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LS 507
Question Set #2

Introduction

With Question Set #2, The Left Coasters were asked to answer a series of reference questions using ready reference materials addressed in class or in our readings. The assignment and our approach to it were largely the same as with the first question set.

We adapted very well to our experiences with the first assignment, and our process was much faster for this assignment as a result. We all had practice utilizing our chart, which was in its finalized form from the start. This saved much time that had been spent on chart evolution during the first assignment. Assigning tasks for this question set was streamlined since we understood the scope of each task. The differences between those with some light reference experience and those with none were less pronounced with this set than with the first. All group members felt more confident in this assignment due to our experiences with the first set. Overall, there was less trial and error in finding appropriate sources.

Our group process was similar to the first assignment. Each group member researched and answered each question individually. Individual response documents were posted to a shared server and were available for all group members to review prior to our meetings. We met twice to review and discuss responses and attempted to reach a consensus on the best answer and approach for each question. Responses were then "squished" by individual group members, incorporating the elements that were agreed upon during the meetings. Similar to the first question set, we occasionally used several different resources and methodologies within one question. In such situations, we discussed and eventually agreed on the preferred resources and methodologies, and we then determined if the alternate answers and approaches should also be documented.

As with the first question set, we were constantly reminded of the challenge of answering reference questions without the option of conducting a reference interview. We frequently had to make assumptions, but we were careful to specify places where one could go astray without clarifying the question with the patron.

Charts and brief narratives outlining our processes are provided below. In most cases, the charts reflect what we felt were the best possible routes to the answer rather than describing what each individual member did. All databases were accessed via the University of Alabama Libraries unless otherwise noted.

The Questions

1 – When (and what) is Bloomsday?

This was not a difficult search for any of the group members; however figuring out which resource to use was a bit tricky. One group member started with the *American Book of Days* and did not find any results, so broadened the search to include international sources. One group member used a broad encyclopedia while the other three zeroed in on holiday and date-specific resources. Three group members used three different print sources and one used an online resource. All group members found the same information regardless of the source 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…
Information about Bloomsday	Date, definition	Almanac	*Holidays, Festivals, and Celebrations of the World Dictionary* *Chase's Calendar of Events* *Britannica Online* *International Book of Days*

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?
Is Bloomsday a holiday?	If it is holiday, a calendar or almanac resource is best.	Conduct a reference interview.
Is Bloomsday regionally-specific?	If it is, we can use a resource specific to that region	Conduct a reference interview.
Patron did not supply a context	Will need to use a general source for holidays which is international.	Conduct a reference interview.

Search Process (Primary)

Source consulted	Search method/strategy	Result
Chase's Calendar of Events (2009)	Back of the book index (bloomsday)	16 June, 1904[1]

Search Process (Alternate)

Source consulted	Search method/strategy	Result
Britannica Online	Search (bloomsday)	16 June, 1904

Answer
Bloomsday is a celebration of the life of James Joyce, including his first date with his wife-to-be, Nora Barnacle. Every year it is celebrated in Dublin, Ireland (as well as, to a lesser degree, in other parts of the world) on 16 June by reliving the events which take place in his novel *Ulysses* on 16 June, 1904. The name comes from that novel's protagonist, Leopold Bloom.[2]
Thoughts about process
Everyone agreed this was a straightforward search once the proper resource was found.

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[1] *Chase's calendar of events* (2009). New York: McGraw-Hill. p.315

[2] Joyce, James. (2009). In *Encyclopædia britannica*. Retrieved March 14, 2009, from *Encyclopædia britannica online*: http://search.eb.com/eb/article-3773

2 – I was born in Fayetteville, NC on 12/06/1971. Every year on my birthday my mother insists on telling me how difficult it was to get to the hospital through "all that snow." Is she telling the truth or just trying to make me feel guilty?

All group members agreed the *Old Farmer's Almanac* was the preferred source to use for this question. Three of the four group members used the online version of the *Old Farmer's Almanac* to answer this question. The other group member unsuccessfully attempted to find a newspaper from the date the patron requested, because she did not have an almanac available and did not realize the *Old Farmer's Almanac* was available online. One group member tried to find a print version of the *Old Farmer's Almanac*, but she was unable to obtain any dated prior to 1983, so she instead used the online version.

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…
Was there snow in Fayetteville, NC on 12/06/1971	Weather on a specific date for a specific location	Almanac and/or newspaper	*Old Farmer's Almanac* *Newspaper ARCHIVE.com*

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 provide any specific information about Fayetteville, NC	Become familiar with the geography of Fayetteville, NC to pinpoint the location of the closest weather station	Search on Wikipedia for Fayetteville, North Carolina[3].

Search Process

Source consulted	Search method/strategy	Result
Old Farmer's Almanac	Navigate to the Weather tab and select Weather History Perform a search for a date of "12/6/1971" for "Fayetteville, North Carolina" Select the FAYETTEVILLE POPE AF, NC location Select PREV DAY to double-check there was no snow reported on that day as well	On 12/6/71, the weather reporting station in the Fayetteville, NC area showed 0.00 inches of total precipitation, which is a measure of the rain or snow melted during the day, and no data for "snow depth." The symbol next to snow had a red "X," which indicates there was no snow on that day. A search for the previous day also revealed there was no snow or total precipitation. Finally, the range of temperatures on 12/6/71, 42.1–68.0°F indicate that snow would be melting or have already melted.[4]

Answer
Using the *Old Farmer's Almanac*, we found that snow did not fall on 12/6/1971 and the conditions that day as well as the day before do not indicate there was "all that snow."
Thoughts about process
This search was mostly straightforward once we accessed the appropriate source: the online version of the *Old Farmer's Almanac*.

[3] Fayetteville, North Carolina. (2009, March 13). Retrieved March 15, 2009, from Wikipedia: http://en.wikipedia.org/w/index.php?title=Fayetteville,_North_Carolina&oldid=276914544

[4] *The Old Farmer's Almanac Weather History*. (n.d.). Retrieved March 17, 2009, from The Old Farmer's Almanac: www.almanac.com/weatherhistory

3 – Edgar Lee Masters was well known for writing about Illinois and Illinoisans. Was he born in Illinois? If not, what was his connection to the state?

Two group members selected the *Literature Resource Center* database to answer this question. The other two members selected print sources, one that was literature specific (*Benet's*) and one that was a general biographical source (*American National Biography)*. Though all members reached the same answer, it was decided that going to a literature-specific source was a better path.

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…
Masters' connection to IL	Biographical information	Biographical source	*Literature Resource Center* *Benet's Reader's Encyclopedia* *American National Biography*

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?
Masters is well known for his writings, implying he is an author	A literature- or author-specific resource will be best	Start with a literature-specific biographical resource
Masters wrote about Illinois	Masters is connected to the state in some way, if only because he wrote about it	A source specific to the United States or a regional source that includes IL may be used

Search Process

Source(s) consulted	Search method/strategy	Result
Literature Resource Center	Search person – by or about for "Edgar Lee Masters," limit to biographies	Masters was born in Kansas but raised in Illinois[5]

Source(s) consulted	Search method/strategy	Result
Benet's	Flipped through alphabetical entries to "Masters"	Masters was born in Kansas but raised in Illinois[6]

Answer
Edgar Lee Masters was not born in Illinois. He started his life in Garnett, KS but was raised in Western Illinois near Spoon River, specifically in the towns of Petersburg and Lewiston. His *Spoon River Anthology* was based on local people he had known growing up there.

Thoughts about process
Three group members found this question straightforward. Those who used author-specific resources felt confident in that path, given the information provided by the patron. One member wondered what kind of connection the patron was looking for and whether the connection found would be sufficient. All other members felt this connection was strong enough to feel confident that this answer would suffice. Without following up with the patron, it would be impossible to know.

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[5] Edgar Lee Masters. (2003). In *Contemporary authors online*. Detroit: Gale. Retrieved March 18, 2009, from the Literature Resource Center database.

[6] Murphy, B. (Ed.). (1996). Edgar Lee Masters. In *Benet's reader's encyclopedia* (p.662). New York: Harper Collins.

4 – What is a Quorum? What business can be legitimately transacted in its absence?

All group members agreed that *Robert's Rules of Order* was the preferred source to use for this question. Three of the group members first used some form of dictionary. One group member thought that the definition of quorum might have business implications (because of the way in which the question was phrased) and tried using a business dictionary to answer this question. [7] However, this source did not adequately address the second part of the question, so she ended up using *Robert's Rules of Order* to answer the rest of the query. Another group member chose a different dictionary. [8] A third group member used both an online dictionary[9] and *Robert's Rules of Order*. There were no discrepancies in terms of the answer to this question, and all group members agreed that the search process was straightforward.

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…
Definition of quorum Explanation of what business can legitimately occur if the requirements for a quorum are not met	Definition Explanation	Dictionary and/or parliamentary procedure manual	*Robert's Rules of Order*

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?
Did not mention if there is a specific context for the query—is this in relation to business meetings or something else?	If the assumption of context is incorrect, patron could get misleading information	Clarify context with patron through reference interview

Search Process

Source(s) consulted	Search method/strategy	Result
Robert's Rules of Order	Searched table of contents for "Quorum"	Found entry for quorum and a cross-reference to "Quorum of Members"[10]

Answer
A quorum is "the minimum number of members who must be present at the meetings of a deliberative assembly for business to be legally transacted" (Robert et al., 2000, p. 20); this prevents a potentially unrepresentative and very small number of people from being able to enact changes. Without a quorum, any business transacted at a meeting is null and void. The only actions that can be taken are to determine the time to adjourn, to actually adjourn, to take a recess, or to take steps to meet the requirements for a quorum (Robert et al., 2000, p. 336).
Thoughts about process
Robert's Rules of Order is a logical resource to use, although deciphering the rules themselves can prove taxing.

[7] Quorum. (2002). *A dictionary of business* (3rd ed., p. 425). New York: Oxford University Press.

[8] Quorum. (2000). In *The American heritage dictionary of the English language* (4th ed.). New York: Houghton Mifflin. Retrieved March 15, 2009, from http://www.bartleby.com/61/12/Q0041200.html

[9] Quorum. (n.d.). In *Merriam-Webster's online dictionary*. Retrieved March 17, 2009, from http://www.merriam-webster.com

[10] Robert, H. M., Robert, S. C., Robert, H. M., III, Evans, W. J., Honemann, D. H., & Balch, T. J. (2000). *Robert's rules of order, newly revised* (10th ed., pp. 20-21, 334-340). Cambridge, MA: Perseus.

5. – Does the University of Minnesota offer graduate degrees in Medieval/Renaissance studies? Which degrees?

The group members decided the best resource to answer this question for this assignment, based on the resources we have been studying, is a *Peterson's* directory; however, in reality, it is likely the *University of Minnesota (UMN) Graduate School* Web site would be used. Searching the *UMN* Web site provided additional information which *Peterson's* did not provide; we learned Medieval Studies is offered as a minor degree associated with several departments in addition to the one stated in *Peterson's*.

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…
UMN graduate degree information	What, if any, graduate degrees UMN offers in Medieval/Renaissance Studies	College directory College Web site	*Peterson's online* *Peterson's Graduate Programs in the Humanities, Arts & Social Sciences* *UMN* Web site

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?
She is looking for information about graduate degrees Did not say whether she is interested in a certain UMN campus	Narrow scope of search to only graduate programs Look at all possibilities	Use a resource that includes graduate programs Present all options to patron

Search Process

Source consulted	Search method/strategy	Result
Petersons.com	Select advanced search for Graduate Schools Perform a "Graduate Schools Detailed Search" using the following criteria: Graduate School Subject Area = "All Subjects" Graduate School Program = "Medieval and Renaissance Studies" Degree Award Level = "Doctorate" or "Masters" or "Other" Locations = "Minnesota"	MA and PhD options found.
Peterson's graduate programs in the humanities, arts & social sciences (2008)	Searched table of contents for "Medieval/Renaissance Studies"	Found listing for Medieval and Renaissance Studies, then found listing specific to University of Minnesota[11]

Answer
The University of Minnesota-Twin Cities offers both Master degrees in Germanic Studies (German, Germanic medieval studies, Scandinavian studies, and teaching tracks) and Doctoral degrees in Germanic studies (German and Scandinavian studies, German, and Germanic medieval studies tracks) through the Department of German, Scandinavian, and Dutch in the College of Liberal Arts.[12]
Thoughts about process

Although finding a resource to provide an answer was uncomplicated, there was some discussion about whether the patron was interested in only major graduate degrees or minor degrees, as well. Here is another example of how a reference interview is essential.

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[11] Medieval and Renaissance studies. (2008). In *Peterson's graduate programs in the humanities, arts & social sciences, book 2* (42nd ed., pp. 459-461). Lawrenceville, NJ: Peterson's.

[12] Department of German, Scandinavian, and Dutch. (2009). *Peterson's* online. Retrieved March 19, 2009 from http://www.petersons.com/

6 – Is there a foundation in Alabama that makes grants to libraries?

All group members agreed the *Foundation Directory* was the best source to answer this question. Both the online and print versions of the *Foundation Directory* were consulted. The two group members who consulted the print version used different approaches of searching: one browsed by state through Part 1 of the *Foundation Directory*, while another went to Part 2 and referred to an index. Both approaches resulted in answers that would meet the needs of the patron. The online version provided an additional search capability to determine exactly which libraries the foundation provided with grants. We would use a reference interview to clarify if the patron was seeking a particular kind of library or grant.

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 foundation in Alabama that makes grants to libraries	Foundation information	Directory	*Foundation Directory Online Professional* *The Foundation Directory* *The Foundation Directory Supplement*

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 any particular type of library or grant	Assume any kind of grant and any kind of library would meet the needs of the patron	Conduct a reference interview

Search Process

Source consulted	Search method/strategy	Result
Foundation Directory Online Professional	Perform Search Grantmakers with State = "Alabama" and Fields of Interest = "libraries (public)."	From 26 results, select the Alabama Power Foundation, Inc., which is located in Birmingham, Alabama.
	Perform Search Grants with Subjects = "Libraries (public)" and State/Country = "Alabama."	The Alabama Power Foundation, Inc. provided a grant to the Birmingham Public Library.[13]
The Foundation Directory	Browse through listings by state ("Alabama"), looking for "Libraries" in Field of Interest information	Several listings matching search parameters[14]
The Foundation Directory Supplement	Repeat search	One listing matching search parameters[15]

Answer
Using the *Foundation Directory Online Professional* as well as the print-based *The Foundation Directory* and *The Foundation Directory Supplement*, we found the Alabama Power Foundation, Inc. is a foundation in Alabama that make grants to libraries.
Thoughts about process
To find an answer for this question online, we accessed the *Foundation Directory Online Professional*. Depending on which type of library is selected when searching the *Foundation Directory Online Professional*, the results may vary. The print version yielded the same result as the online version, although we found there were other answers available that varied depending on what part of the print version was searched.

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[13] *Foundation Directory Online Professional*. (2009). Available from Foundation Directory Online Professional database through Phoenix Public Library Web site.

[14] Jacobs, D. B. (Ed.). (2008). *The Foundation directory* (30th ed.). New York: Foundation Center.

[15] Jacobs, D. B. (Ed.). (2008). *The Foundation directory supplement*. New York: Foundation Center.

7 – How many volumes does your hometown public library have?

Three group members started their searches with the *American Library Directory*. Two of these members were able to glean their answers from the data provided. However, the third person discovered that her hometown public library did not list the number of volumes in the directory. Unfortunately, this is one reality of a source that relies on self-reporting. This member had to move her search elsewhere to various Web sites before finally locating the information on the state library Web site. The fourth group member began browsing her library's Web site but moved on to a local library directory when that proved unsuccessful.

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…
Number of volumes in hometown public library	Statistic for specific library	Library directory (regional or national)	*American Library Directory* *California Library Statistics*

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?
Did not specify whether volumes meant monographs only or whether it included media and serials	We may get very different numbers based on what is included in "volumes"	Conduct reference interview In the absence of an interview, we will specify to patron what "volumes" includes in each particular case.
If hometown library has multiple branches, does he want data from one branch or whole system?	Numbers will vary accordingly but numbers may not be divided out according to branch	Conduct reference interview

Search Process

Source(s) consulted	Search method/strategy	Result
American Library Directory	Select appropriate volume for state Browse to state, then to town, then to public library within that town	Entry lists library holdings (usually)

Answer
The McMinnville Public Library (OR) holds 85,602 volumes, which includes books, periodical subscriptions, CDs, and DVDs.[16] The Thomas Branigan Memorial Library (Las Cruces, NM) holds 145,129 book volumes.[17] The Anchorage Public Library's (AK) six locations in the Anchorage bowl have a total of 545,858 print book and serial volumes (data was not broken down by branch).[18] The Palos Verdes Library District has 204,137 book volumes.[19]
Thoughts about process
The group found searching the *American Library Directory* to be simple and straightforward. Use of a state-specific library directory and statistical resource was equally easy to use. Searching on the open Web and on library Web sites seemed the most problematic option.

[16] *American library directory, 2008-2009* (61st ed., Vol. 1, p. 1992). (2008). Medford, NJ: Information Today.

[17] *American library directory, 2008-2009* (61st ed., Vol. 1, p. 1558). (2008). Medford, NJ: Information Today.

[18] Table 2: Collections by Population FY2005. (n.d.) *Alaska State Library*. Accessed March 18, 2009 from http://library.state.ak.us/pdf/anc/ak_lib_stats/2005_ak_collections.pdf

[19] Bray, I. (Ed.). (2008). *California Library Statistics 2008* (p. 54). Sacramento, CA: California Department of General Services, Office of State Publishing.

8 – For those in the library field, "ALA is the American Library Association. There are several other "ALA"s, though. List two of them.

Three group members used online sources for this question, while one group member used print. One group member tried to use *The Acronym Database* listed in the class RefWorks account; however, the link to the URL did not work (apparently, UA no longer has access to this e-book). She subsequently used *Webster's Ninth New Collegiate Dictionary*, as well as *AcronymFinder* (which was also used by another group member), to answer the question. One group member used the database *Associations Unlimited*; this database also provided the necessary information. The fourth group member chose a print dictionary of acronyms. This question demonstrates again how different sources can be equally effective at delivering satisfactory answers to a patron's 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…
Two examples of what the acronym ALA stands for (other than American Library Association)	Acronym definitions	Directory of acronyms or associations directory	*Associations Unlimited* database *Acronyms, Initialisms, and Abbreviations Dictionary* *AcronymFinder* *Webster's Ninth New Collegiate Dictionary*

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?
Did not specify an area to which ALA might relate	Assume that patron is not looking for a specific acronym definition	Conduct reference interview to clarify

Search Process

Source(s) consulted	Search method/strategy	Result
Acronymfinder.com	Search "ALA"	59 results (two possibilities are American Lighting Association and American Lung Association)[20]
Acronyms, Initialisms, and Abbreviations Dictionary	Alphabetical search	American Livestock Association, among others[21]

Answer
Four possible meanings for the acronym ALA are Abraham Lincoln Association, American Lighting Association, American Lung Association, and American Livestock Association.
Thoughts about process
AcronymFinder, mentioned in both Katz (*Introduction to Reference Work, Vol. I.*, 8th ed.) and Cassell and Hiremath (*Reference and Information Services in the 21st Century: An Introduction* (3rd ed.), was an easy source to use, as were the additional resources listed under Specifics.

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[20] Bonk, M. R. (2003). *Acronyms, initialisms & abbreviations dictionary* (Vol. 1, p. 229). Detroit, MI: Thomson Gale.

[21] ALA: Definition. (2009). Retrieved March 18, 2009, from http://www.acronymfinder.com/ALA.html

9 – What seems to be Ireland's primary role in the international drug trade?

All group members found the answer quickly in the *CIA World Factbook,* either online or in print. It was an uncomplicated search for all members, although it took one group member a while to figure out what would be the best resource to use.

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…
Ireland's role in drug trade	Information on Ireland's drug trade	A source with information and data about specific countries	*CIA World Factbook* *Europa World Book*

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 whether she is referring to the legal pharmaceutical trade or illegal drug trade	Assuming one over the other could lead to incorrect search strategy and information retrieval We assumed illegal drug trade	Conduct reference interview to clarify

Search Process

Source consulted	Search method/strategy	Result
*CIA World Factbook (*print & online)	(print) Alphabetical search for (Ireland) (online) Assume patron is interested in information about illegal drugs Select Ireland from dropdown menu, go to country profile	Information about money laundering and hashish[22] Scroll down to locate information about Ireland and illicit drugs

Answer
Ireland is a "transshipment point for and consumer of hashish from North Africa to the UK and Netherlands and of European-produced synthetic drugs." Additionally, the Irish government is concerned with drug-related money laundering "using bureaux de change, trusts, and shell companies involving the offshore financial community."[23]
Thoughts about process
This was a simple search, whether using the *CIA World Factbook* online or in print.

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[22] Central Intelligence Agency. (2008). Ireland. In *The World Fact Book (2008)* (p. 284). Washington, DC: Central Intelligence Agency.

[23] Central Intelligence Agency. (2009, March 5). *CIA – The world factbook – Ireland*. Retrieved March 19, 2009, from https://www.cia.gov/library/publications/the-world-factbook/geos/ei.html

10 – Steve Zary has invited you over to eat strawberries from his garden. Knowing that he's a real stickler for etiquette, you don't want to make a faux pas! What is considered the proper way to eat strawberries?

All group members agreed *Emily Post's Etiquette* was the preferred source to use for this question. Three of the four group members used this source to answer this question. The other group member used another etiquette guide, *The Amy Vanderbilt Complete Book of Etiquette*, and found a similar answer. The patron did not specify if the strawberries were to be eaten off the vine or hulled, so we provided an answer to address both cases. We could have used a reference interview to clarify exactly what the patron was 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…
The proper etiquette for eating strawberries	Etiquette advice	Etiquette guide/handbook	*Emily Post's Etiquette* *The Amy Vanderbilt Complete Book of Etiquette*

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 if the strawberries are off the vine or hulled	Provide an answer that addresses both strawberries eaten off the vine and those that are hulled	Conduct a reference interview

Search Process

Source consulted	Search method/strategy	Result
Emily Post's Etiquette	Search index for "strawberries." Index has a reference to "berries." Search index for "berries" and go to the listed page number	Strawberries that are hulled are eaten with a spoon. If the strawberries are not hulled, hold the strawberry by the hull to eat it and then place the leaves on the side of a plate.[24]

Answer
Using *Emily Post's Etiquette,* we found that strawberries that are hulled are eaten with a spoon. If the strawberries are not hulled, hold the strawberry by the hull to eat it and then place the leaves on the side of a plate.
Thoughts about process
This search required going to a specific source that was not available online, so a print copy was consulted. The search was straightforward for an index entry in the back of the book.

[24] Post, P. (2004). *Emily Post's etiquette* (17th ed., p. 394). New York: Harper Collins.

11 – What's the outlook for librarian job growth?

All group members consulted the same resource, with three members perusing the print version and one member utilizing the online version. Regardless of the format used, all group members came up with the same answer. It was noted that the online version is not updated any more regularly than the print version, so the two formats are entirely equal in both their currency and contents. The question asked was very clear, provided necessary information for beginning the search, and left little room for interpretation about what was desired. However, we still feel a reference interview would be to make sure the patron's make sure that we understand what the patron is really asking for. For example, the patron might say librarian but mean any person who works in a library.

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…
Outlook for librarian job growth	Projections for job growth	Ready-reference career resource	*Occupational Outlook Handbook* (print or online)

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 was specific about profession of interest	Patron provided clear information	Reference interview would still be desirable to be sure that we understand what the patron is really asking
Patron was specific about interest in job growth	Patron provided clear information	

Search Process

Source(s) consulted	Search method/strategy	Result
Occupational Outlook Handbook (print)	Search index for "librarian" Flip to page	Locate section on career outlook within the listing for librarians [25]
Occupational Outlook (online)	Search for "librarian"	Retrieve Web page with outlook for this career[26]

Answer
Job growth for librarians between 2006 and 2016 is expected to increase 4%, which is low compared to the average growth for all occupations combined. However, many job openings will be available because of the number of librarians expected to retire in upcoming years. There are expected to be enough library school students graduating to fill these positions, so no shortage of eligible candidates is expected. Since data is only revised every two years, the patron should be advised that this forecast might be slightly out of date.

Thoughts about process
The member using the online resource noted that, although the *U.S. Bureau of Labor Statistics* Web site is vast, this portion of it was easy to use and contained precisely the kind of information that the patron needed.

[25] U.S. Bureau of Labor Statistics, U.S. Department of Labor. (2008). Librarians. In *Occupational outlook handbook, 2008-09 edition,* Bulletin 2700 (p. 268-269). Washington, DC: Superintendent of Documents, U.S. Government Printing Office.

[26] U.S. Bureau of Labor Statistics, U.S. Department of Labor. (2007, December 18). Librarians. In *Occupational outlook handbook, 2008-09 edition*. Retrieved March 17, 2009, from http://stats.bls.gov/oco/ocos068.htm

12 – What is the origin of this quote: "Experience keeps a dear school, but fools will learn in no other"?

All group members wanted to use *Bartlett's Familiar Quotations* to answer this question; however, one group member did not have access to that resource and instead used *The Oxford Dictionary of Quotations*. Further investigation later revealed that this group member did indeed have a print version of *Bartlett's*, but the title was *Familiar Quotations* rather than *Bartlett's Familiar Quotations* and was thus missed during the title search. Group members were impressed with the extensive index in the print version, as well as the ease of searching the online version via *Bartleby.com*.

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 origin of the quotation	Authorship/speakership of a quotation	Ready-reference book of quotations	*Bartlett's Familiar Quotations* (print or online) *The Oxford Dictionary of Quotations*

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?
Did not say where she heard/read this quotation	Quotation's context could provide clues to origin (i.e. if it was referenced by someone in a particular field)	Conduct reference interview to clarify
Did not say if she knows that this is the exact, correct wording of the quotation	If quotation is from memory, wording might not be exact	Searching under topic "experience" might be most efficient

Search Process (Primary)

Source(s) consulted	Search method/strategy	Result
Bartlett's Familiar Quotations (print & online)	Search index for "experience," then browse brief entries to "keeps a dear school" (print) Search entire quotation (online)	Find exact quotation and source[27, 28]

Search Process (Alternate)

Source(s) consulted	Search method/strategy	Result
The Oxford Dictionary of Quotations	Search index for "experience"	Find part of quotation ("Experience keeps a dear school")[29]—referred to *The Concise Oxford Dictionary of Proverbs* for more detailed information
The Concise Oxford Dictionary of Proverbs	Search index for "experience"	Find full quotation[30]

Answer
This quotation was first attributed to Benjamin Franklin in 1743, when it appeared in the December edition of *Poor Richard's Almanack*.
Thoughts about process
The group members who used *Bartlett's* were impressed with the extensive index in the print version. The group member who used *Oxford's* thought that being referred to a second source was potentially off-putting to patrons.

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[27] Bartlett, J. (2002). *Bartlett's familiar quotations: A collection of passages, phrases, and proverbs traced to their sources in ancient and modern literature* (J. Kaplan, Ed., 17th ed., p. 319). Boston: Little, Brown.

[28] Bartlett, J. (1919). *Familiar quotations* (10th ed.). Retrieved March 20, 2009, from http://www.bartleby.com/100/245.14.html

[29] Knowles, E. (Ed.). (1999). *The Oxford dictionary of quotations* (5th ed., pp. 594, 599). Oxford: Oxford University Press.

[30] Simpson, J., & Speake, J. (Comps). (1992). *The concise Oxford dictionary of proverbs* (2nd ed., p. 86). Oxford: Oxford University Press.

13 – Is there a motion sickness medication I can take other than Dramamine?

Our group used three different resources to answer this question; one (*Physicians' Desk Reference (PDR)*) is aimed at professionals, such as physicians and pharmacists, while the other two (*Health Source* and *Merck.com*) are directed at the average consumer. *Health Source* is an article database available through the University of Alabama. *Merck.com* is a complete medical encyclopedia covering all aspects of medicine, with a user-friendly interface.

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…
Medication, besides Dramamine, for motion sickness.	Medication name	Medication/medical handbook	*Physicians' Desk Reference* *Health Source – Consumer Edition* *Merck.com*

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?
Did not say whether she is looking for a generic equivalent to Dramamine or an entirely different medication	We need to provide all equivalents found	Conduct a reference interview Be clear that we cannot provide any medical advice
Did not give the non-brand name nor active ingredient(s) for Dramamine	We may need to find out what the active ingredient in Dramamine is to find a similar medication	If necessary, look this information up

Search Process (Primary)

Source consulted	Search method/strategy	Result
Physicians' Desk Reference (PDR) (online & print)	Full drug label search—"motion sickness"	many results
	Search in product category index for "motion sickness"	many results

Search Process (Alternate)

Source consulted	Search method/strategy	Result
Merck.com	Search "motion sickness" in search bar	Results "For Patients & Caregivers," "For Healthcare Professionals," "For Company Information"
	Click on "For Patients & Caregivers" on top navigation bar	Articles
	Browse first article to "Prevention and Treatment" section	Medications listed with highlighting. Hovering over a highlighted medication pops up brand names of those medications.
*Health Source – Consumer Edition (*through UA)	Search "Dramamine"	Four articles about Dramamine and one about preventing motion sickness.[31]

Answer
There are many possibilities, including Transderm Scōp®[32] and Marazine.[33]

Thoughts about process
Using the *PDR*, many of the results were for all types of antiemetics and antihistamines, not just those for motion-sickness. Several group members did not like the results found in the *PDR* because they were aimed at professional medical workers and were difficult to differentiate. Instead, those members found online sources (*Health Source* and *Merck.com)* aimed at the average consumer, where the search results were much easier to interpret.

[31] The Best Way…to prevent motion sickness. (2006, July). *Health*, Retrieved March 21, 2009, from Health Source - Consumer Edition database

[32] Transderm Scōp®. (2009). In *Physicians' desk reference* (63rd ed., pp. 2206-2208). Montvale, NJ: Physicians' Desk Reference.

[33] Jacewicz, M. (Ed.). Motion sickness. (2007). *The Merck manuals online medical library, home edition for patients and caregivers*. Retrieved March 20, 2009, from http://www.merck.com/mmhe/sec06/ch080/ch080d.html

14 – I received a notice about a recall for my Mazda 6 Wagon, but threw it away by mistake. Where could I find information about possible recalls for my car?

Three of the group members accessed the *Auto Repair Reference Center* database to find information about automobile recalls. These group members found the *Auto Repair Reference Center* database by performing a text search through the list of all of the University of Alabama databases, as this database did not appear in the list of results when a "Retrieve all subjects" and "Retrieve all types" search was conducted. The other group member used her knowledge of *Consumer Reports* to find a reference to the *Office of Defects Investigation* Web site, which contains recall information. Both *Auto Repair Reference Center* database and the *Office of Defects Investigation* Web site require specific information about the year and engine type of the automobile, so a reference interview would be essential if the patron was seeking specific recall information.

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…
Recall information for a Mazda 6 Wagon	Automobile recall information	Automobile recall database	*Auto Repair Reference Center* (online) *Consumer Reports* *Office of Defects Investigation*

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 what is the year of the car or the engine type	Can show the patron the years available but need more specifics	Conduct a reference interview

Search Process

Source consulted	Search method/strategy	Result
University of Alabama databases	Display all *University of Alabama databases* and text search	One result for *Auto Repair Reference Center*[34]

Answer
Either the online *Auto Repair Reference Center* or the *Office of Defects Investigation* Web site could be used to find automobile recall information.

Thoughts about process
The search for the online *Auto Repair Reference Center* highlighted the limitations of the search function available for the University of Alabama databases.

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[34] *Auto Repair Reference Center*. (2009). Available from Auto Repair Reference Center database.

15 – Why is Stevie Wonder not included in the *Dictionary of American Biography*?

In order to answer this question, we had to determine the inclusion criteria for the *Dictionary of American Biography (DAB)*. While our first instincts were to consult the *DAB* itself, only two group members ultimately went that route due to access issues. The other two consulted reference source guides in our LS 507 textbooks. Regardless of the path, all members found the same information. In addition to determining the scope of the *DAB*, it was necessary to verify that Stevie Wonder is alive to answer the patron's 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…
Explanation for why Stevie Wonder is not in the *Dictionary of American Biography*	Inclusion criteria for *DAB*	*Dictionary of American Biography* or a source that discusses its inclusion criteria	*Dictionary of American Biography* *Introduction to Reference Work, Vol. 1* *Reference and Information Services in the 21st Century*

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 whether he has checked to make sure that Stevie Wonder is not included	Need to verify that he is not listed in the *DAB* We assumed the patron checked	Conduct reference interview to clarify
Patron did not say whether subject is living or dead	Many biographies limit inclusion to the deceased so this fact may be key	Confirm whether Stevie Wonder is living or dead

Search Process (Primary)

Source(s) consulted	Search method/strategy	Result
Dictionary of American Biography	Search preface for information about inclusion criteria	Find editors' explanation for how the latest supplement was compiled[35]
Rock and Roll Hall of Fame Web site	Search "Stevie Wonder"	Confirm that Stevie Wonder has not yet died[36]

Search Process (Alternate)

Source(s) consulted	Search method/strategy	Result
Introduction to Reference Work, Vol. 1	Browse Chapter 9 on biographical sources	*DAB* is "concerned with prominent, quite dead, Americans"[37]
Reference and Information Services in the 21st Century	Search index for "*Dictionary of American Biography*"	*DAB* only includes biographies of the deceased[38]

Answer

The *Dictionary of American Biography* only includes entries for individuals who are no longer living. Since Stevie Wonder is alive, he is not currently eligible to be profiled.

Thoughts about process

This search was straightforward regardless of the source used because all sources clearly spelled out the *DAB* inclusion criteria.

[35] Jackson, K. T., Markoe, K. E., & Markoe, A. (1995). Preface. In *Dictionary of American biography: Supplement ten, 1976-1980* (pp. vii-viii). New York: Charles Scribner's Sons.

[36] *Stevie Wonder*. (2007). Retrieved March 20, 2009, from http://www.rockhall.com/inductee/stevie-wond

[37] Katz, W.A. (2002). *Introduction to reference work, Vol. 1: Basic information services* (8th ed., p. 364*)*. Boston: McGraw Hill.

[38] Cassell, K.A., & Hiremath, U. (2006). *Reference and information services in the 21st Century: An introduction* (3rd ed., p. 202). New York: Neal-Schuman.

16 – Why isn't Bill Clinton profiled in the *Dictionary of National Biography*?

This question dealt with the scope of a reference source. Two group members used the Quick Guide that is part of the online version of the *Oxford Dictionary of National Biography* to determine the scope. The other two group members used the textbooks for LS 507 to determine the scope. All group members already knew that Bill Clinton was still alive, but if there had been any doubt, we could have verified that information using an outside source first.

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…
Explanation for why Bill Clinton is not in the *Dictionary of National Biography*	Explanation/inclusion criteria for the *DNB*	Source that reviews the *Dictionary of National Biography* or that includes the selection criteria for the *DNB*	*Oxford Dictionary of National Biography* (online) *Introduction to Reference Work, Vol. 1* *Reference and Information Services in the 21st Century*

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?
Did not say if she has already checked to see if Bill Clinton is profiled or if that is second-hand information	Will need to verify that Bill Clinton is not listed	Check the *Dictionary of National Biography* to make sure Bill Clinton is not included
Did not say if she is referring to former U.S. President (William Jefferson Clinton) or to another individual		Conduct reference interview to clarify

Search Process

Source(s) consulted	Search method/strategy	Result
Oxford Dictionary of National Biography (online)	Browse home page—click About Oxford DNB for more information	Find Quick Guide to *DNB*[39]
Reference and Information Services in the 21st Century	Search index for "Dictionary of national biography"	Go to the section on the *DNB*[40]
Introduction to Reference Work, Vol. 1	Search index for "Dictionary of national biography"	Go to the section on the *DNB*[41]

Answer
Like the *Dictionary of American Biography*, the *Dictionary of National Biography* only has entries for deceased people, so Bill Clinton is not yet eligible for inclusion. Although primarily for British and Irish notables, people born in other countries may be included if they have achieved a certain stature; however, they still have to die first before they will be profiled in the *DNB*.
Thoughts about process
Although we used different sources to verify the scope, we all arrived at the same conclusion as to why Bill Clinton is not included in the *Dictionary of National Biography*.

[39] *Quick guide to the Oxford Dictionary of national biography*. (2009). Retrieved March 30, 2009, from Oxford Dictionary of National Biography database.

[40] Cassell, K.A., & Hiremath, U. (2006). *Reference and information services in the 21st Century: An introduction* (3rd ed., p. 203). New York: Neal-Schuman.

[41] Katz, W. A. (2002). *Introduction to reference work, Vol. 1: Basic information services* (8th ed., pp. 366-368). Boston: McGraw-Hill.

17 – What was Buddy Holly's real name?

Among the four group members, three different sources were used; two in print and one online. Most group members used general biographical resources, but one used a resource specific to musicians and found the search easy because of it. One source gave a slightly different variation on the name ("Charles Hardin" as opposed to "Charles Hardin Holley"), and there was debate about whether that was a factual error on the part of this reputable resource or just a poor way for the resource to display the information. The group felt confident "Charles Hardin Holley" was correct, as his father's name was given in the *American National Biography Online (ANBO)* as Hardin O. Holley.

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…
Buddy Holly's real name	Biographical information	Biographical	*American National Biography Online (through UA)* *The Rock Who's Who* *Biography Reference Bank*

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?
Did not say whether she was interested in Buddy Holly, the famous musician, or a different Buddy Holly	We assumed the patron meant the famous musician and will use a resource which focuses on musicians	Conduct reference interview to clarify.
Did not say how she knew that Buddy Holly was not his real name	Patron may have additional information that would be useful when searching	Conduct reference interview to clarify.

Search Process

Source consulted	Search method/strategy	Result
American National Biography Online (through UA)	Quick search (buddy holly)	One result from *ANBO*.[42]

Answer
Buddy Holly was born Charles Hardin Holley.

Thoughts about process
This was a straightforward search for all group members, regardless of resource used.

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[42] Pierce, P. (2000). *Buddy Holly*. Retrieved March 25, 2009, from American National Biography database.

18 – Look at a couple of issues of *Current Biography*. In comparison to the other biographical sources we've studied, what's different about it?

All group members took a similar approach to this question, reviewing issues of *Current Biography* and comparing them to other biographical sources we discussed in LS507, including the *Dictionary of American Biography* and the *Dictionary of National Biography*. Our group did have some debate over which differences should be included in the answer. Ultimately, we reached a consensus and decided it was best to provide the patron with an extensive list of differences.

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…
How is *Current Biography* different from other biographical sources	Comparative evaluation	Biographical source	*Current Biography* *Dictionary of American Biography* *Dictionary of National Biography*

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?
Did not specify the other biographical sources to use as the basis for comparison	Select a variety of sources	Conduct reference interview
Did not specify which aspects of the entries in each source to compare	Offer a broad assessment to include major facets	

Search Process

Source consulted	Search method/strategy	Result
Current Biography *Dictionary of American Biography* *Dictionary of National Biography*	Look at recent issues of *Current Biography* to gauge differences from the other biographical resources Review the "A note to our readers" section of *Current Biography*	Refer to the answer below for a detailed description of the comparison.

Answer
Current Biography differs from the *Dictionary of American Biography* and the *Dictionary of National Biography* in the following ways: • *Current Biography* covers individuals who are important now and just not the historically significant individuals covered in the other sources. According to the note to readers at the front of each issue of *Current Biography*, the individuals who are profiled come from "popular culture, sports, science and technology, national and international affairs, business, and the visual and performing arts." [43] • *Current Biography* includes profiles of living persons, while the other sources only include deceased persons. • *Current Biography* is issued monthly (except in December), while the other sources are updated much less frequently, often years apart. • The note to readers in *Current Biography* also clearly states where it gets information and provides a list of selected references, which the other sources do not communicate in the same way. • *Current Biography* includes photos, while the other sources do not. • *Current Biography* also publishes obituaries for individuals who have previously appeared in the publication. • The format of the publication of *Current Biography* is quite different (thin, magazine-like soft-cover volumes) from the other sources (thick, hard-cover volumes).
Thoughts about process
Without knowing precisely what differences between *Current Biography* and the other sources the patron was seeking, it was difficult to know which aspects to address.

[43] A note to our readers. (2008). *Current biography, 69*(10), n.p.

19 – Which UA/AVL electronic resource provides biographical information specifically about authors? What are the resources included that provide this information? (Hint: Do an author search and note which biographies appear.) What other types of resources (i.e. not biographical) does this resource offer?

Three group members selected the *Literature Resource Center (LRC)* for this question. One of these group members gravitated directly to the *LRC*, while the other two members tried several other databases before selecting this one. The fourth group member selected the *Contemporary Authors* database. Group discussions revealed that *Contemporary Authors* resources are actually included within the *Literature Resource Center* database. All group members discovered their selected databases by going to the UA databases page, selecting "Biographies" for resource type and either browsing or searching the results.

Two distinct methods were used for answering the second part of the question regarding included resources. One member opted to look for a comprehensive list of included resources on the database page, while others used the method suggested in the question. Though results were largely similar, the comprehensive list necessarily provided a more thorough list of included resources.

For the last part, all members who explored the *LRC* came up with the same answer. This was the easiest part of the question because the types of content were listed on the main database page.

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…
UA/AVL database with biographical information specifically about authors Resources included in this database Other non-biographical information included in this database	Specific content information about an electronic resource	UA/AVL database with biographical information specifically about authors	*Literature Resource Center*

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?
Did not say if there is more than one resource from UA/AVL that would meet the criteria	May need to look at descriptions of several databases in order to select one that is most likely to answer all the patron's questions. We assumed we were on the right track with *Literature Resource Center* because that is the only potential candidate discussed in class.	Conduct reference interview to clarify
Question uses "resources" several times but meaning appears to change each time	If our interpretation of the meaning of the word each time is incorrect, the answer we provide may be incorrect. We assumed that "electronic resource" meant database, "resources" in the second question referred to the specific biographical works included in the database, and "types of resources" meant content types.	Conduct reference interview to clarify

Search Processes

Source(s) consulted	Search method/strategy	Result
Literature Resource Center (Preferred process)	Locate and click "About *Literature Resource Center*" link at bottom of page Locate and select "What's in *Literature Resource Center*" link at center of page	Clicking this link brings up an Excel spreadsheet listing all included resources[44]
Literature Resource Center (Suggested process)	Select an author to search Basic search for "person by or about" using term "John Irving," limited to "biographies" content type Narrow results by person about ("Irving, John (American writer)")	16 results, but not all for the right John Irving 8 results, from sources such as *Contemporary Authors Online*, *Contemporary Literature*, *Dictionary of Literary Biography*, *American Writers: A Collection of Literary Biographies*, *Contemporary Literary Criticism Select*, *Merriam Webster's Encyclopedia of Literature*, and *The Twayne's Author Series*

Answer
Part 1: We selected the *Literature Resource Center* database.
Part 2: *Literature Resource Center* searches a number of databases and hundreds of individual resources. Sample sources for biographical material include *Contemporary Authors Online*, *Dictionary of Literary Biography*, and *The Twayne's Author Series*. A sample of resources can be discovered by doing a test search, but a complete list may be obtained by exploring the About page.[45]

Part 3: In addition to biographical resources, the *Literature Resource Center* includes literary criticism, multimedia, primary sources and literary works, reviews/news, and topic/work overviews. |
| **Thoughts about process** |
| The browser interface for the *LRC* was not intuitive for the members who explored that function. |

[44] What's in *Literature Resource Center*? (2009, February 9). Retrieved April 3, 2009, from http://www.gale.cengage.com/product_pages/lrc-tips.htm

[45] *Literature Resource Center*. (2009). Available from Literature Resource Center database.

20 – Look at the listing of individuals associated with your home state in one of the *Who's Who* publications (*Who's Who in America*, etc.). How many of these people have you heard of? Are you surprised by whom you find or don't find there? Look at the entry for a couple of them. What might the *Who's Who* works be useful for?

Three of the group members had not used a *Who's Who* publication before and were surprised by the large number of unfamiliar entries. The one group member who had used *Who's Who* before was not surprised, given that the majority of people in the United States are not well known. All group members thought these sources needed to be used with caution, given the nature of how the information is collected (primarily via self-reporting).

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…
How many people in a *Who's Who* publication are notable names in Oregon, Alaska, Arizona, and California	Statistic (number/percentage of people that are well known)	*Who's Who* directory publication	*Who's Who in America 2009* *Who's Who on the Web* *Who's Who of American Women, 2008-2009*
What purpose do *Who's Who* publications serve	Explanation of intended audience or usage		

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?
N/A	N/A	N/A

Search Process

Source(s) consulted	Search method/strategy	Result
Who's Who in America 2009	Search index for "Oregon"—browse statewide listings, then look at listings for McMinnville, La Grande, Salem, and Portland Search index for "California, Los Angeles"	Slightly more than 2 pages of listings total Many names (85-90%) are unfamiliar Examine entry in detail (Jerry Naylor-Jackson)[46] Thousands of people listed, many recognizable from Hollywood Examine entry in detail (Marie Ngetiko Fongwa)[47]
Who's Who on the Web	Search State/Province of Mailing Address = "Arizona"	Over 1,000 entries Examine entry in detail (Grant Hill)[48]
Who's Who of American Women, 2008-2009	Search "Alaska"—browse list to see who is a recognized name	99 entries, 8 known to group member, 3 well known to other Alaskans Examine entry in detail (Sarah Palin)[49]

Answer
The entries in the various *Who's Who* publications are comprised largely of non-famous people. As a group, we recognized a very small percentage of the entries for our home states. This is not surprising, as the majority of people in the United States are not well known by the masses. *Who's Who* lists a number of educators, professionals, local politicians, and others who have reached a relative level of success within their jobs. *Who's Who* primarily serves as a directory, offering contact information for the entries, as well as providing lists of accolades and achievements. Some of the potential uses for *Who's Who* publications could be as networking/hiring tools (for example, to verify resume data or to find out a person's organizational affiliations), as date verification tools (for important dates in a person's life, such as birth, death, marriage, degrees earned, or when the person immigrated to the U.S.), or as genealogical research tools.

Thoughts about process
Since the information in the *Who's Who* series is primarily self-reported, entries are of limited use. However, the print resources have great indexes and excellent keys to abbreviations that are used throughout the work. Searching via the online version was straightforward, and it was easy to look at individual entries. One group member was surprised at the disproportionate number of entries for lawyers compared with the number of entries for physicians (lawyers far outnumbered physicians); additionally, she noted that those physicians with entries were also usually listed as educators. Although there were email addresses given for many of the actors in the Los Angeles listing, we doubt that these are "real" addresses!

[46] Naylor-Jackson, Jerry. (2008). In *Who's Who in America 2009* (63rd ed., Vol. 2, p. 3585). New Providence, NJ: Marquis Who's Who.

[47] Fongwa, Marie Ngetiko. (2008). In *Who's Who in America 2009* (63rd ed., Vol. 1, p. 1588). New Providence, NJ: Marquis Who's Who.

[48] Grant Hill. (2009). Retrieved April 1, 2009, from Who's Who on the Web database.

[49] Palin, Sarah Heath. (2008). In *Who's Who of American women, 2008-2009* (p. 1537). New Providence, NJ: Marquis Who's Who.

21 – Find a subject encyclopedia, dictionary or handbook related to your final project topic. Write an annotation and locate a review of the work from another source. Evaluate it in terms of the criteria outlined by Katz:
Scope
Authority
Viewpoint/bias
Writing style
Currency
Arrangement
Indexing (including references within articles)
Format
Bibliographies

We have provided each of our annotations and reviews below:

Allon's Number 21:

Annotation:
Berinstein, P. (2001). *Alternative energy: Facts, statistics, and issues*. Westport, CT: Oryx Press.

This paperback reference covers the historical development of conventional energy sources as well as alternative energy sources, including solar, wind, biomass, ocean, fusion, geothermal, and hydrogen sources. It also examines potential energy sources for the future. This reference is limited to the United States and does not discuss or evaluate international renewable energy efforts. A comprehensive index and a glossary are found at the end of this reference, and lists of tables and figures are available at the beginning. A bibliography is not included; however, sources are cited for the tables. The author appears to be reputable and knowledgeable, as she has worked as a reference librarian in science and technology libraries and has also run a research company that provided statistical information to clients. The author has obtained most of the data from the U.S. Department of Energy. Although this reference is almost eight years old, it is still a relevant resource based on the historical and scientific background it provides for alternative energy sources. This reference is written for a layperson without an alternative energy or technical background. Professionals in the energy industry will also find the historical information useful. This reference is recommended for high school, academic, and public libraries.

Review:
Stephenson, C. (2004). [Review of the book *Alternative energy: Facts, statistics, and issues*]. *Knowledge Quest*, *32*(5), 50-1. Retrieved April 3, 2009, from Library Literature and Information Science Full Text database.

D'Arcy's Number 21:

Annotation:
Robbins, P. (Ed.). (2007). Encyclopedia of environment and society. Los Angeles: Sage.

This five-volume encyclopedia is meant to convey a snapshot of the current conversation about and the status of environmental issues. The editor argues that environment and society, along with all other related topics, are intertwined and that no distinction can exist between them. Articles reflect this viewpoint and often touch on various disciplines. Though the focus is primarily on the United States and North America as a whole, worldwide issues are addressed. The set contains 1200 alphabetically organized entries, each signed by an expert author. Following each entry are cross references to other articles in the set and bibliographies identifying both print and web sources. Each volume contains an extensive index of terms and various maps of the world for reference. In addition, the first volume contains a helpful reader's guide, which lists all articles according to various themes and topics, as well as alphabetical listing of all articles contained in the set. The publisher is widely known for publishing reputable reference works. The editor and contributors appear similarly reputable and knowledgeable. Articles are clearly written, well-edited, and can be understood by readers with a high school education.

Review:
Wilson, M. A. (2008). Encyclopedia of environment and society [Review of the encyclopedia set *Encyclopedia of environment and society*]. *American Reference Books Annual, 39*, 630-631.

Deb's Number 21:

Annotation:
Resource: Snell, C. & Callahan, T. (2005). *Building green: A complete how-to guide to alternative building methods.* New York: Lark Books.

Building Green is written by an expert in the green building field and a master craftsman and contractor with over 30 years' experience in conventional building. The combination of their experiences provides a fairly well-balanced perspective on building a home using alternative methods and materials, although Snell's obvious dislike of conventional building methods often takes center stage. Together, they built a small cottage, which contains all the basic amenities of a full-sized home, to illustrate many different sustainable building techniques, as well as to provide a step-by-step primer to building an environmentally-friendly ("green") home. The 615-page book is both a how-to manual illustrating basic techniques and an introduction to green building. The book starts with a section on green building philosophy, than moves to a discussion of design basics, including site determination and design of the actual structure. The next, largest sections involve the actual building process. The text avoids highly technical terminology and is written for the average adult reader. A full index and glossary at the back of the book are augmented by the companion Web site, *Think Green Building* (www.thinkgreenbuilding.com). Unfortunately, there is no bibliography and the "links" area on the Web site is empty. The book was published in 2005, and it appears the companion Web site may have been last updated shortly thereafter. Even with no bibliography, the book is valuable because of its combination of general philosophy and specific technique, the collective expertise of its authors, its many high-quality color photographs, illustrations and charts and the information contained within. This reference is recommended for a collection specializing in environmental sustainability in a public library.

Review:
Ellis, K. (2006). [Review of the book *Building green.*] *Library Journal*, *131*(4), 114. Retrieved from Book Review Digest Plus database.

Kathleen's Number 21:

Annotation:
Allin, C. W., (Ed.) & McClenaghan, R. (Proj. Ed.). (2000). *Encyclopedia of environmental issues* (Vols. 1-3). Pasadena, CA: Salem Press.

This work covers a range of issues related to the environment, including the human impact on the environment. Published in 2000, it continues to be a relevant resource since many of the entries provide historical context. Topics (ranging from energy-efficiency labeling and wind energy to deep ecology and environmental ethics) are addressed both broadly and in more specific entries (such as the Flavr Savr tomato). Volume 3 contains a timeline of milestones in modern environmentalism, a directory of environmental organizations, a directory of U.S. national parks, and a glossary. Each of the 475 articles is signed by the author, who is an academic or other expert. Author affiliation can be seen in the list of contributors at the front of Volume 1. The resource is focused on the U.S. and does not provide particularly in-depth coverage of international perspectives. The editors have tried to maintain neutrality throughout the work, especially with regard to controversial issues. Articles are written clearly and can be understood by non-specialists. A brief summary prior to each article places it in the larger context of environmental issues.

The encyclopedia encompasses three printed, hardcover volumes. Articles are arranged alphabetically, and there is an alphabetical listing at the front of each volume indicating the contents of that volume. Although clearly legible, photographs, charts, and graphs are all in black-and-white. Each entry is categorized into a broader topic area; a list of categories with related entries is available at the front of Volume 1. Cross-references to other articles in the series are included at the end of each entry. A comprehensive index is included at the end of Volume 3. Suggested readings are included for many articles. There is also a bibliography of selected recent works of interest on environmental issues, based on the categories used throughout the series, at the end of Volume 3.

As an overview of environmental issues from the fields of biology, earth science, demographics, and philosophy, among others, this resource is recommended for most libraries.

Review:
Quinn, M. E. (2000, June 1 & 15). [Review of the book *Encyclopedia of environmental issues*]. *Booklist, 96*(19/20), 1952, 1954.

22 – What has been the range of vote percentages for Republican and Democratic presidential candidates since the end of WWII?

Three group members used some version of the *Statistical Abstract of the United States,* either in print or online. One group member turned to the *Cable News Network* Web site (*CNN.com)* to find an electoral map with candidate percentages for 2008 election.[50] Some of the people using the *Statistical Abstract of the United States* online found the Web site very busy and difficult to wade through, although the search itself was not hard. Interestingly, although several of us used variations on the same resource, we all had slightly different percentages for our answers. It was postulated that may have to do with different tables' data being obtained using slightly different rounding techniques.

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…
Range of vote percentages for the major political parties' presidential candidates since the end of WWII.	US presidential election statistics	Statistical abstract	*Statistical Abstract of the United States* *Presidential elections, 1789-2004*

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?
Did not say if she wants information regarding electoral or popular votes	We assumed popular votes	Conduct reference interview
Did not give specific dates or say when WWII ended	We need to verify end date for WWII and determine which presidential election was the first to occur after its conclusion	Consult general encyclopedia—WWII ended in 1945, so the 1948 election will be the beginning of the time span[51]

Search Process (Primary)

Statistical Abstract of the United States (online)	Under "Summary Statistics," select Historical Statistics Select Vote Cast for President	"Vote Cast for President by Major Political Party" table[52]

Search Process (Alternate)

Source consulted	Search method/strategy	Result
Statistical Abstract of the United States 2009 (128th edition)	Search index for "Elections" Flip to correct page Browse table for percentages	Find subentry for "presidential" and flip to that section[53]

Answer
The Democratic presidential candidates have ranged from a low of 37.2% of the vote (George McGovern, in 1972) to a high of 61.1% of the vote (Lyndon Johnson, in 1964). The Republican presidential candidates have ranged from a low of 37.1% of the vote (George H.W. Bush, in 1992) to a high of 60.2% of the vote (Richard Nixon, in 1972).[54]
Thoughts about process
Finding the 2008 presidential election vote percentages was more difficult than anticipated. The online version of the *Statistical Abstract of the United States* only had results through 2004. We decided one of the major news networks would likely have election results materials available on their Web site, and *CNN.com* did.

[50] Cable News Network. (2008). *Election center 2008*. Retrieved March 20, 2009, from http://www.cnn.com/ELECTION/2008/

[51] World War II. (2009). In *Columbia encyclopedia*. Retrieved March 20, 2009, from Student Research Center database.

[52] U.S. House of Representatives, Office of the Clerk. (n.d.). *U.S. census bureau - 2009 statistical abstract.* Retrieved March 20, 2009, from U.S. Census Bureau: http://www.census.gov/compendia/statab/tables/09s0380.pdf

[53] U.S. Census Bureau (2008). *Statistical abstract of the United States 2009* (128th edition). US Government Printing Office: Washington DC. p237.

[54] *Statistical abstract of the United States*. (2009). Retrieved March 21, 2009 from U.S. Census Bureau: http://www.census.gov/statab/hist/HS-52.pdf

23 – Where can I find statistics about fatal accidents on highways in the U.S.?

Our group found two sources that could be used to answer this question: the *Statistical Abstract of the United States: 2009* and the *National Highway Traffic Safety Administration* Web site. The two group members who used the *Statistical Abstract of the United States: 2009* had previous knowledge of the source. For the *National Highway Traffic Safety Administration* Web site, one group member had prior knowledge of the site, while the other found it on the list of sources provided by the instructor for LS507.

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 to find highway accident statistics in the U.S.	Source to find statistical information	statistical handbook/government source	*Statistical Abstract of the United States: 2009* *National Highway Traffic Safety Administration* Web site

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?
Did not say what years data should cover	Find a source with a variety of accident statistics so the patron can choose	Conduct reference interview

Search Process

Source consulted	Search method/strategy	Result
Statistical Abstract of the United States: 2009	Search index for "automobiles" Search index for "motor vehicles"	Referred to "motor vehicles" Subheading for "accidents/death" Verified that the appropriate statistical information is available in this source[55]

Source consulted	Search method/strategy	Result
National Highway Traffic Safety Administration Web site	Under Quick Clicks, select "Newest Studies and Reports"	The *2007 Traffic Safety Fact Sheets* provide a variety of statistics about fatal accidents on U.S. highways[56]

Answer
We identified the *Statistical Abstract of the United States: 2009* and the *National Highway Traffic Safety Administration* Web site as sources the patron could use. The *Statistical Abstract of the United States: 2009* provides a wealth of statistical data, including a number of tables related to automobile accidents. The *National Highway Traffic Safety Administration* Web site also provides a variety of statistics about fatal accidents on U.S. highways.
Thoughts about process
Using the *Statistical Abstract of the United States: 2009* was straightforward after we determined the index references the tables by table number rather than by page number. The *National Highway Traffic Safety Administration* Web site is somewhat cluttered, so it took some time to find the appropriate link.

[55] U.S. Census Bureau. (2008). *Statistical abstract of the United States: 2009*. U.S. Census Bureau :Washington, DC.

[56] National Highway Traffic Safety Administration. (n.d.). *Latest Releases.* Retrieved April 8, 2009, from http://www.nhtsa.dot.gov/portal/site/nhtsa/menuitem.6a6eaf83cf719ad24ec86e10dba046a0/

24 – What is the Consumer Price Index (CPI) based on? During which month and year did it reach its highest point?

The group used two distinct methods for answering the first part of this question. One member sought the answer in a business encyclopedia to get a clear definition, which then helped her select the best possible source. The other three members identified a possible source first and then found the definition within that source.

 Group members agreed the best source to answer the second part of this question was the *U.S. Bureau of Labor Statistics* Web site *(BLS)*. All group members ultimately found their answers there, though two members attempted to answer the question using the *Statistical Abstract of the United States (SAUS)* first. They moved on to the *BLS* when they discovered that the data in the *SAUS* was not broken down to individual months.

Two distinct methods for answering part two were employed using the *BLS*. Three people browsed to the CPI history table and pulled their answers from that data. The fourth group member used the data search function to determine the answer. This allowed her to narrow the data down by region and commodity, and select whether she would like the data to be "seasonally adjusted." This latter method would be excellent to use in a situation where the patron was there with you to guide the search. In the absence of the patron, using the history table was the best option.

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…
Basis for the Consumer Price Index	Explanation/definition of CPI	Government statistics source	*Statistical Abstract of the United States*
Month/year that CPI was at its highest	Statistics for CPI	Business dictionary or encyclopedia (if basis is not found in the statistical source)	*U.S. Bureau of Labor Statistics* Web site *Encyclopedia of Business*

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?
Did not say if she needed a detailed explanation of the CPI or just a short one	May want to find a source that could provide more info for patron if needed	Conduct reference interview to clarify
Did not specify whether CPI is an international or U.S. only statistic	Selected source may not provide needed coverage	If unsure, we need to look the concept up in a dictionary or encyclopedia, or clarify with patron.
Did not specify a particular commodity or U.S. region of interest	CPI statistics exist for each state/region and commodity. We assumed patron wanted overall CPI for all commodities across the U.S.	Conduct reference interview to clarify

Search Process – Definition/Basis

Source(s) consulted	Search method/strategy	Result
Encyclopedia of Business	Search alphabetically for "Consumer Price Index"	Find definition of and basis for CPI [57]
Statistical Abstract of the United States: 2009	Search index for "Consumer Price Index" Refer to section listed	Find definition of and basis for CPI [58]
U.S. Bureau of Labor Statistics Web site	Navigate through the Consumer Price Index (CPI) page to the FAQs and select "What is the CPI?"	Find definition of and basis for CPI [59]

Search Process – Statistic

Source(s) consulted	Search method/strategy	Result
U.S. Bureau of Labor Statistics Web site (Table method)	From main *BLS* page, navigate: "Databases and Tables" tab > "Inflation & Prices" section > "All Urban Consumers" section > "Tables" icon > "CPI Tables" section > "Table Containing History of CPI…" link	Table containing numerical history of CPI[60]
U.S. Bureau of Labor Statistics Web site (Search method)	Begin navigation sequence above but instead of clicking "Tables" icon, click "One-Screen Data Search"	
	Select an area, one or more commodities, and whether the data should be seasonally adjusted	Customized tables are displayed[61] Searcher may change range of years and select various formatting options from the results screen.

Answer
The CPI represents the "average change in prices that typical American wage earners pay for basic goods and services, such as food, clothing, shelter, transportation, and medical care."[62] The CPI is expressed as a percentage, comparing the current cost to the cost of the same goods and services in another period. The CPI reached its highest point to date in July of 2008, when the CPI was 219.964.[63] (Note: Answers to the second part will vary if using the search method, depending on the options selected.)

Thoughts about process
The first part of the search was easy, but the second part became a bit complicated. The *U.S. Bureau of Labor Statistics* Web site is filled with information, and it is not always clear where to go for what you need. Though most found the table relatively easily, some were not sure this was actually the correct information.

[57] Hillstrom, L. C. (1995). Consumer price index (CPI). In *Encyclopedia of business* (J. G. Maurer, J. M. Shulman, M. L. Ruwe, & R. C. Becherer, Eds., Vol. 1, pp. 298-299). New York: Gale.

[58] U.S. Census Bureau. (2008). Consumer Price Index. In *Statistical abstract of the United States: 2009* (128th edition, p. 461-462). Washington, DC: U.S. Government Printing Office.

[59] U.S. Department of Labor, Bureau of Labor Statistics. (2008, August 22). *What is the CPI?* Retrieved March 21, 2009, from http://www.bls.gov/cpi/cpifaq.htm#Question_1

[60] U.S. Department of Labor, Bureau of Labor Statistics. (2009, March 18). *Consumer price index*. Retrieved March 20, 2009, from ftp://ftp.bls.gov/pub/special.requests/cpi/cpiai.txt

[61] U.S. Department of Labor, Bureau of Labor Statistics. (n.d.). *Consumer price index* (search). Retrieved March 22, 2009, from http://data.bls.gov/PDQ/outside.jsp?survey=cu

[62] Hillstrom, 1995, p 298.

[63] U.S. Department of Labor, Bureau of Labor Statistics. (2009, March 18). *Consumer price index*. Retrieved March 20, 2009, from ftp://ftp.bls.gov/pub/special.requests/cpi/cpiai.txt

25 – What was the original name of Champaign, Illinois? Why?

Two group members chose to use a gazetteer to answer this question, while the other two chose to use encyclopedias; all of these sources provided the needed information. However, one group member who used the *Encyclopedia Americana* wanted to know more and subsequently searched in *Collier's Encyclopedia*, where she learned of two even earlier names for Champaign. Group members agreed the second part of the question would require a reference interview with the patron to determine if she wanted to know the reason for the town's original name, why the town was renamed, or why Champaign was selected as the new name.

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…
Original name of the city of Champaign, IL Why the name was changed	Historical fact	Gazetteer or geographic encyclopedia	*The Columbia Gazetteer of the World* (print and online via *Bartleby.com*) *Encyclopedia Britannica* (online) *Encyclopedia Americana* *Collier's Encyclopedia*

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?
Did not say how she knows that Champaign is not the original name for the city	If gazetteer does not have information, patron might be able to provide additional clues as to potential sources to find the information	
Did not say how long ago the name was changed	If the change was recent, may need to consult a more updated source	Conduct reference interview to clarify
Did the name change several times?	Keep an eye out for more than one possible answer	
Meaning of why is unclear here—why did it have that original name? Why was it renamed? Why was Champaign selected as the new name?		Conduct reference interview to clarify

Search Process

Source(s) consulted	Search method/strategy	Result
The Columbia Gazetteer of the World	Search for "Champaign" (alphabetical arrangement)	Find entry for Champaign[64]

Answer
Champaign was previously known as West Urbana. It was likely known as West Urbana because it adjoins the city of Urbana and is located directly west of it. Prior to being known as West Urbana, it was referred to as The Depot (likely after the Illinois Central Railroad depot that was located there) and subsequently as New Town. It is possible that the name was changed to Champaign because the city resides in Champaign county.[65]
Thoughts about process
The search process was straightforward.

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[64] Cohen, S. B. (Ed.). (1998). Champaign. In *The Columbia gazetteer of the world* (Vol. 1 A to G, p. 592). New York: Columbia University Press.

[65] Bahr, L. S., & Johnston, B. (Eds.). (1994). Champaign. In *Collier's encyclopedia* (Vol. 5, p. 684). New York: P. F. Collier.

Conclusion

The second question set was not as difficult for the Left Coasters to answer as the first question set. Because we had spent more time working together (both virtually/asynchronously and in real time) and had already developed both a process and strategies for tackling the question set assignment, there were fewer obstacles to overcome. We again benefited from sharing our paths and methodologies. The second question set gave several of the group members the opportunity to explore their local print reference collections more thoroughly. Although online sources were still used, the focus on the second set tended to be skewed more towards print resources. One constant remained, however, from the first question set: we continued to recognize the importance of the reference interview.