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LS 501

Question Set #1

Introduction

This assignment asked teams of students to put themselves in the place of a reference librarian faced with a wide variety of questions from multiple patrons. On the first level, the assignment was about doing research and exploring reference resource options. Some of those resources were as basic as a dictionary, while others were as specific as databases solely for newspapers.

On another level, this assignment provided the perfect environment for small group dynamics to flourish or flounder. Our team was of the former variety. We learned many things from each other and benefited from having a diverse group, especially in terms of experience with this work. Two team members have current experience in reference librarianship and two do not. This alone gave us much richer research processes in the end. The experienced team members willingly shared their knowledge and opened up new paths to those inexperienced in the area. The inexperienced people were not bound by conventions or “standard operating procedures” and so brought some unorthodox, but equally effective, techniques and answers to the table.

The biggest hurdle all group members faced was the inability to conduct reference interviews with patrons. This assignment drove home the importance of that critical piece of the reference process.

We also found consistency made things easier in our group. We all began taking notes on the same form, but gradually migrated to our own versions, with one member taking notes in a narrative format. When it came time to put everything together, we found it a much more difficult task than it would have been if we had all followed the same format. We have learned our lesson and will go for uniform note-taking in the next assignment.

The paper that follows is a compilation of our group’s individual search efforts. After independently conducting searches for the questions, the group came together to choose the best possible paths from all our individual work. We have kept the information in table form to make it easy to read and follow. Each question also has a narrative accompanying the chart. Throughout this process, all databases were accessed through University of Alabama unless otherwise noted.

The Questions

1 - My collection development teacher keeps talking about the journal *RQ*, but the library doesn't have a current subscription. Where can I find it?

This was a straightforward search for all the group members. Two of us were not familiar with the journal, *RQ*, and had to consult Ulrich's to find its full (and new) name. The other two group members already knew *RQ* had evolved into *Reference and User Services Quarterly* and did not need to do that first step. After that, we all consulted University of Alabama's *OPAC* to find our information. One group member also checked the *Reference and User Service Association* website and found the journal was available online there.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
The journal, <i>RQ</i> , which her collection development teacher mentioned frequently	A journal	Periodical directory to find journal name Library catalog	<i>Ulrich's</i> UA <i>OPAC</i> <i>WorldCat</i> , if necessary

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
The full title of the journal	First step is to find what <i>RQ</i> stands for.	Search <i>Ulrich's</i> for journal name <i>RQ</i> using "Search Title (Keyword)" rather than "Search Title (Exact)."
The topic of the journal	Because patron mentioned "collection development teacher," journal is probably library-related.	Find options for name <i>RQ</i> and see if any are library-related. Consult with patron about possible and likely option(s).

Search Process

Source consulted	Search method/strategy	Result
<i>Ulrich's</i> ¹	Title Search (Keyword) = "RQ"	Two journals, one library-related. <i>RQ</i> changed its name to <i>Reference and User Services Quarterly</i> in 1997.
UA <i>OPAC</i> ²	Title search = "Reference and User Services Quarterly"	The journal is available in both print form and electronic form through the UA system and can be obtained in the appropriate form for the patron's needs.

Source consulted	Search method/strategy	Result
RUSA Web site	Search Web site for journal name.	The journal (both current and past issues) is available for free at http://www.rusq.org ³

Answer
The <i>Reference and User Services Quarterly</i> journal is available in both print and electronic form through UA. Both current issues and past issues are available in multiple formats.
Thoughts about process
Half our group was already aware of the journal and only had to confirm the journal title change. The other half had to go through <i>Ulrich's</i> to educate themselves about what <i>RQ</i> was and what it became. After confirming the journal title, the rest of the search was very straightforward.

¹ *Ulrich's International Periodicals Directory*. (2009). Available from Ulrichsweb.com database.

² *University of Alabama Libraries, Libraries' Catalog*. (2009). Available from University of Alabama Libraries Web site, <http://library.ua.edu>

³ Reference and User Services Association. (2008). *RUSQ*. Available from RUSQ Web site, <http://www.rusq.org/>

2 - My nephew's third grade class did a unit on stamps last year, and now he's hooked. I'd like to get him a subscription to a stamp-collecting magazine for his birthday. Any suggestions?

We unanimously concluded that *Ulrich's International Periodicals Directory* was the best option for answering this question. One member followed up her search by browsing stamp collecting periodicals listed on the United States Postal Service Web site. Though we were able to locate two periodicals written for collectors of all ages and skill levels, we concluded that no periodicals on the topic are written specifically for children. Finding these particular titles required browsing through *Ulrich's* entries since we were unable to limit materials by age.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
A stamp collecting magazine appropriate for 3 rd grader	Presumably an age-appropriate, affordable, popular magazine that is currently published	Periodical directory	<i>Ulrich's International Periodicals Directory</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
Patron did not say how much she is willing to spend on the subscription.	It could narrow search or eliminate options. We have assumed that money is not an issue.	Ask patron to clarify in reference interview.
Patron did not say the official word for stamp collecting.	Searching using words other than the official term may return poor search results or may provide incomplete results.	Search Google for stamp collecting to determine the proper term (philately).
Patron did not specify language of material or country of origin.	This will greatly impact the results. We have assumed English and United States.	Ask patron to clarify in reference interview.

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route</i>		
Ulrichsweb.com (<i>Ulrich's International Periodicals Directory Online</i>)	Perform an advanced search Enter keyword "philately" Select limits: active titles (currently published), United States, English, consumer serial type, available for individual subscription, reviewed by <i>Magazines for Libraries</i>	9 results Browse results list, especially paying attention to Reviews and Demographics tabs Discover <i>Stamps</i> ⁴ for all ages, specifically written for a beginner Discover <i>Scott Stamp Monthly</i> ⁵ for all ages
<i>Possible Follow-Up</i>		
<i>United States Postal Service Web site</i> ⁶	Browse listings for age-appropriate stamp collecting periodical	Discover <i>Scott Stamp Monthly</i> on the list

Answer
<p>If the patron would like a title with complete coverage of stamp collecting, we recommend <i>Stamps: The Weekly Magazine of Philately</i>. This general purpose stamp collecting magazine is designed for readers of all ages and skill levels with a variety of interests. It is very beginner friendly, providing definitions for the reader throughout. Though it is not written for children specifically, the nephew should be able to read and understand most of it depending on his reading level. This weekly magazine is available for \$23.50 per year. The patron may call (607) 324-2212 to subscribe.</p> <p>An alternative to <i>Stamps</i> is <i>Scott Stamp Monthly</i>, another general purpose stamp collecting magazine for readers of all ages. This is published monthly and is available for \$31.97. The patron may call (800) 572-6885 or visit http://www.scottonline.com to subscribe.</p>
Thoughts about process
<p>We had to play around with the advanced search functions to get a feel for what they did to the search. The search was tricky because we weren't able to limit by age group or reading level. We had to browse titles, reviews and demographics to determine the most appropriate title.</p>

⁴ *Stamps: The weekly magazine of philately*. (1932-Present). New York: American. Available from Ulrichsweb.com database.

⁵ *Scott stamp monthly*. (1920-Present). Sidney, OH: Scott. Available from Ulrichsweb.com database.

⁶ USPS. (2009). *Resources: Periodicals*. Available from United States Postal Service Web site, <http://shop.usps.com/>

3 - My husband's employer is moving him to the Research Triangle. I work in newspaper advertising and would like to send résumés to some major papers in the area. Where should I start?

We included all four of the group members' basic search strategies for question 3 because they were all different. This is a good illustration of multiple means to the same end. Not only were different databases accessed by all members, but different search strategies were employed by all as well. In one case, a team member started with a general business directory and limited the search geographically and by type of industry. The other group members used periodical-specific indexes, one of them focused specifically on newspapers. They limited searches within the individual databases and paper index using different parameters; all group members limited their searches geographically, but then different parameters were added. In some cases, type of industry was employed; in others, number of employees, city of publication, and circulation numbers were the parameters used.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
A source to find major newspapers in the area of the Research Triangle	Contact information for newspapers	Directory of newspaper publishers (electronic database) General business directory (electronic database) Periodical directory (print index) Periodical directory (electronic database)	<i>Newspaper Source</i> <i>Hoover's Online</i> <i>Ulrich's</i> <i>Gale Directory of Publications and the Broadcast Media</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron not say?	What does that mean for my strategy?	How can I avoid problems?
Where is the Research Triangle?	Confirm the Research Triangle is in the Raleigh-Durham area of North Carolina	Do <i>Google</i> search or check <i>Wikipedia</i> for basic "Research Triangle" information.
What does patron mean by "major papers in the area?"	We need to offer a wide range of possibilities to help patron define her scope for the search, both geographically and in regards to size of newspaper business.	Consulting closely with the patron about what information they would find most helpful.

Search Process

Source consulted	Search method/strategy	Result
<i>Wikipedia</i>	Search for “Research Triangle”	“The Research Triangle,” commonly referred to as "The Triangle," is a region in the Piedmont of North Carolina in the United States, anchored by the cities of Raleigh, Durham, and Chapel Hill. ⁷
<i>Gale directory of publications and the broadcast media</i> ⁸	May need to look up <i>Gale directory</i> in catalog to find call number Look up North Carolina within appropriate volume Browse cities/regions (Research Triangle, Raleigh, Durham, Cary, etc.)	Patron will find listings for most, if not all, newspapers published in the area, with details about publication and contact information. Patron may want to consult an atlas to find the names of small towns located near the Research Triangle to be sure her search is exhaustive.
<i>Newspaper Source</i> ⁹	Advanced search with limits: North Carolina Visited each newspaper’s web site and clicked on the About section to find out how large the paper was in terms of frequency of publication and circulation.	Three newspapers: <i>The Chapel Hill News</i> ¹⁰ , <i>The Herald-Sun</i> (Durham) ¹¹ , <i>The News & Observer</i> (Raleigh) ¹² <i>The News & Observer</i> is the largest newspaper in the area. Both <i>The Chapel Hill News</i> and <i>The News & Observer</i> had links to other community papers owned by their parent corporation, which would offer additional (albeit smaller) options for the patron to investigate.
<i>Hoover’s</i> ¹³	Advanced search with parameter: Company Location and Industry (newspapers).	The address of one major newspaper publisher (The News & Observer Publishing Co.) was found.
<i>Ulrich’s</i> ¹⁴	Advanced search performed with parameters: publisher’s state (North Carolina) media & document type (newspaper) publisher city (Raleigh-Durham, Durham, Raleigh) Status (active) Frequency (daily)	<i>The News & Observer</i> with circulation of about 175,000 daily. <i>The Herald-Sun</i> with circulation of about 62,000 daily. If patron wants to expand the search, we could do so by expanding the region to include more cities or the entire state, or even surrounding states; or, we could look at smaller publications or specialized publications like the university newspapers already found.

Answer

The largest newspaper in the region is *The News & Observer*. Although the patron just asked for a place to start her job search, the group felt offering her options to expand or limit her search and giving her actual results of searches would be beneficial to her.

Thoughts about process

Although the process was straightforward, there were many possibilities for what information the patron truly desired. This was a good example of how valuable a reference interview can be. With a patron taking part in the process, the reference librarian is able to tailor the search on the fly and provide the patron with the best possible solution to their query.

⁷ The Triangle (North Carolina). (2009, February 4). Retrieved February 22, 2009, from Wikipedia: [http://en.wikipedia.org/w/index.php?title=The_Triangle_\(North_Carolina\)&oldid=268530766](http://en.wikipedia.org/w/index.php?title=The_Triangle_(North_Carolina)&oldid=268530766)

⁸ *Gale directory of publications and broadcast media* (144th ed., Vol. 2). (2009). Detroit: Gale.

⁹ *Newspaper Source*. (2009). Available from Newspaper Source database.

¹⁰ The Chapel Hill News. (2009). *About us*. Retrieved February 21, 2009, from <http://www.chapelhillnews.com/about/>

¹¹ The Herald-Sun. (2009). Available from Herald-Sun Web site, <http://www.heraldsun.com/>

¹² The News & Observer. (2009). *About us*. Retrieved February 21, 2009, from http://www.newsobserver.com/member_center/about/

¹³ *Hoover's Online*. (2009). Available from Hoover's Online database.

¹⁴ *Ulrich's International Periodicals Directory*. (2009). Available from Ulrichsweb.com Web database.

4 - I was visiting my mother-in-law in North Alabama last weekend. We were sitting outside and she told me that she had been seeing more snake doctors than usual this spring. Even though I'm from up north I can usually figure out what she's talking about, but I'm at a loss for this one. Can you recommend a source for me to look in?*

All group members used a dictionary to answer this question, though some of us did not realize this seemingly obvious path until after failed attempts looking elsewhere. Each of us identified similar clues within the question and used them to verify that we had found the correct answer.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Where she can look to find out what a snake doctor is	Definition	Dictionary	Standard dictionary, slang dictionary, or regional dictionary

What information is missing? Were clues given? Are there any potential problems?

What did patron not say/not say?	What does that mean for my strategy?	How can I avoid problems?
Patron offered clues: outside, North Alabama, spring. This suggests that the thing in question is a plant or animal, perhaps seasonal and regional.	Clues will help determine whether one has found the correct definition.	Make sure the definition makes sense with what we know.
Patron offered clue: she can usually figure out what mother-in-law is talking about. This suggests that the mother-in-law often uses slang terms.	Term may be slang so it may not be in a standard dictionary.	If not found in standard dictionary, be sure to check a slang dictionary.

Search Process

Source consulted	Search method/strategy	Result
<i>Possible Routes</i>		
<i>The American Heritage Dictionary of the English Language</i> (Electronic Version)	Look up "snake doctor" Click on link labeled "see dragonfly" within snake doctor entry	Determine that "snake doctor" is a Southern term for dragonfly. Regional note within "dragonfly" entry says, "The greatest variety of [regional] terms is to be found in the South, where the most widespread term is <i>snake doctor</i> (a name based on a folk belief that dragonflies take care of snakes)." ¹⁵

Source consulted	Search method/strategy	Result
<i>Webster's Third International Dictionary of the English Language</i>	Look up "snake doctor"	Determine that "snake doctor" is a term for dragonfly. ¹⁶
<i>Merriam-Webster.com</i>	Look up "snake doctor"	Determine that "snake doctor" is a term for dragonfly. ¹⁷
<i>Lexical change and variation in the Southeastern United States, 1930-1990</i>	Look up "snake doctor"	Determine that "snake doctor" is Southern slang for dragonfly. ¹⁸

Answer
All of the standard dictionaries and the regional dictionary we tried gave us the same result. A snake doctor is a dragonfly.
Thoughts about process
Some group members felt this question was a good reminder that starting simple is the best approach when confronted with unfamiliar terms or concepts. We were each able to find the answer very quickly in a dictionary.

¹⁵ Dragonfly. (2000). In *The American heritage dictionary of the English language* (4th ed.). New York: Houghton Mifflin. Retrieved February 21, 2009, from <http://www.bartleby.com/61/72/D0377200.html>

¹⁶ Snake doctor. (1981). In *Webster's third international dictionary of the English language, unabridged* (p. 2154). Springfield, MA: Merriam-Webster.

¹⁷ Snake doctor. (2009). In *Merriam-Webster online dictionary*. Retrieved February 23, 2009, from <http://www.merriam-webster.com/dictionary/snake%20doctor>

¹⁸ Johnson, E. (1996). *Lexical change and variation in the Southeastern United States, 1930-1990* [E-book]. Tuscaloosa: University of Alabama Press. Retrieved February 21, 2009, from NetLibrary.

5 - My brother is opening a nursery and I told him I'd find a good, recent book with information specifically about trees, preferably with illustrations.

Although two of the group members began their search similarly (with either a *UA OPAC* or *WorldCat* search), each group member retrieved different results. When we discussed this question as a group, we talked at some length about the merits of each of the sources retrieved. Most of the group members argued that reference sources would not be ideal because they would likely cost more and could not be checked out from the library. However, an *Amazon* search subsequently revealed that several of the items that had been identified as reference sources were actually available for purchase at fairly reasonable prices. This question is a good example of how using similar processes but different resources can lead to equally satisfactory results for the patron.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
A recent book on trees with illustrations, for the purpose of running a nursery	Book	OPAC or bibliography	<i>UA OPAC</i> <i>WorldCat</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
Does patron want books on identifying trees? Buying trees? The business aspects of nurseries that specialize in trees? "Trees" is a broad subject and may make the search difficult. Does patron want to get the book on loan from the library or buy it?	We assume the patron's brother needs a book related to growing trees; therefore, we will search for books geared toward growing trees, or trees in a nursery context. Could lead to too many results to sift through	Clarify the focus of the topic with the patron Narrowing the search to reduce the number of results Clarify purchase vs. loan to determine the location of the best resource

Search Process

Source(s) consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
<i>UA OPAC</i>	<p>Keyword search (“tree” “nursery”); then, keyword search (trees AND nursery/growing/seedlings), limit dates to previous 5 years</p> <p>Subject search (“trees”), then limits added (date=2008-2009; format=book)</p>	<p>Browse results to try to find relevant title to get idea of good subject heading; discover heading and heading keywords: trees, seedlings; decide nothing is relevant at UA library; switch to check <i>WorldCat</i></p> <p>156 hits, narrowed to 14 hits, 1 with illustrations¹⁹</p>
<i>WorldCat</i>	<p>Keyword search (trees AND nursery), limit dates to previous 5 years; also, keyword search (trees AND seedlings), limit dates to previous 5 years</p>	<p>Discover two excellent titles, one²⁰ that addresses what trees to grow where; choosing, buying and planting trees; tree growth; and nursery sources; another²¹ is a practical guide</p>
<i>Alternate Route(s)</i>		
<i>Books in Print</i> (online)	<p>Subject search (“Tree – Planting”)</p>	<p>Find a book²² published in September 2008</p>
<i>Guide to Reference</i> (online)	<p>Category browse; select Science, Technology, and Medicine > Agriculture</p> <p>Select Agriculture sub-category -- Plant Science > Horticulture</p> <p>Because of concerns regarding currency and cost raised at a group meeting, search <i>Amazon.com</i> to see if a more recent edition is available</p>	<p>Browse results to find additional sub-categories to search more efficiently</p> <p>Select a suitable resource to recommend²³</p> <p>An updated edition is available²⁴</p>

Answer

We would recommend the patron acquire any of the following titles:

For general reference:

Trees: A visual guide

The Hillier manual of trees and shrubs

For information on the growth and care of trees, including nursery-specific information:

Tree care primer

Growing trees from seed: A practical guide to growing native trees, vines and shrubs

Trees and how to grow them (focused on the United Kingdom, but likely to have much crossover application)

We would offer to help the patron find a local copy, place an ILL request, or refer the patron to *Amazon.com* or a local bookstore to purchase the book(s).

Thoughts about process

One group member had a hard time finding *WorldCat* on the UA site; she didn't think to look in databases, partly because her library has *WorldCat* on the main page. A group member also thought the limit function in the UA catalog was very frustrating; for example, when going to the limits screen, any other search or settings that had previously been applied were automatically reset to the system default.

Another group member thought that the quick timeout feature on the *Guide to Reference* site was frustrating. Once logged in, there was not an obvious way to extend a given session, and it seemed as if any inactivity for more than a couple of minutes would prompt the user to have to log in again. (Perhaps that is a function of the free trial that we are using?)

¹⁹ Rodd, T., & Stackhouse, J. (2008). *Trees: A visual guide*. Berkeley: University of California Press.

²⁰ Roddick, C., Hanson, B., & Brooklyn Botanic Garden. (2007). *Tree care primer*. Brooklyn, NY: Brooklyn Botanic Garden.

²¹ Kock, H., Aird, P. L., Ambrose, J. D., & Waldron, G. (2008). *Growing trees from seed: A practical guide to growing native trees, vines and shrubs*. Richmond Hill, Ontario, Canada: Firefly Books.

²² Stokes, J., & Lipscombe, M. (2008). *Trees and how to grow them*. London: Think.

²³ Kelly, J., & Hillier, J. (1997). *The Hillier gardener's guide to trees and shrubs*. Pleasantville, NY: Reader's Digest Association.

²⁴ Hillier, J., & Coombes, A. J. (Eds.). (2007). *The Hillier manual of trees and shrubs* (New ed.). Newton Abbot, England: David & Charles.

6 - Can you suggest a couple of places for me to look for women's civil war-era correspondence and personal writing?

All group members used the same primary source database for this question. *The American Civil War: Letters and Diaries* database is easy to search, with many parameters available to limit searches. Several group members also used the *North American Women's Letters and Diaries* database. The two databases both come from the University of Chicago and are obviously related. Besides the similar interfaces, the search parameter options and results obtained were identical. One group member also searched the *UA OPAC*, which produced several letters, but no other forms of personal writing.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Sources of women's civil war-era correspondence and personal writing	Sources to search for women's civil war-era personal writings.	Primary source database covering the American Civil War era	<i>American Civil War: Letters and Diaries</i> <i>UA OPAC</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron not say?	What does that mean for my strategy?	How can I avoid problems?
What "personal writings" means to patron.	Looking in improper databases.	Conducting a reference interview with patron to clarify her needs.
The patron's specific area of interest and overall project goals.	This may provide the patron with results outside the scope of the project and overloading her with information.	Conducting a reference interview with patron to clarify her needs.
Is patron referring to the American Civil War or another country's civil war?	This may provide the patron with incorrect results and searching in unsuitable databases.	Conducting a reference interview with patron to clarify her needs.

Search Process

Source consulted	Search method/strategy	Result
<i>UA OPAC</i>	Advanced Search: (correspondence) [in Subject Heading] AND ("civil war 1861 1865")[in Subject Heading] AND (women)[in Subject Heading]"	Three different records ^{25, 26, 27} Personal writings besides correspondence were required, so database searches were the next step.

<i>American Civil War: Letters and Diaries</i> ²⁸	Searches limited by: Dates, gender of author, type of documents, specific topics within the Civil War.	Many results.
<i>North American Women's Letters and Diaries</i> ²⁹	Searches limited by: Dates, gender of author, type of documents, specific topics within the Civil War.	Many results, but they seem to replicate those found through <i>American Civil War: Letters and Diaries</i>

Answer
Although UA's OPAC returned some results, the best list of results came from the two databases we used -- <i>The American Civil War: Letters and Diaries</i> and <i>North American Women's Letters and Diaries</i> . Many results were available from both the databases, although searching just one would suffice.
Thoughts about process
The patron only asked for sources to search for the information she required. All of us thought we would offer her examples of what would be found in the databases and then would offer to help her narrow her search. These are both perfect databases for browsing; there are many delimiting possibilities, and they both contain full-text entries, allowing users to browse at their leisure.

²⁵ Fox, T. B. H. (1993). *A northern woman in the plantation south: Letters of Tryphena Blanche Holder Fox, 1856-1876* (W. King, Ed.). Columbia: University of South Carolina Press.

²⁶ Hancock, C. (1998). *Letters of a Civil War nurse: Cornelia Hancock, 1863-1865* (H. S. Jaquette, Ed.) [Computer file]. Lincoln: University of Nebraska Press.

²⁷ Wakeman, S. R. (1994). *An uncommon soldier: The Civil War letters of Sarah Rosetta Wakeman, alias Private Lyons Wakeman, 153rd Regiment, New York State Volunteers* (L. C. Burgess, Ed.). Pasadena, MD: The Minerva Center.

²⁸ *American Civil War: Letters and Diaries*. (2009). Available from American Civil War: Letters and Diaries database.

²⁹ *North American Women's Letters and Diaries*. (2009). Available from North American Women's Letters and Diaries database.

7 - Find a current bibliography of the author Toni Morrison's books (hint: She published more than one book in 2008).

Our group found two possible answers to this question using two different approaches. One of the approaches involved using the *Library of Congress Online Catalog* and the other involved using a combination of databases. Both of the approaches worked, but the use of the *Library of Congress Online Catalog* required less searching.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
A current bibliography of author Toni Morrison's books	Bibliography	Literature database with a focus on authors and biography A catalog	<i>Literature Online</i> or a catalog

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
The patron clearly indicated the meaning of "current" from the statement that more than one book was published in 2008.	Ensure the bibliography covers materials through 2008.	Narrow search parameters by year.

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
<i>Library of Congress Online Catalog</i>	Author/Creator Keyword search for Toni Morrison and limit to books	The <i>Library of Congress Online Catalog</i> had a current bibliography of the books of Toni Morrison. ³⁰
<i>Literature Online</i>	Author search for Toni Morrison	<i>Literature Online</i> had a bibliography for Toni Morrison, but it was not up to date. ³¹
<i>Wikipedia</i>	Search for Toni Morrison	On <i>Wikipedia</i> , the entry for Toni Morrison included two works she published in 2008 (one fiction and one non-fiction) in addition to her other works. ³²

Answer

We would recommend either of the following approaches to find the bibliography:

- Use an author search on Toni Morrison limited to books on the *Library of Congress Online Catalog*
- Use *Literature Online* and supplement it with the bibliography available on *Wikipedia*

Thoughts about process

One group member thought this was a difficult search. He kept looking for a specific author-related bibliographic index, but could not find anything that would match. Another group member was very surprised at the amount of time it took to track down the requested information (approximately one hour); what seemed like a straightforward request involved quite a bit more digging than she anticipated.

³⁰ Library of Congress. (2008, September 16). *Library of Congress online catalog*. Retrieved February 26, 2009, from <http://catalog.loc.gov/webvoy.htm>

³¹ Morrison, Toni – Literature Online bibliography. (2009). Retrieved February 22, 2009, from Literature Online database.

³² Toni Morrison. (2009, February 21). Retrieved February 22, 2009, from Wikipedia: http://en.wikipedia.org/wiki/Toni_Morrison

8 - Find the title of a SLIS faculty member's dissertation.

Our group found two approaches to answering this question. One involved searching the *Dissertations & Theses* database using our existing knowledge of a SLIS faculty member's name. The other approach involved going to the *SLIS* Web site and downloading the CV of a SLIS faculty member. Each member of the group selected a different faculty member, so this question would have been well-served by a reference interview to determine which faculty member to search.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
The title of a SLIS faculty member's dissertation.	Title to a document, in this case a dissertation	A database for dissertations	<i>Dissertations & Theses</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
The patron did not specify a particular member of the SLIS faculty.	We will select a faculty member with whom we are familiar and then search the <i>Dissertations & Theses</i> database.	We did not anticipate any problems.

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
<i>Dissertations & Theses</i>	Author search for Laurie Bonnici	We found the title of Dr. Bonnici's dissertation: <i>An examination of categorical attributions through the lens of Reference Group Theory</i> ³³
<i>SLIS</i> Web site ³⁴	Since several faculty members have their CVs posted in the faculty directory on the <i>SLIS</i> Web site, start there to see if any of them included the title of their dissertation. Navigate to the <i>SLIS</i> Web site, then click on People>Faculty Directory Download Dr. MacCall's CV	When we opened Dr. MacCall's CV, we found that he did indeed have the title of his dissertation listed on his CV: <i>A theory for the measurement of Internet information retrieval</i> ³⁵

Answer

Using the *Dissertations & Theses* database, we found the title of Dr. Bonnici's dissertation:
An examination of categorical attributions through the lens of Reference Group Theory

From the *SLIS* web site, we found Dr. MacCall's CV and found the title of his dissertation listed there:
A theory for the measurement of Internet information retrieval

Thoughts about process

This was a relatively easy search and involved either using the right database, *Dissertations & Theses*, or the *SLIS* Web site. It is important to note that not all *SLIS* faculty members have their CVs available on the *SLIS* Web site. Also, there appears to be a lag in when the *Dissertations & Theses* database is updated, so faculty members who have recently completed their dissertations may not be included in the database.

³³ Bonnici, L. J. (2001). *An examination of categorical attributions through the lens of Reference Group Theory*. Retrieved February 24, 2009, from *Dissertations & Theses* database. (AAT 3004419)

³⁴ *SLIS*. (2008). Available from School of Library and Information Studies Web Site, <http://www.slis.ua.edu/drupal5/>

³⁵ MacCall, S. L. (1999). *A theory for the measurement of Internet information retrieval*. Unpublished doctoral dissertation, University of North Texas.

9 - My eighth-grader needs to find an article about the Supreme Court's involvement in the outcome of the 2000 presidential election.

Although we searched several types of databases (historical, journal, academic) the one that produced the best results was aimed at school-aged children. The group members who did not use that database found articles which may have answered the patron's need; however, the best results were found most easily within the *Student Research Center* database. The ability to limit the search by reading levels was the key to a quick, successful search in this database.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Journal article discussing Supreme Court's involvement in 2000 presidential election (appropriate for an eighth-grader).	An age-appropriate article.	An index aimed at this age-group An historical index A journal index	<i>Student Research Center</i> <i>America: History and Life</i> <i>Academic Search Premier</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
Is patron looking for information regarding the U.S. Supreme Court or a specific state's Supreme Court?	Depending on the patron's answer, different databases may be searched.	Conduct a reference interview with the patron.
What is the reading level of the 8 th grader?	Using an unsuitable database or giving the patron an article that is not within her child's proper reading level.	Either use an age-appropriate database to narrow the search or limit the search within other databases by age or education level.

Search Process

Source consulted	Search method/strategy	Result
<i>Student Research Center (AVL)</i>	Keyword search for subject headings, Advanced subject search with parameters: United States. Supreme Court AND Presidents—Elections—2000 reading level from 6th to 8th grade.	Several articles that fit the request ^{36, 37, 38}

Answer

The *Student Research Center* database proved to be the best one to answer this question. Three articles representing the results from the successful search are:

“Supreme contest,” a *Time* article

“Supreme confusion,” a *U.S. News & World Report* article

“A long shadow,” a *Newsweek* article

Thoughts about process

Finding an education-level-based database was crucial to a quick, successful search for this patron’s needs. The group members who did not find the *Student Resource Center* database have now learned about another valuable tool to keep in their toolbox.

³⁶ Cohen, A., Novak, V., & Roche, T. (2000, December 18). Supreme contest. *Time*, 156(25), 42. Retrieved February 23, 2009, from Middle Search Plus database (part of Student Research Center database).

³⁷ Leo, J. (2000, December 25 – 2001, January 1). Supreme confusion. *U.S. News & World Report*, 129(25), 14. Retrieved February 23, 2009, from History Reference Center database (part of Student Research Center database).

³⁸ Rosenberg, D. (2004, November 8). A long shadow. *Newsweek*, 144(19), 42. Retrieved February 23, 2009, from History Reference Center database (part of Student Research Center database).

10 - I'd like to read some articles about bookmobiles from the 1930's. Please find me some citations.

To answer this question, we each searched the *Library Literature and Information Science Retrospective* database. We found over one hundred potential citations for the patron. Ideally, we would perform a reference interview to narrow the patron's focus and garner a more limited number of results. In the absence of this added information, we have provided three possible citations and would recommend that the patron browse the other results to identify the best source or sources for his needs.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Citations for articles about bookmobiles published in the 1930s	Citations for articles	Retrospective article index	<i>Library Literature and Information Science Retrospective</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
Patron did not clarify whether he wants 1930s articles about bookmobiles or current articles written about 1930s bookmobiles	These two searches would have different results. We have assumed the patron wants 1930s articles.	Conduct a reference interview.

Search Process

Source consulted	Search method/strategy	Result
<i>Library Literature and Information Science Retrospective</i>	Smart Search using the term "bookmobile" Limit search by year, 1930-1939	The search located 117 citations.

Answer
We located 117 citations meeting the patron's needs as his original question was stated. At this point we would narrow the search with the patron, possibly in terms of geography since most articles are specific to a particular location. Titles found in our results list include "Books on wheels," ³⁹ "Rural traveling library," ⁴⁰ and "'Trailer bookmobile' renders economical service." ⁴¹

Thoughts about process

This search was quick and easy to perform.

³⁹ Books on wheels. (1939, April). *Library News Bulletin*, 7, 1. Retrieved March 5, 2009, from Library Literature and Information Science Retrospective database.

⁴⁰ Williams, E. (1938, April). Rural traveling library. *Extension Service Review*, 9, 51. Retrieved March 5, 2009, from Library Literature and Information Science Retrospective database.

⁴¹ "Trailer bookmobile" renders economical service. (1938, December). *American City*, 53, 77. Retrieved March 5, 2009, from Library Literature and Information Science Retrospective database.

11 - I need an obituary for Frederick Douglass.

The team agreed this was one of the most uncomplicated questions to answer. All of us did very similar searches, and three of us used the same database. Most of us found Frederick Douglass's date of death before searching for his obituary, but in this case, it may not have been necessary. Having a general idea of when he died and why he was famous was enough to know when an obituary was found for the correct Frederick Douglass. In other cases, having a date of death might be essential to performing a robust search.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Obituary for Frederick Douglass	An obituary	A retrospective newspaper index, perhaps with original material	<i>NewspaperARCHIVE.com</i> <i>19th Century U.S. Newspapers</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
When did Frederick Douglass die?	It may be necessary to have a death date to do an effective search and to be sure of the results.	Find Frederick Douglass's death date.
Does the patron want an actual obituary or just the information from it?	We have a choice between searching primary sources with actual images of records (in this case, newspaper obituaries) or finding the information contained in an obituary reproduced elsewhere. The choice of database may hinge on the answer to this question.	Confirm, with patron, what they need.

Search Process

Source consulted	Search method/strategy	Result
To find death date: <i>Wikipedia</i>	Keyword search “Frederick Douglass”	<i>Wikipedia</i> ⁴² gave instant results.
<i>Bartleby’s</i>	Keyword search “Frederick Douglass”	<i>Bartleby’s</i> ⁴³ is a more scholarly and instantly trustworthy option but requires 2 more steps to get the same death date.
To find obituary: <i>19th Century U.S. Newspapers</i>	Keyword search “Frederick Douglass,” limiting search by dates, 2/20/1895 through 3/20/1895	Both databases provided scanned copies of original obituaries for Frederick Douglass from many newspapers.
<i>NewspaperARCHIVE</i>	Keyword search “Frederick Douglass,” limiting search by dates, 2/20/1895 through 3/20/1895	Both databases provided scanned copies of original obituaries for Frederick Douglass from many newspapers.

Answer
One example was the obituary from <i>The Daily Inter Ocean</i> newspaper. ⁴⁴
Thoughts about process
Three group members found Frederick Douglass’s date of death before searching a database for his obituary; one group member did not. All searches produced similar results, but the ones done with a date of death in hand produced more surefire results.

⁴² Frederick Douglass. (2009, February 25). Retrieved February 26, 2009, from Wikipedia: http://en.wikipedia.org/w/index.php?title=Frederick_Douglass&oldid=273284733

⁴³ Douglass, Frederick. (2007). In *The Columbia encyclopedia* (6th ed.). Retrieved February 25, 2009, from <http://www.bartleby.com/65/do/Douglass.html>

⁴⁴ The obituary record: Funeral of Frederick Douglass. (1895, February 24). *The Daily Inter Ocean* (Chicago, IL). Retrieved February 26, 2009, from 19th Century U.S. Newspapers database.

12 - I'd like to find primary source material about life in the U.S. Colonies. Please name 3 possible sources.

Our group interpreted this question two different ways: one was to find three databases for primary sources for the patron to search and the other involved finding one database and finding three primary sources on that database. This is a clear example of where a reference interview is critical to know exactly what the patron is seeking.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Three primary source materials about life in the U.S. Colonies	Primary source materials that are from the colonial era	Databases/resources for primary sources	UA Databases

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
The patron did not specify any particular time frame.	Conduct a search to determine the approximate time frame for the era of the U.S. Colonies.	Use <i>Wikipedia</i> to come up with a most likely time frame (1607-1783) and provide databases/resources that encompass that era. ⁴⁵

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
UA Databases	Choose by Subject and/or Type search using the Historical/Primary Resources as the type and History as a subject Review the results to see which databases encompass the time frame	We found the following three applicable databases: <i>American Memory</i> ⁴⁶ <i>Annals of American History Online</i> ⁴⁷ <i>Evans Digital Edition</i> ⁴⁸

Source consulted	Search method/strategy	Result
<i>Possible Next Steps</i>		
<i>Annals of American History</i>	<p>Select 1493-1754 on the timeline</p> <p>Keyword search for “colonies”</p> <p>Select an article from the first results page with abstracts indicating life in the colonies is included.</p> <p>Search within the same timeline and add “life” as a keyword.</p>	<p>We found the following three articles:</p> <p>“Hardships in Massachusetts Bay colony”⁴⁹</p> <p>“Life among the Puritans”⁵⁰</p> <p>“Journal entries on slavery, taxation, and the military”⁵¹</p>

Answer
The following three databases contain material from the era of the U.S. Colonies: <i>American Memory, Annals of American History Online, Evans Digital Edition</i>
Thoughts about process
This search was a matter of finding the appropriate areas for the patron to conduct their search. In response to the patron’s query, we found three possible databases that contain primary source material from the era of the U.S. colonies. Our group did not interpret this question in the same way and felt a reference interview would have been especially helpful to clarify exactly what the patron was seeking.

⁴⁵ Thirteen colonies. (2009, February 28). Retrieved February 28, 2009, from Wikipedia: http://en.wikipedia.org/wiki/Thirteen_Colonies

⁴⁶ *American Memory*. (2009). Available from American Memory database.

⁴⁷ *Annals of American History Online*. (2009). Available from Annals of American History Online database.

⁴⁸ *Evans Digital Edition*. (2009). Available from Evans Digital Edition database.

⁴⁹ Dudley, T. (1846). Hardships in Massachusetts Bay colony. In A. Young (Ed.), *Chronicles of the first planters of the colony of Massachusetts Bay, from 1623 to 1636* (pp. 303-340). Boston: (n.p.). Retrieved February 27, 2009, from Annals of American History database.

⁵⁰ Winthrop, J. (1826). Life among the Puritans. In J. Savage (Ed.), *The history of New England from 1630 to 1649* (Vol. 2, pp. 116–317). Boston: (n.p.). Retrieved February 27, 2009, from Annals of American History database.

⁵¹ Woolman, J. (1871). Journal entries on slavery, taxation, and the military. In *The journal of John Woolman* (pp. 86–138). Boston: (n.p.). Retrieved February 27, 2009, from Annals of American History database.

13 - What was the theme and month of 1996's All-India Library Conference?

Both the *ProceedingsFirst* database and the *Indian Library Association* Web site had all the information we needed to conclude that there were two conferences held in 1996. However, none of us reached that conclusion on our own. When we compared our results, we discovered that two of us had discovered one of the conferences, while the other two had discovered the other conference. Though searching *ProceedingsFirst* was the most complete and accurate way to locate the answer to this question without resorting to Google, one group member who used the database failed to get meaningful results from his search. This may have been because of his choice of search terms or settings.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
The theme and month of 1996 All-India Library Conference	Conference information	Conference proceedings index	<i>ProceedingsFirst</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
Patron provided all necessary information for this search.	Search will be straightforward.	

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route</i>		
<i>ProceedingsFirst</i> ⁵²	Advanced search using keywords "India" and "library," date limited to 1996	Results consist of two conference proceedings. There were two conferences held in 1996.
<i>Alternate Routes</i>		
<i>Google</i>	Search for "1996 All-India Library Conference"	One result is a link to the <i>Indian Library Association</i> Web site.
<i>Indian Library Association</i> Web site ⁵³	Browse through Publications	Discover two conferences that took place in 1996.

Source consulted	Search method/strategy	Result
<i>WorldCat</i> ⁵⁴	Searched keywords “all India library conference” Limit search to 1996	200 hits 2 hits including record for proceedings from one of the two 1996 conferences

Answer
There were two All-India Library Conferences held in 1996. The first occurred in January and had human relations in librarianship as its theme. The second one, which focused on the role of libraries in national development, took place in December.
Thoughts about process
We learned to look a little deeper and not just stop at the first answer we come to. We also learned to question our assumptions, such as that there is only one conference per calendar year.

⁵² *ProceedingsFirst*. (2009). Available from ProceedingsFirst database.

⁵³ Indian Library Association. (n.d.). *ILA publications*. Available from ILA Web site, <http://www.ilaindia.in/>

⁵⁴ OCLC. (2009). *WorldCat*. Available from FirstSearch: WorldCat database.

14 - I need an article that appeared in *Southern Exposure* sometime in the 1980's. Where should I look?

This question left all the group members bemoaning the lack of a reference interview. Because of the very broad nature of the query, having no additional information did not allow us to pursue a very specific answer to the patron's query. One group member approached this question with an OPAC search and stopped there, having found the title. The other three group members began with *Ulrich's* and discovered multiple publications with the same basic title. Because of this, we decided in our group meeting that a combination of the two techniques, along with a reference interview, would be the best approach to answer this question.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
An article that appeared in <i>Southern Exposure</i> sometime in the 1980s	Article	Periodical index or OPAC (to see if the title is held locally)	<i>UA OPAC</i> , then <i>Ulrich's International Periodicals Directory</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
Does patron need a particular article? Nothing specified beyond title and time range	Clarify if the patron is looking for a specific article (and perhaps simply does not remember the title of it)	Conduct a reference interview with the patron to confirm the precise periodical and/or article

Search Process

Source(s) consulted	Search method/strategy	Result
<i>Step 1</i>		
<i>UA OPAC</i>	Journal title search ("Southern Exposure")	The UA library has print holdings for <i>Southern Exposure (Durham)</i> that include 1980-1989 ⁵⁵ ; subject focus is southern politics/culture
<i>Step 2 (if needed, based on clarification from reference interview)</i>		
<i>Ulrich's</i>	Title (keyword) search ("Southern Exposure")	Three periodicals named <i>Southern Exposure</i> have been published during the time frame the patron requested, each with different subject matter (library-related, southern politics/culture, and photography). ⁵⁶ Based on the patron's need, we will check the access information for the correct title and search for full-text in one of the databases where it is indexed. If electronic access is not available, we will pursue an ILL for the patron.

Answer

Southern Exposure (Carbondale), *Southern Exposure (Durham)*, and *Southern Exposure (Talladega)* are the three periodicals we found. Each one is still active and started its run prior to 1980, so any of the three could fit the patron's query. *Southern Exposure (Durham)* is available at UA's library. We must clarify with the patron which version is needed.

Thoughts about process

One group member thought this was the most difficult question of the set because of the vague nature of the question.

⁵⁵ *University of Alabama Libraries, Libraries' Catalog*. (2009). Available from University of Alabama Libraries Web site, <http://library.ua.edu>

⁵⁶ *Ulrich's International Periodicals Directory*. (2009). Available from Ulrichsweb.com database.

15 - Where can I find an overview of the Information Retrieval industry? What's its SIC Code? Does it have a NAICS code?

Because we were unfamiliar with the acronyms SIC and NAICS, the best way to start this search would have been to look them up in a dictionary. However, none of us took this path. The closest method was to Google the two terms, so we have included that person's path as the best one. The other three group members stumbled upon the meanings in searches related to industry or, in one case, simply by accident while looking for something else entirely.

Though we reached it in different ways, three group members found the NAICS code information on the *US Census Bureau* Web site. We had the most success identifying NAICS codes by browsing the NAICS drill down chart, a method employed by two group members. One group member followed the information retrieval through the conversions from SIC codes to 2007 NAICS codes using the concordances available on the *US Census Bureau* Web site. 7375 (Information Retrieval Services) became very different industries: 517110 (Wired Telecommunications Carriers) and 517919 (All Other Telecommunications) according to these conversion charts. This showed us that using the concordances can be problematic, and that one must check industry overviews to verify accuracy when they are used.

One member took an entirely different approach than the others, starting at *Hoover's* online and moving to *OneSource*. He came to the same answers as the rest of the group using these alternative sources.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
Overview of Information Retrieval industry, the industry's SIC and NAICS codes	Industry information	Industry information database	<i>OSHA</i> Web site <i>US Census Bureau</i> Web site <i>OneSource</i> database

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
Whether she needs to know the NAICS code or just needs to know if it has one	We assumed she needs that code as well as the SIC.	Conduct reference interview
We are unsure what NAICS and SIC codes are.	Need to look up terms.	Search Google for these acronyms, or look them up in a dictionary.

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route</i>		
<i>Google.com</i>	Search for “SIC code”	<i>OSHA</i> Web site is among the hits
<i>OSHA.gov</i>	Search for “information retrieval”	7375 - Information Retrieval Services linked to a description of the industry tops the results list ⁵⁷
<i>Google.com</i>	Search for “NAICS code”	<i>US Census Bureau North American Industry Classification System (NAICS)</i> Web site
<i>US Census Bureau NAICS</i> Web site	Search for “information retrieval” Browse 2007 NAICS codes Browse listings within 51	No hits Discover 51 – Information, click link for the next level Discover 5191 – Other Information Services to be the most likely section for information retrieval. ⁵⁸
<i>Alternate Routes</i>		
<i>Hoover’s Online</i> ⁵⁹	Search Industries tab for keywords “information retrieval”	No exact match but browsing results revealed SIC code 7375 Move search to another business database, <i>OneSource</i>
<i>OneSource</i> ⁶⁰	Click search next to International Business Search Industries field for “7375,” selecting US SIC as the source Search keywords “information retrieval,” selecting NAICS 2002 as the source	Found brief overview of the Information Retrieval industry Browse the 11 results 5191 - Other Information Services seems to fit best (Note: NAICS 2002 is the most recent version available on <i>OneSource</i> search.)
<i>Guide to Reference</i> (online) ⁶¹	Search keywords American and industry	Discover <i>United States Census Bureau</i> Web site, among other resources (Continue search as outlined in preferred route.)

Answer

The SIC code for information retrieval is 7375. There is no exact NAICS code for information retrieval under that name. However, information retrieval is likely to fall under the NAICS code 5191, Other Information Services.

Brief overviews of the industries are available on the *United States Census Bureau* Web site.

Thoughts about process

The SIC code was easier to find because it was identified with the exact terminology given by the patron.

⁵⁷ Occupational Health and Safety Administration. (n.d.). *Standard Industrial Classification (SIC) system search*. Retrieved March 1, 2009, from http://www.osha.gov/pls/imis/sic_manual.display?id=152&tab=description

⁵⁸ United States Census Bureau. (2008). *North American Industry Classification System (NAICS)*. Retrieved March 1, 2009, from <http://www.census.gov/eos/www/naics>

⁵⁹ *Hoover's Online*. (2009). Available from Hoover's Online database.

⁶⁰ *OneSource*. (2009). Available from OneSource database.

⁶¹ American Library Association. (2008). *Guide to reference*. Available from <http://www.guidetoreference.org/HomePage.aspx>

16 - I have to read a poem at my Great-Step-Uncle's Brother's funeral and I have no idea where to look. How can I identify a poem that would be, you know, "appropriate for the occasion"?

This question reinforced the notion that starting simple often produces optimal results. All group members started searching in *LitFinder* (one also searched in *Literature Online*), using various limits, but none of us were especially satisfied with the results. One group member was so dissatisfied that she decided to run a new search in the *UA OPAC*. Within a couple of minutes, she had identified an excellent anthology that appeared to be highly suitable for the patron's needs. Although the OPAC is not the answer to everything, it does have advantages in certain kinds of searches. Clearly, OPAC searching was a preferred method for answering this question.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
A source to find an appropriate poem to read at a relative's funeral	How to find an appropriate poem	Database or poetry index OPAC	<i>LitFinder</i> <i>UA OPAC</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
Language/time frame not specified How does the patron feel about the relative; were they close? What sort of funeral service is it? Is the patron looking for a poem for a celebration of life or a specific religious denomination? Does the patron definitely want a poem, or would a bit of prose work?	We also assume the patron wants a source to find poetry in English.	A reference interview is needed in order to address the questions raised in the "What am I unsure about?" section.

Search Process

Source(s) consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
<i>UA OPAC</i>	Boolean search (funeral AND poetry)	From 105 results, locate an excellent book ⁶²

Source(s) consulted	Search method/strategy	Result
<i>Alternate Route(s)</i>		
<i>LitFinder</i>	<p>Keyword search (“funeral poem”); limit by type of work (“poem” AND “poetry collection”) and full-text only</p> <p>Keyword search (“eulogy”); limit by type of work (“poem”); deselect all content type except “literary works”</p> <p>Keyword search (“death”); limit by type of work (“poem”); deselect all content type except “literary works”; then, limit by subject (“death”) and full-text</p> <p>Keyword search (“grief”); limit by type of work (“poem”); deselect all content type except “literary works”; then, limit by subject (“grief”) and full-text</p> <p>Subject search (“grief OR funerals”); limit by type of work (“poem”) and full-text only</p>	<p><i>The old man’s funeral</i> by William Cullen Bryant⁶³</p> <p>Did not like results</p> <p>4809 results for patron to browse</p> <p>Patron can browse results</p> <p>Patron can browse results</p>

Answer
<p>We recommend the anthology <i>Do not go gentle: Poems for funerals</i>. If the patron is not satisfied with the poems in this book, she can turn to <i>LitFinder</i> to browse results there.</p>
Thoughts about process
<p>The number of databases containing full-text poetry was limited, so it was not too difficult to explore those that did. However, most of the group members were dissatisfied with the results retrieved. We agreed that the best approach for this question would be to start with the <i>UA OPAC</i>; then, if the patron was not satisfied, we could move on to databases such as <i>LitFinder</i> or <i>Literature Online</i>. Additionally, we agreed that finding something as personal as a poem to read at a relative’s funeral really requires a reference interview.</p> <p>One group member thought the <i>LitFinder</i> search interface was annoying and not user friendly. When clicking on a category in the browse window, it would automatically execute the search rather than adding it to the existing search and returning to the advanced search screen to allow the user to finish setting the parameters. The results list did not specify the total number of results retrieved, and when clicking on the links for any of the retrieved items, none would actually link to either the record or the full text.</p>

⁶² Astley, N. (Ed.). (2003). *Do not go gentle: Poems for funerals*. Tarsset, England: Bloodaxe Books.

⁶³ Bryant, W. C. (1854). The old man's funeral [Electronic version]. In *Poems by William Cullen Bryant*. New York: Appleton. Retrieved, March 5, 2009, from LitFinder database.

17 - Nicholson Baker writes a lot about libraries and the move away from traditional sources and services. I'd like to read an essay by him on the topic. Has he published anything on the topic in library-related journals?

This query was interpreted in two different ways. Half the group thought that the patron was asking for two different things: an essay by Nicholson Baker about libraries and the move away from traditional sources and services; and, information as to whether Baker has published anything on this topic in library-related journals (two singular queries). The other half thought the patron was asking for an essay on this topic that had been published in a library-related journal (one compound query). A reference interview with the patron would clarify this confusion. Additionally, the group did not agree as to what precisely constitutes an essay. Two group members did not feel that a response to a commentary should be considered an essay; the other two members disagreed. One group member first needed to verify (via *Wikipedia*) that Nicholson Baker was the full name of the author. All group members agreed that searching in *Library Literature and Information Science Full Text* would be the best starting point. However, some group members did not think the results retrieved from searching there were sufficient or relevant (because of the essay definition issue), so they pursued additional paths. The article retrieved from *Library Literature and Information Science Full Text* fits the patron's criteria; it is a response to a commentary by Walt Crawford that was published in an earlier issue of *American Libraries*. In the essay, Baker discusses the merits of traditional card catalogs versus online catalogs.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
An essay written by Nicholson Baker about libraries published in a library-related journal	An essay in a library-related journal	Article database that features library-related journals	<i>Library Literature and Information Science Full Text</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
Author name sounds like it might not be complete or like it might be a last name only	Searching on an incorrect or incomplete name could lead to no hits. We need to confirm the author's name and then do an author search.	Search <i>Wikipedia</i> ⁶⁴

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
<i>Library Literature and Information Science Full Text</i>	Author search ("Baker, Nicholson")	One result ⁶⁵

Source consulted	Search method/strategy	Result
<i>Alternate Route(s)</i>		
UA OPAC	Author search (“Baker, Nicholson”)	13 results – 1 book of essays ⁶⁶
Academic OneFile	Keyword search (“Nicholson Baker”), limit by publication subject (“library”) Advanced search: Document-title (“Discards”) AND author (“Nicholson Baker”)	39 academic journal articles, 33 magazine articles; reference in one to “Discards,” an article in <i>New Yorker</i> , ⁶⁷ that shares Baker’s view of the way libraries are heading
Academic Search Premier	Author search (“Baker, Nicholson”) AND keyword (“library”)	1 article in <i>Library Journal</i> ⁶⁸

Answer
From these searches, Nicholson Baker apparently does not often produce articles for library-related journals. The two library publication articles we located were “A couple of codicils about San Francisco” and “Copy but don’t disbind.” If the patron wants to read Baker’s work in non-library journals, we recommend the use of <i>Academic Search Premier</i> . Additionally, we would refer the patron to Baker’s collection of essays, <i>The size of thoughts</i> .
Thoughts about process
Other than being dissatisfied with results, the process for searching these databases was not difficult.

⁶⁴ Nicholson Baker. (2009, March 1). Retrieved March 1, 2009, from Wikipedia: http://en.wikipedia.org/w/index.php?title=Nicholson_Baker&oldid=274011784

⁶⁵ Baker, N. (1999). A couple of codicils about San Francisco. *American Libraries*, 30(3), 35. Retrieved March 3, 2009, from Library Literature and Information Science Full Text database.

⁶⁶ Baker, N. (1996). *The size of thoughts: Essays and other lumber*. New York: Random House.

⁶⁷ Baker, N. (1994, April 4). Discards. *New Yorker*, 70(7), 64[21pp.]. Retrieved February 24, 2009, from Academic OneFile database.

⁶⁸ Baker, N. (2005, February 15). Copy but don’t disbind. *Library Journal*, 130(3), 10. Retrieved March 3, 2009, from Academic Search Premier database.

18 - In Chicago, the toniest African-American neighborhood of the late 19th and early 20th century was called Bronzeville. The area fell on hard times in the latter half of the 20th century but is experiencing a renaissance of late. Can you find me a local (to Chicago) article about Bronzeville's comeback?

Our group approached this question in three different ways. Our primary route involved using a single database that featured articles from the ethnic press. The other two routes involved using more generic article databases. Each of the three routes yielded useful results.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
An article about the comeback of Bronzeville	An article	A database containing current articles related to African-American studies	<i>Ethnic NewsWatch</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
They did not say if Bronzeville was the only term by which the neighborhood was known.	If it is not, a search on it as a subject or keyword could lead to a lack of hits.	We looked on <i>Wikipedia</i> to confirm the name of Bronzeville and found the name was indeed correct. It is part of the Douglas community area. ⁶⁹

Search Process

Source consulted	Search method/strategy	Result
<i>Preferred Route(s)</i>		
<i>Ethnic NewsWatch</i>	Search citation and document text for Bronzeville for full text documents from the last five years	Found an article that was local to Chicago about the recovery of Bronzeville ⁷⁰
<i>Alternate Route(s)</i>		
<i>Academic Search Premier</i>	Start broad with <i>Academic Search Premier</i> and search keywords for Bronzeville and Chicago	Located article about history of Bronzeville and plans for area renewal in <i>Planning</i> magazine
<i>Ulrich's</i>	Title (Exact) search on <i>Ulrich's</i> for <i>Planning</i>	"Bronzeville gets its due" ⁷¹ Discover that renewal was planned. Found keywords like historic preservation, revival, and rejuvenate. Verified (using <i>Ulrich's</i>) that <i>Planning</i> is published in Chicago.

Source consulted	Search method/strategy	Result
<i>Newspaper Source</i>	Search all text for Bronzeville and renaissance	15 results, including an interesting article on a gallery focused on African art that has become a beacon in the community ⁷²

Answer
We found the following article using <i>Ethnic NewsWatch</i> : “Economic outlook looks bright in Bronzeville”
Thoughts about process
It was relatively easy to search <i>Ethnic NewsWatch</i> directly to find an appropriate answer. Other approaches used by our group proved to be more difficult.

⁶⁹ Douglas, Chicago. (2009, February 3). Retrieved March 1, 2009, from Wikipedia: http://en.wikipedia.org/wiki/Douglas,_Chicago

⁷⁰ Chaney, K. (2008, December 17-23). Economic outlook looks bright in Bronzeville. *Chicago Defender*, 103(33), 8. Retrieved March 1, 2009, from Ethnic NewsWatch database.

⁷¹ Burke, C. (1997). Bronzeville gets its due. *Planning*, 63(12), 6. Retrieved March 3, 2009, from Academic Search Premier database.

⁷² Jeffers, G. (2008, January 11). Gallery is adding sparks to burgeoning Bronzeville. *Chicago Tribune*. Retrieved March 8, 2009, from Newspaper Source database.

19 - Find a citation for a review of the book *Notorious in the neighborhood*. How many libraries within 20 miles of your home own this book?

The group was in complete agreement about the process to use for this question. One group member, though, used an alternate route because of prior familiarity with an alternate resource. Three of the group members searched a database (either *Book Review Index* or *Academic Search Premier*) to find the citation for a book review, followed by a search in *WorldCat* to find local libraries that own the title. One group member chose to search the *Summit Union Catalog* because of familiarity with that resource. That group member knew that not only would *Summit* retrieve the location of the closest libraries owning *Notorious in the neighborhood* but also that the search would retrieve book reviews.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
A citation for a book review of <i>Notorious in the neighborhood</i> How many libraries within 20 miles of each group member's location own this book	Both a citation and a raw number	Database OPAC	<i>Book Review Index</i> , <i>Academic Search Premier</i> , <i>WorldCat</i> , <i>Summit Union Catalog</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid those problems?
The patron did not say when the book was published.	Lack of publication date could lead to no results if we search the wrong database (for example, if the book was published after 1982 and we search <i>Book Review Digest Retrospective</i>).	Determine the date of publication first so we know which database to search.
Does the patron truly just want a citation, or does she want the actual book? Is the title given the exact (full) title?	The answer to this question affects how far we will go in our search process. If we don't have the exact title, we may find results that won't help the patron.	We need a reference interview to clarify the patron's request.

Search Process

Source consulted	Search method/strategy	Result
Preferred Route(s)		
<i>WorldCat.org</i> ⁷³ (not UA's <i>WorldCat</i>)	Title phrase search ("Notorious in the neighborhood"); limit to books Select the Libraries tab and enter zip code to find the closest libraries	475 libraries on OCLC worldwide own the book. 0, 1, and 3 libraries within 20 miles
<i>Book Review Index</i> (online)	Title search ("Notorious in the neighborhood")	The full title of the book is <i>Notorious in the neighborhood: Sex and families across the color line in Virginia, 1787-1861</i> . The patron might want to select the most recent of 12 results. ⁷⁴
<i>Academic Search Premier</i>	Keyword search ("Notorious in the neighborhood" AND "reviews")	Similar results to <i>Book Review Index</i>
Alternate Route(s)		
<i>Summit Union Catalog</i> ⁷⁵	Title search ("Notorious in the neighborhood") Select the Libraries tab and enter zip code to find the closest libraries	17 results – 1 for the book itself, 16 for book review articles 0 libraries within 20 miles

Answer
The most recent review we found is in the <i>Journal of Interdisciplinary History</i> . Two of the group members did not have a library within 20 miles that owned <i>Notorious in the Neighborhood</i> ; D'Arcy's was approximately 1000 miles away in Juneau, and Kathleen's was 23 miles away in Salem. Allon had one library within 20 miles (Hayden Library, on the main campus of Arizona State University). Deb had three different libraries within 20 miles that owned the title.
Thoughts about process
Searching for a citation for a book review was not difficult. Using UA's access to <i>WorldCat</i> did not provide the opportunity to locate libraries that own a title by zip code; instead, the results were limited by state. One group member knew the zip code option existed at http://www.worldcat.org , which was very useful for other group members. Additionally, having familiarity with the <i>Summit Union Catalog</i> , which allows searching for both articles and books simultaneously, made this an easy question to answer for another group member.

⁷³ OCLC. (2009). *WorldCat.org*. Available from WorldCat.org Web site, <http://www.worldcat.org>

⁷⁴ Robinson, C. F. (2007). Notorious in the neighborhood: Sex and families across the color line in Virginia, 1787—1861 [Book review]. *Journal of Interdisciplinary History*, 38(1), 133-134. Retrieved March 3, 2009, from Academic Search Premier database.

⁷⁵ OCLC. (2009). *WorldCat: Summit Catalog*. Available from Summit Catalog Web site, <http://summit.worldcat.org>

20 - Find an article that cites a member of the University of Alabama SLIS faculty.

All our group members used the same database, *Web of Science*, to answer this question. Coincidentally, we each selected a different member of the SLIS faculty. For the sake of brevity, our answer includes only one faculty member.

We were all in agreement that this database was not the easiest to use. It was particularly difficult to determine from an author query if the results included articles authored by the faculty member in question or someone else. It helped to have the faculty member's CV, which could be obtained from the *SLIS* Web site, as a cross-reference.

What do I know (from the user's question)?

What did patron ask for?	What type of information did patron ask for?	What type of source do I need?	Specifics...
An article that cites a University of Alabama SLIS faculty member	An article	A citation index	<i>Web of Science</i>

What information is missing? Were clues given? Are there any potential problems?

What did patron say/not say?	What does that mean for my strategy?	How can I avoid problems?
Patron did not specify a particular member of the SLIS faculty	If the selected faculty member has not been cited, this would lead to no hits.	We will try a faculty member who has at least reached the rank of associate professor. This can be found from the Faculty Directory page of the <i>SLIS</i> Web site. ⁷⁶

Search Process

Source consulted	Search method/strategy	Result
<i>Web of Science</i>	Author search for Margaret S. Dalton, using the search string "Dalton MS"	Found a number of results for Dalton MS and saw several that matched up with library-related journals. Also, cross-referenced these articles with Dr. Dalton's CV. Found an article authored by Dr. Dalton titled "A system destabilized: Scholarly books today," ⁷⁷ cited by the article "Articles vs. books: An editor divides the Laurels" ⁷⁸

Answer
Using the <i>Web of Science</i> database, we found the following article cites an article authored by Dr. Dalton: "Articles vs. books: An editor divides the Laurels"

Thoughts about process

We had to first identify a faculty member that would likely have been cited. We went to the *SLIS* web site, found Dr. Dalton, and downloaded her CV to have a list of articles she has published. From there, it was a matter of doing an advanced search for Dr. Dalton as an author, finding an article she had written that had been cited, and finally providing a citation for that article.

⁷⁶ *SLIS*. (2008). Available from School of Library and Information Studies Web Site, <http://www.slis.ua.edu/drupal5/>

⁷⁷ Dalton, M. S. (2006). A system destabilized: Scholarly books today. *Journal of Scholarly Publishing*, 37(4), 251-269. Retrieved March 4, 2009, from Web of Science database.

⁷⁸ Savage, W. W., Jr. (2007). Articles vs. books: An editor divides the Laurels. *Journal of Scholarly Publishing*, 38(4), 249-254. Retrieved March 1, 2009, from Web of Science database.

Conclusion

This assignment involved both individual and group work. Initially, each group member researched and answered each question individually. After addressing the questions on our own, the group convened in multiple meetings to review, discuss, and attempt to come to a consensus on what was the best answer and approach for each question. We often found we had several different answers as well as methodologies. In such situations, we came to agreement on the preferred solution and tactic and then determined if the alternate answers and approaches should also be documented.

This experience taught our group much about the content of the databases and the ways of determining the best database to search for a given query. Furthermore, we learned more about how to work effectively together as a group and to build consensus. We also were able to draw on our diverse backgrounds to analyze the questions from different angles. These experiences will serve us well when we tackle the next set of questions, as well as when we are answering reference questions and collaborating with colleagues in our future careers. Certainly, our group now fully appreciates the importance of a reference interview.