

<http://www.ipl.org>

Library Locator

<http://lists.webjunction.org/libweb/> – did not return results for Indio, CA

<http://maps.google.com>

Location: [Indio, CA]

Search Nearby: [library]

Indio Branch Library, <http://www.countyofriverside.us>

How Can We Help

Library Online Catalog

Catalog

Power Search

WorldCat Advanced Search (through Drexel Hagerty Library) – to determine LCSHs:

No results when searching by [psychometric] or [mechanical reasoning], so I tried author search [Newton, Paul], then keyword search [psychometric] – found su:Psychometrics with narrower topic of [educational tests and measurements]

Returned to Riverside Public Library System, <http://rivlib.info/riverside-county-library-system/>

Searched using variations of [psychometric] and [mechanical reasoning] as subject and keyword terms, found:

How to master psychometric tests [electronic resource] by Mark Parkinson, 2000. Electronic resource with a broad approach to psychometric tests and sections on mechanical reasoning and verbal comprehension.

<http://www.ipl.org>

Search: [vocational]

<http://www2.ed.gov/about/offices/list/ovae/index.html> – no 'mechanical reasoning' results

<http://luna.cas.usf.edu/~mbrannic/files/pmet/factor1.htm> – mentions Bennett Mechanical Comprehension Test

<http://www.google.com>

Search: [Bennett Mechanical Comprehension Test]

Returned to WorldCat Advanced Search (through Drexel Hagerty Library) – to determine additional LCSHs:

su:mechanical ability – testing

su:Armed Service Vocational Aptitude Battery

Returned to Riverside Public Library System, <http://rivlib.info/riverside-county-library-system/>

Search: [su:vocational AND su:aptitude]

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

Search: [online books]

<http://digital.library.upenn.edu/books/>

Search by subjects (using terms above) and title (vocational, aptitude, study guide)

[http://www. Google.com](http://www.Google.com)

Search: ["paul newton" AND "helen bristoll"] – to get more information on their background; several results were from free-books-online.net, so I followed one of those links

One was a pamphlet by UK government,

<http://www.sheffield.ac.uk/content/1/c6/07/77/95/psychometric.pdf>

Linked to their page regarding these types of tests:

<http://www.shelf.ac.uk/careers/students/gettingajob/psychometric.html> – browsed links

SHLDirect,

http://www.shldirect.com/example_questions.html – offered example questions with explanations

Search: [mechanical AND (reasoning OR comprehension) AND study AND guide]

<http://www.aacounty.org/Personnel/Resources/FireStudyGuide.pdf> – mentions that reference book will discuss basic mechanical reasoning skills

<http://www.sdge.com/documents/careers/RedTestBattery.pdf> – mentions ASVAB guide

<http://www.perrytech.edu/cabinet/data/Extrance%20Exam%20Content%20and%20Study%20Guide%20Resources.pdf> – mentions

<http://www.sparknotes.com/physics/>, saying it gives an overview of major principles used in mechanical comprehension

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

Search: [vocational study guide]

ERIC Clearinghouse on Adult, Career, and Vocational Education (ACVE)

ARCHIVE, <http://www.calpro-online.org/ERIC/search.asp>

ABCs of the ASVAB: All About the Armed Forces Vocational Aptitude Battery,

<http://usmilitary.about.com/cs/joiningup/a/asvababcs.htm>

Returned to Riverside Public Library System, <http://rivlib.info/riverside-county-library-system/>

Search: [su:study guides AND keyword:mechanical] – reviewed results for

online/electronic resources

6.4 Critique of question with level of satisfaction in answer provided

I was pleased with the number of resources I found and that they were a) available from the patron's local library and b) electronic/online. I was disappointed that I found a resource early in my search but then forgot to put it in the final answer (it got lost in my lengthy search log).

I was also happy that I was able to find acceptable results faster than several of my previous searches. I was able to evaluate my initial search results more quickly to hone in on the most viable sources, then I focused on those for detailed/expanded exploration.

6.5 Anything I would do differently in the future

I wanted to find more resources that used the term 'psychometric test' so that the patron would have a higher level of comfort with my results. I found a lot of online resources related to psychometric testing, but they were commercial and fee-based. As mentioned in my follow-up for Question 3, I need to learn better skills for searching for free resources on commercial sites.

Question 7. I am seeking several obituaries

7.1 Transcript

Question Transcript:

*** New responses start here ***

- 1: Set STATUS to ACCEPTED Sun, 15 Aug 2010 19:18:11
by Amy Burger (amylburger@gmail.com)
- 2: CHANGE SUBJECT to "MSC: I am seeking several obituaries (no need by)" from "MSC: Obituary request Seeking obituaries for Henry E Evans d (no need by)" Sun, 15 Aug 2010 19:18:11
by Amy Burger (amylburger@gmail.com)
- 3: SENT standard message "accept-general" to Patron Sun, 15 Aug 2010 19:18:11
by Amy Burger (amylburger@gmail.com)
- 4: TRANSFER to refsource.cat from incoming.cat Sun, 15 Aug 2010 19:18:11
by Amy Burger (amylburger@gmail.com)
- 5: CLAIMED Sun, 15 Aug 2010 19:46:00
by Karman LeJeune
(karman.keith.lejeune@drexel.edu)
- 6: UNCLAIMED Mon, 16 Aug 2010 00:59:08
by Karman LeJeune (karman.keith.lejeune@drexel.edu)
- 7: CLAIMED Mon, 16 Aug 2010 08:14:34
by Valerie Florez (valerie.florez@drexel.edu)
- 8: Re: MSC: I am seeking several obituaries (no need by) (sent to patron) Tue, 17 Aug 2010 04:48:32
by Valerie Florez (valerie.florez@drexel.edu)

Dear <patron name>,

Greetings from the ipl2! Thank you for letting us help you with your search to locate two obituaries. I have found sources that I hope will help:

1. The funeral home where the services were held might have

copies of obituaries. Based on the information presented in the family tree that you created/contributed to

http://andis.azboman.net/florena_e_flora_maness.htm

funeral services for both people were held at Creech funeral home. The phone number is:

(606) 248-4700

2. Managing Editor at the Middlesboro Daily News may be able to help you locate the obituaries in the newspaper's print or microfilm archives (the website archives only go back to 2004):

Managing Editor: Brandy Calvert

Phone: (606) 248-1010 ext. 206

Email: bcalvert@heartlandpublications.com

Since both people died in Middlesboro, it is reasonable to believe that their obituaries ran in this newspaper.

3. You can request a volunteer from RootsWeb (an Ancestry.com community) to look up the obituaries locally. Submit your request by emailing the Bell County, KY volunteer:

Name: Regina G.

Email: rgilbert1@twmi.rr.com

Subject Line: Obit Request/KY-Bell

In the body of the email include the names of the individuals, the dates of death, and the locations.

For additional information on how to request an obituary look-up:

<http://freepages.genealogy.rootsweb.ancestry.com/~obitl/oreqst.html>

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

<http://tinyurl.com/36ba64z>

4. Finally, the Internet Public Library (IPL) and your local public library have resources available to help:

IPL has a Pathfinder specifically for Finding Obituaries that provides a comprehensive approach to locating obituaries in

online and print forms:

<http://www.ipl.org/div/pf/entry/77286>

Your local library has access to the Newspaper Archives online database – this subscription database provides access to an extensive collection of newspaper archives from around the world. The hours and locations for the St. Mary's County Public Library branches are here:

<http://www.stmalib.org/about.html>

Below I explain how I found these results and why I think they are reliable.

To find the Finding Obituaries Pathfinder:

1. I began at the Internet Public Library (IPL)

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

2. I entered [obituaries] (without the brackets) in the search box

3. The top result was the Finding Obituaries Pathfinder

To locate the public library nearest you and possible online databases:

1. I started at Google Maps

<http://maps.google.com>

2. I entered [public library loc:St Inigoes, MD] (without the brackets) in the search box – Lexington Park Branch Library was the top result

3. I went to the IPL

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

4. I entered [library locator] (without the brackets) in the search box

5. I clicked on the top result, Library Locator

6. On the Library Locator page, I clicked on the PublicLibraries.com link and selected the state of Maryland

<http://www.publiclibraries.com/maryland.htm>

7. I scrolled down until I saw Lexington Park Branch
8. Lexington Park Branch is a part of the St. Mary's County Library, so I clicked on the website for the county library system

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

9. I clicked on the 'Search for Materials' tab and then the 'Online Databases' link
10. The results page lists Newspaper Archives as one of the databases available at the library

To find the Middlesboro Daily News:

1. I began at the IPL Library Locator page mentioned above
2. I clicked on the top result, Libweb, and entered [KY] (without the brackets) in the search box
3. I clicked on the 'Kentucky Department for Libraries and Archives' link, then on the 'KY Library Directory' link
4. I selected 'Bell' from the county drop-down box; it returned information for the Bell County Public Library District

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

5. I clicked on 'Links', then 'News', and then 'Middlesboro Daily News'

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

6. I scrolled to the bottom of the page and clicked on 'contact us'

To find the contact information for Creech funeral home:

1. I began at Google

<http://www.google.com>

2. I entered [Creech funeral Middlesboro KY] (without the brackets) in the search box. The top result was:

Creech Funeral Home
112 S 21st St
Middlesboro, KY 40965-2813
(606) 248-4700

To find the family tree page and cemetery records:

1. I began at Google

<http://www.google.com>

2. I entered [("Henry Evans" OR "Evans, Henry") AND 1954 AND (Middlesboro OR Bell) AND (KY OR Kentucky)] (without the brackets) in the search box. The top two results were a local cemetery's records

<http://www.bellcountypubliclibraries.org/crm/ky/bell/hurst.html>

and a personal family tree that contains funeral home records:

http://andis.azboman.net/florena_e_flora_maness.htm

In the Hurst cemetery records, Mary Evans Wolfe appears to be referred to as Ruth Evans Wolf (a variation of her name that is also presented in the family tree, except Wolfe appears to be misspelled here).

To find the Obituary Lookup Volunteers:

1. I began at the IPL

<http://ipl.org/>

2. I entered [obituary lookup] (without the brackets) – the top result was “How to Find an Obituary”

http://www3.sympatico.ca/bkinnon/find_obits.htm

3. I scrolled down to the bottom and clicked on the ‘Free Obits Online’ link

4. I scrolled down and clicked on ‘Obituary Lookup List’

<http://freepages.genealogy.rootsweb.ancestry.com/~obitl/>

5. I clicked on the ‘Making a Request’ hyperlink and followed the steps

I trust the sources found through the IPL because they are reviewed by librarians for reliable content. I trust the Hurst

cemetery records because they are part of the Bell County Library records. The personal family tree is a website operated by an individual or group of individuals who may not be an expert on this topic. Since you are a contributor to that site, however, I believe you can assess the validity of the information.

I hope this information leads you to finding the two obituaries for which you are searching. If you need further assistance or have new questions, please write back to us.

Thank you for using the ipl2!

> Needed by: no need by
>
> Question:
> Obituary request:
> Seeking obituaries for:
> Henry E. Evans died 9 Jun 1954 Middlesboro, Bell, KY
> Mary Evans Wolfe died 21 Mar 1983 Middlesboro, Bell, KY
> Thank you for what you can do.
>
> name: <removed>
> from: <removed>
> confirm: <removed>
> location: St. Inigoes, MD, USA
> area: Other
> reason: genealogical research
> school: No
>
>

9: Set STATUS to ANSWERED Tue, 17 Aug 2010 04:48:32
by Valerie Florez (valerie.florez@drexel.edu)

7.2 Amount of time spent answering

Session 1: 08/16/2010 08:15 – 08:45
Session 2: 08/16/2010 19:45 – 21:30
Session 3: 08/16/2010 22:30 – 08/17/2010 00:00
Session 4: 08/17/2010 02:15 – 04:45

Total Time: 6.25 hours

7.3 Sources consulted and strategies used (beyond the one used for the answer)

<http://www.ipl.org>

Search: [Obituaries]

Finding Obituaries Pathfinder, <http://www.ipl.org/div/pf/entry/77286>

<http://ssdi.rootsweb.com> –used this to confirm that the information from question is correct (for one of the people). Records do not appear to go back far enough for 1954 (no deaths on record in entire state of KY; only 1 in 1955)

<http://www.rootsweb.ancestry.com/~obituary/> – Might be able to find Mary Wolfe – this site contains more recent info – Not able to find anything, used various keywords and dates – no match

Located the patron's local library using <http://maps.google.com> and

<http://www.publiclibraries.com/maryland.htm>

St. Mary's County Library, <http://www.stmalib.org/>

Search for Material tab

Online Databases

Does not show access to *Reference USA*

Has access to *NewspaperArchive* a

Has copy of *Gale directory of publications and broadcast media* – available at Lexington Park Library (Reference section, call number R 070 GAL 138TH ED. V.1-5)

Tried to locate the newspaper in Middlesboro, Bell, KY:

<http://www.ipl.org>

Search: [newspapers]

<http://www.ipl.org/div/news/> – No results for Middlesboro or Bell

<http://lists.webjunction.org/libweb/>

KY

KY virtual library,

<http://www.kyvl.org/kentuckyresources.shtm>

Kentucky Department for Libraries and Archives (KDLA),

<http://kdla.ky.gov/>

Search: [obituary]

Clicked on 'Find a Local Library'

county: Bell

<http://www.bellcolib.org/> (*continues, see left*)

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

Catalog Search: [newspaper] – nothing relevant

Clicked on 'Links'

News

Middlesboro Daily News

<http://www.middlesborodailynews.com>

Online archives only go back to 2004

Found contact information:

Main number: (606) 248-1010

Managing Editor: Brandy Calvert

bcalvert@heartlandpublications.com ext. 206

Lexington Herald-Leader Online

Courier-Journal

<http://www.courier-journal.com>

Does not state how far back archives go

Searched by names, but no correct matches

Knoxville News-Sentinel

Kentucky Newspaper Online

Kentucky.com (Lexington Herald-Leader)

Online archives go back to 1983, but no positive results

Newspaper Archives (in library only)

Links

General Directory

Genealogy

<http://resources.rootsweb.ancestry.com/USA/KY/Bell/>

Kentucky Genealogy,

<http://freepages.genealogy.rootsweb.ancestry.com/~xander/kentucky-genealogy.htm>

Kentucky Obituaries,

<http://obituarydatabase.com/kentucky/obituaries.htm> – re-routes you to a fee-based service,
<http://www.archives.com>

<http://www.google.com>

Search: [Knoxville News Sentinel]

<http://www.knoxnews.com/archives/> – only 1990 and earlier available online

Returned to IPL Finding Obituaries Pathfinder, <http://www.ipl.org/div/pf/entry/77286>

Genealogy Pathfinder, <http://www.ipl.org/div/pf/entry/48476>

Cyndi's List, <http://www.cyndislist.com/>

Obituaries, <http://www.cyndislist.com/obits.htm>

Free Obituaries On-Line,

http://www3.sympatico.ca/bkinnon/obit_links.htm

How to Find an Obituary,

http://www3.sympatico.ca/bkinnon/find_obits.htm

Letter/email to the editor can provide results

Family Name Obituary Databases,
http://www3.sympatico.ca/bkinnon/obit_links7.htm#family
– nothing relevant

<http://www.ancestry.com>
Obituary Collection – this is a fee-based service

<http://www.obituarieshelp.org/> – mostly newspaper links

National Obituary Archive (NOA),
<http://www.arrangeonline.com> – no results

Obituary Depot,
<http://www.daddezio.com/obituary/depot/index.html> – no results

Genealogy Today, Kentucky,
<http://data.genealogytoday.com/contents/Kentucky.html> – nothing

Obituary Links, <http://www.obitlinkspage.com/>
Kentucky Obituaries,
<http://www.genealogybuff.com/ky/ky-statewide.htm> – no correct results

Searching the Web for Obituaries,
<http://freepages.genealogy.rootsweb.ancestry.com/~obitl/web.html> – suggests trying Google

<http://www.kyinfofolk.com/bell/obits/>
Search: 1983 and 1954 – nothing relevant

Obituary Lookup Volunteers State/Country Index,
<http://freepages.genealogy.rootsweb.ancestry.com/~obitl/ovlist.html#states>
Kentucky

Found volunteer for Bell County, KY

Regina G., rgilbert1@twmi.rr.com

Rules for making a request,

<http://freepages.genealogy.rootsweb.ancestry.com/~obitl/oreqst.html>

Kentucky Death Records,
<http://vitals.rootsweb.ancestry.com/ky/death/search.cgi> – can confirm date of death

Online Searchable Death Indexes & Records, <http://www.deathindexes.com/>
 Kentucky Obits Archive, recent, http://oa.newsbank.com/oa-search/we/Archives/?p_action=keyword&s_search_type=keyword&p_product=OBAR&p_theme=obar&d_sources=location&d_place=Kentucky&&kbid=9064&m=19 – does not go back far enough

<http://www.google.com>

Search: [("Mary Wolfe" OR "Wolfe, Mary") AND 1983 AND Middlesboro AND (KY OR Kentucky)] – no results

Search: [("Henry Evans" OR "Evans, Henry") AND 1954 AND (Middlesboro OR Bell) AND (KY OR Kentucky)] – found library page with funeral home listing and personal page with family tree

Funeral Home Listing (on library page),
<http://www.bellcountypubliclibraries.org/crm/ky/bell/hurst.html>

Personal family tree, http://andis.azboman.net/florena_e_flora_maness.htm –
 Records show Mary Wolf buried in Hurst cemetery, but name is Ruth Evans Wolf

Both funerals held at Creech funeral home

<http://www.google.com>

Search: [Creech funeral Middlesboro KY]

Contact information: (606) 248-4700

7.4 Critique of question with level of satisfaction in answer provided

I am happy with my search strategy and my presentation of sources. I am disappointed that I was not able to locate the obituaries for the patron. I feel strongly, though, that the leads in the answer have a good chance of success.

It was interesting to note that one of the sources I found (the family tree) appears to be authored by the patron. I am glad that I realized this prior to submitting my answer – it allowed me to reprioritize my results, since the patron would not get as much benefit from a site that he/she wrote.

7.5 Anything I would do differently in the future

I want to better time my question claiming so that I do not end up doing the bulk of the research in the wee hours of the night/morning. It should not matter, since we are given 24 hours to answer. I found, however, that claiming questions in the afternoon provides me time to research in the evening, sleep at night, and then craft my response the next morning.

This was my first attempt researching obituaries and genealogy online, so I was not aware of the enormity of this topic on the Internet. Now that I have a frame of reference and reviewed much of the popular information, I have good entry points for future searches on this subject.

Reaction

This experience dramatically influenced my Library & Information Science (LIS) perspective. For someone without significant prior LIS experience (I am a career-changing chemical engineer), it was a crash course in digital reference service. I gained a much deeper understanding of how the Internet is organized and how information professionals approach online research.

Reviewing this final report, I realize that my engineering mindset dictated my search strategies as well as my logging format. This detail-orientation is usually a gift, but at times it can be a curse – hence the 75-page report. A process-focused approach to information searches, though, helps ensure consistent results. It is also an easy way to implement continuous improvement; for example, when a valuable source is found, it can be documented and incorporated into a standard search process.

Reviewing this experience and my experiences from the Secret Shopper project, the main difference I found between e-mail reference and in-person or live chat reference is the time pressure. I am not sure how to bridge the gap between e-mail reference searches that took between 4 and 10 hours to real-time searches that should take less than an hour. There is also the added pressure of knowing that the patron is right next to you (in-person or virtually), waiting for a response. The aspects of e-mail reference work align with my preferred work environment much more than either type of live reference. This may be due to personal preference or it may be due to a lack of experience. As I gain more reference experience, I may feel comfortable enough and confident enough to provide real-time research assistance.

Setting aside my personal preferences, I believe that e-mail reference will continue to grow in popularity and become a staple reference service. On the other hand, I believe that live chat reference will become the most popular, especially as the current generation of “Twitters” and “Texters” enter college and beyond. The collective level of patience in America is dwindling, which is why I think live chat will become the main form of reference service. Live chat offers instant gratification with a real-time response; it also offers a high level of portability (*e.g.*, live chat can take place from any computer with online access). There are even mobile phone reference services, like kgb (<http://www.kgb.com>), a fee-based text answering service available through most major wireless providers in the United States. This ranking of service popularity assumes that there are no significant advances in artificial intelligence (AI) in the near future. Once such advances occur, I believe that AI machines will become the main providers of real-time, on-demand reference services.

I feel very fortunate to have had this experience. I look forward to continuing in a voluntary role with the IPL until graduation. At that point, I would like to investigate a salaried position with the IPL or another e-mail reference service. The lure of e-mail reference is very strong at this point; but since it is early in my LIS education, I will keep my mind open to the possibilities. For example, maintaining current resources and developing the collection of new resources on the IPL also appeals to my detail-oriented mindset.

References

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http://drexel.blackboard.com/webapps/portal/frameset.jsp?tab_id= 2_1&url=%2fwebapps%2fblackboard%2fexecute%2flauncher%3ftype%3dCourse%26id%3d_176660_1%26url%3d
- Mann, T. (1993). The type-of-literature model, *Library research models* (pp. 57-74). New York: Oxford University Press.