2019-2020 & 2020-2021

Best Chat Transcript Awards

Research Help Now:

Michigan Academic Group

Committee:

Jen Fiero, JC

Amy Fyn, EMU

Cynthia Simpson, Madonna U.

Elizabeth Walker-Papke, SAU (chair)

Rubric:

RHN Best Transcript Rubric

Judges - please input the results of each of your completed rubrics in a separate form submission, making sure to fill out the form completely.

Each transcript can receive a maximum of 14 points (1 point for each criteria). You are welcome to award half points if you feel the librarian only partially met the criteria. If the librarian did not meet the criteria, award 0 points.

Have a special notation that you want to share in the case of a need to break a tie? Include a comment in the final section below.

Please contact me with any questions you might have!

* Required

Transcript #: *

Your answer

Judge name: *

Choose ▼

Opening/Tone - 3 points total
Please rank each question with a 0 point, 0.5 point, or 1 point per criterion, as appropriate.

Librarian greeted user professionally and courteously. *

Choose ▼

Librarian used friendly tone and also responded to patron's cues (e.g., reassuring when student expressed panic, or using simple language with someone whose first language is not English, etc.). *

Choose ⌄

Librarian avoided or explained library jargon. *

Choose ⌄

Question - 4 points total
Please rank each question with a 0 point, 0.5 point, or 1 point per criterion, as appropriate.

Librarian restated or clarified the question. *

Choose ⌄

Librarian asked/confirmed what resources user had already checked. *

Choose ⌄

Librarian engaged with patron, waiting to see responses to questions before moving forward. *

Choose ▼

Librarian kept user informed of his/her progress and responded often. *

Choose ▼

Providing Information/Instruction - 4 points total
Please rank each question with a 0 point, 0.5 point, or 1 point per criterion, as appropriate.

Librarian used/suggested appropriate information resources to answer the question and address the user's needs. *

Choose ▼

Librarian provided step-by-step instructions and/or helpful tips to answer user's question. *

Choose ▼

Librarian responses and explanations were clear and easy to read. *

Choose ▼

Librarian asked if the user needed/wanted more information or help. *

Choose ▼

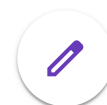## Closing - 3 points total

Please rank each question with a 0 point, 0.5 point, or 1 point per criterion, as appropriate.

Librarian asked if the user was satisfied with the information or instruction provided. *

Choose ▼

Librarian asked if the user had any other questions. *

Choose ▼

Librarian thanked the user and encouraged him/her to use the service again. *

Choose ▼

Final Tally/Notations

Total Points (out of 14 maximum) *

Your answer

Additional notes:

Your answer

Submit

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Google Forms

Criteria:

- Must be a reference/research transaction
- No more than 5 submissions per institution

Process:

- Transcripts were anonymized by chair; distributed so that no one was judging either a transcript from his/her own institution or one that he/she nominated.
- For 2019-2020, 15 eligible transcripts were submitted. For 2020-2021, 12 eligible transcripts were submitted. Each transcript was scored 2x; each judge scored 10 transcripts in the fall and 8 transcripts each in the spring.
- Scores submitted to chair via a rubric input on Google Forms

- Chair averaged each transcript's scores to determine winner(s).
- In both judging cycles, the point spread was very tight – less than a point separated the winner(s) from the honorable mention.

2019-2020 1st Place
(2-way tie):
Amy Fyn, EMU
Transcript #103
13.5 points

Name
      [STUDENT NAME]
Launched from
      [INSTITUTIONAL WEB ADDRESS]
Started Chatting
      2020-09-30 15:01:06
Wait Time
      8 seconds (8 seconds)
Chatting Duration
      1612 seconds (26 minutes, 52 seconds)
Message Count
      31
Client Rating
      Client did not rate chat
Client Comment
Initial Question
      Im doing research on why gun violence rates are so high in majority black communities,
      and wanted to know what is a good approach to start my annotated bibliography?

15:01:53 [LIBRARIAN NAME]: Hi, I'm ▮▮▮▮, a librarian at ▮▮▮▮. What course is this
research for?

15:02:15 [STUDENT NAME]: [COURSE NAME/NUMBER]

15:02:26 [LIBRARIAN NAME]: Thank you! That helps me think about where we want to
begin with this.

15:02:43 [LIBRARIAN NAME]: About how many sources would you like to use for your
project?

15:03:26 [LIBRARIAN NAME]: and does your professor require any certain "type" of
source, such as magazines, journal articles, no wikipedia... I want to make sure I follow the
rules!

15:03:43 [STUDENT NAME]: Its an assignment for just one I believe she wants us to get the
feeling of how to annotate an bibliography

15:03:57 [LIBRARIAN NAME]: Wonderful!

15:04:27 [LIBRARIAN NAME]: Let's find something deep enough to dig into. I'm going to
try a couple things, and I'll come back in a couple minutes with some ideas to run by you.

15:04:35 [STUDENT NAME]: And no no specific source

15:05:58 [STUDENT NAME]: Thank you

15:09:55 [LIBRARIAN NAME]: Thank you for your patience. I started searching from the main page of the library, using the [FEDERATED SEARCH] box. It finds a mix of articles, newspapers, books and book chapters, just about any kind of source the library has. It's a good starting point when you don't know where to start.

15:10:43 [LIBRARIAN NAME]: I limited the results to Journal and Magazine articles, but you can remove those filters if you are also interested in books. Here's a link to the results so you can see what we have:

15:11:07 [LIBRARIAN NAME]: [LINK TO SEARCH RESULTS]

15:11:27 [LIBRARIAN NAME]: Please let me know if that link doesn't work properly.

15:12:48 [STUDENT NAME]: It works Thank You!!

15:12:50 [LIBRARIAN NAME]: You can add in community or black communities in the search box at the top of the screen to be more specific. I didn't want to bias search results by assuming the rates are higher (common knowledge suggests this is accurate)

15:13:33 [LIBRARIAN NAME]: If you want to search in a smaller pool of results, you can use a library database such as ███████████████████. That is a solid database for your class.

15:14:26 [LIBRARIAN NAME]: We can either work more with these results (discuss how to get to the actual articles) or move to another source. What sounds better for you today?

15:14:38 [STUDENT NAME]: I understand that thank you as well for that, Do you feel I should add "Black communities" to my question or just leave it as "why is Gun violence so high in a variety of communities?"

15:15:33 [LIBRARIAN NAME]: I would imagine research will suggest the location of the community is also a factor: urban communities have larger numbers of people and more demographics to work with.

15:17:25 [STUDENT NAME]: I can use Chicago as a factor due to on the previous research paper I did based my questions of that location

15:17:31 [LIBRARIAN NAME]: Valid questions could focus either on the makeup of a group or the location. When searching for sources, though, I try to remove as much bias as possible so the sources can help guide my final question. Does it make sense to think about in that way?

15:18:20 [LIBRARIAN NAME]: Ah, that sounds excellent! A lot of results focused on a specific location, so that will give much more specific results. let's definitely add Chicago to the search

15:18:41 [STUDENT NAME]: Yes you are focusing on the bigger picture and not just one specific picture

15:20:33 [LIBRARIAN NAME]: I adjusted my search to : "gun violence" chicago.

15:21:13 [LIBRARIAN NAME]: The results aren't all about Chicago, though, so I looked at the options on the screen to adjust my results by Subject Terms. Can you see where you can do that?

15:22:38 [STUDENT NAME]: Yes

15:24:41 [LIBRARIAN NAME]: You may want to play with some of those to get results you are more interested in using. Another idea is to think about adding another word to the search. You may want to think or find an angle that connects with what you are studying here at ▆▆▆. I can give more suggestions if you'd like, or if you'd like to look around a bit more and check in if you have more questions, I'll be here til 4pm and then someone else will take over.

15:28:04 [STUDENT NAME]: Okay thanks for all your help! I will check back once I look around more

15:28:14 [LIBRARIAN NAME]: My pleasure!

15:28:45 [LIBRARIAN NAME]: Pop back in if you spend more than 10 mins and can't find something you like. Thank you for using [CHAT SERVICE NAME]. To get a transcript of this chat, click on the email icon before exiting.

2019-2020 1ˢᵗ Place
(2-way tie):
Alison McFadden-Keesling, OCC
Transcript #504
13.5 points

Contact: ███████████████████████████████
Answerer: [LIBRARIAN NAME]
Started Chatting: 2020-11-02 12:51:42
Wait Time: 14 seconds (14 seconds)
Chatting Duration: 1814 seconds (30 minutes, 14 seconds)
Message Count: 70
Internal Note
Client Rating: Client did not rate chat
Client Comment
Initial Question: Hi, I am doing a Contrast research paper between a Pescatarian Diet and a meat-eating diet. I want to show how pescatarian diets are more healthy for us.
Tags

12:52:21 [LIBRARIAN NAME]: Hi, thanks for waiting, I'm [LIBRARIAN NAME], a librarian at [INSTITUTION NAME]. I'm reading your question now and will be with you in just a moment.

12:52:25 [LIBRARIAN NAME]: Hi [STUDENT NAME].

12:53:17 [STUDENT NAME]: Hi!

12:53:23 [LIBRARIAN NAME]: You're an ███ student and need help with your compare and contrast paper on pescetarian vs meat-eating diets, right?

12:53:33 [STUDENT NAME]: Yes.

12:53:38 [LIBRARIAN NAME]: Great!

12:53:46 [LIBRARIAN NAME]: Where have you looked so far?

12:54:58 [STUDENT NAME]: I tried using the search engine on the Library section on ███, but what I have found so far is things related to the environment and pollution when consuming meat.

12:55:27 [LIBRARIAN NAME]: Thanks, that helps. From the library homepage: ████████████████████████████████████, let's start with books. Always a good place to start!

12:55:29 [STUDENT NAME]: I'm looking for information about the actual diet

12:55:35 [STUDENT NAME]: okay

12:55:41 [LIBRARIAN NAME]: Sounds good.

12:55:48 [LIBRARIAN NAME]: Let's start with the library catalog.

12:56:00 [LIBRARIAN NAME]: ████████████████████████████████
██
████████████████████████████████

12:56:36 [LIBRARIAN NAME]: I tried searching by pescetarian but didn't find anything. I changed the search to simply Fish Diet

12:56:46 [LIBRARIAN NAME]: There are several books listed that may prove helpful.

12:58:13 [LIBRARIAN NAME]: The first book listed looks potentially helpful for the fish aspect: Eat fish, live better : how to put more fish and Omega-3 fish oils into your diet for a longer, healthier life

12:58:50 [LIBRARIAN NAME]: That is a title at the ██ campus and you can request to get it via curbside (contactless) pickup at any of the campus libraries.

12:59:00 [STUDENT NAME]: How do I filter out to just ebooks?

12:59:51 [LIBRARIAN NAME]: Sure. From the left margin, you will see the limiter including Full Text Online.

13:00:47 [STUDENT NAME]: Oh okay I see it

13:01:20 [LIBRARIAN NAME]: Great! You would do the same with meat diets in the library catalog.

13:01:43 [LIBRARIAN NAME]: Additionally, we should look for articles on your topic. Let me check and see which database would be most helpful. Be just a moment please.

13:01:57 [STUDENT NAME]: okay thank you

13:04:13 [LIBRARIAN NAME]: Thanks for waiting.

13:04:35 [LIBRARIAN NAME]: I limited my databases to the Nursing databases. ████████████████████████████████

13:04:59 [LIBRARIAN NAME]: I used [DATABASE NAME]. Do you see that database listed from the link I just sent?

13:05:39 [STUDENT NAME]: Yea, it says "10 databases found for nursing"

13:05:42 [LIBRARIAN NAME]: The databases are indexes that allow you to access articles by keyword, subject, title or author in millions of articles. You can then limit your results to full text only.

13:06:20 [LIBRARIAN NAME]: Great! Please select the ████████████████ database. You will need to login in to access it (use your ██████ username and PW).

13:06:34 [LIBRARIAN NAME]: Please let me know when you're in.

13:06:50 [STUDENT NAME]: oh ok I see it. one moment

13:07:20 [STUDENT NAME]: so it took me to this site:

13:07:24 [STUDENT NAME]:
██
██████████████████████████

13:07:33 [STUDENT NAME]: is this correct?

13:07:41 [LIBRARIAN NAME]: Yes, that is correct. I used the simple search pescatrian and found four full text articles. The first one included recipes!

13:08:29 [LIBRARIAN NAME]: These articles may be a good start but for scholarly articles you'll need to use the other databases from that list as well.

13:08:48 [STUDENT NAME]: oh I see! one question though. on the top of the engine bar it says "not secure" Do I need to worry bout this?

13:10:06 [LIBRARIAN NAME]: That is interesting. I never noticed that before! No, you're just getting information and not sharing any information so you should be good. Good catch and I'll let our Electronic Services librarian know about it.

13:10:23 [LIBRARIAN NAME]: Always good to make sure you're on secure sites!

13:10:57 [STUDENT NAME]: okay great, thank you.

13:10:58 [LIBRARIAN NAME]: I'll be happy to see what other databases may be helpful as well. Did you want me to check?

13:11:36 [STUDENT NAME]: would I go through each of those 10 databases and see what they have about pescatarian diets?

13:12:06 [LIBRARIAN NAME]: I tried a few and think they aren't going to be as helpful as I thought. So instead I'm going to redirect you to all the databases: ██████████████████████

13:12:23 [LIBRARIAN NAME]: From there you will see General databases on the right. Please select [DATABASE NAME].

13:12:36 [LIBRARIAN NAME]: You shouldn't have to login as you already did that so that's good! :-)

13:13:00 [LIBRARIAN NAME]: Please let me know when you're in [DATABASE NAME]

13:13:30 [STUDENT NAME]: okay. I'm there now

13:13:53 [LIBRARIAN NAME]: Please type pescatarian in the first search box then search. You should get 23.

13:14:19 [STUDENT NAME]: I typed in pescatarian and it looks like some good topics came up

13:14:27 [LIBRARIAN NAME]: Great! Then you can limit your search to "full text only" (limiter in the left margin) and should see 10 articles on your topic.

13:16:06 [LIBRARIAN NAME]: Also in the left margin are additional subject suggestions:

> diet (4)
>
> meat (4)
>
> vegetarianism (4)
>
> vegetarians (4)
>
> food habits (3)
>
> Does that help get you started in the right direction?

13:16:31 [LIBRARIAN NAME]: You may want to use those subject ideas for future searches.

13:16:50 [LIBRARIAN NAME]: Another subject listed was Vitamin B12.

13:16:59 [STUDENT NAME]: I don't see this on the left margin

13:17:03 [LIBRARIAN NAME]: Hmmm...

13:18:14 [LIBRARIAN NAME]: When you look in the left margin, you should see limiters under Refine Results. If you scroll down, you'll see Subject and Subject Thesaurus for additional ideas.

13:18:27 [LIBRARIAN NAME]: Do you see it now?

13:18:56 [STUDENT NAME]: I think this is good so oh ok now I see it

13:19:03 [LIBRARIAN NAME]: Great!

13:19:11 [LIBRARIAN NAME]: Do you need any other help today?

13:20:09 [STUDENT NAME]: how about articles on consuming meat? should I use the same places where you directed me to?

13:20:30 [LIBRARIAN NAME]: Yes, and this time use the term Meat diet.

13:21:20 [STUDENT NAME]: okay, thank you so much for your help. Now I will be able to get somewhere :)

13:21:38 [LIBRARIAN NAME]: Please don't limit yourself to just those two databases. You will need to explore but I think the first one, ██████████████████, is good as well as ██████████████████.

13:21:51 [LIBRARIAN NAME]: You're welcome.

13:22:04 [STUDENT NAME]: Okay.

13:22:08 [LIBRARIAN NAME]: Thank you for using Ask a Librarian and please let us know if we can help you in the future.

13:22:21 [LIBRARIAN NAME]: Good luck on your research and have a great day!

13:22:35 [STUDENT NAME]: Okay. Thank you, you too!

2019-2020 Runner-Up:

Mindy Babarskis, LCC

Transcript #203

13.25 points

Name: [STUDENT NAME]

Contact:

Answerer: [LIBRARIAN NAME]

Started Chatting: 2020-10-10 12:40:18

Wait Time: 7 seconds (7 seconds)

Chatting Duration: 3718 seconds (1 hour, 1 minute, 58 seconds)

Message Count: 148

Internal Note

Client Rating

4/4

Client Comment: [LIBRARIAN NAME] helped me a lot. She is awesome person and so smart

Initial Question

Hello, I am trying to find a pre-review research within 5 years talking about if there is employment/housing/relationship barriers when the individual is showing symptoms of youth bipolar disorder

Ticket Id

6032512

Tags

12:40:34 **[LIBRARIAN NAME]:** Hello, my name is [LIBRARIAN NAME] and I'm a librarian from [INSTITUTION NAME].

12:40:49 **[STUDENT NAME]:** Hi

12:40:55 **[LIBRARIAN NAME]:** wow! That's a really interesting topic [STUDENT NAME]
12:41:11 **[STUDENT NAME]:** Yes, it is :)

12:41:30 **[LIBRARIAN NAME]:** I'm assuming that this original research would be academic or scholarly? Is that correct?
12:42:26 **[STUDENT NAME]:** I think so

12:42:56 **[LIBRARIAN NAME]:** Great! Is this for [PROFESSOR NAME AND COURSE NUMBER]?

12:43:10 **[STUDENT NAME]:** [NAMES DIFFERENT COURSE]

12:43:15 **[LIBRARIAN NAME]:** Oh gotcha!
12:43:30 **[LIBRARIAN NAME]:** It reminded me of some of the requirements for a different assignment

12:43:58 **[LIBRARIAN NAME]:** Well let's start by figuring out some good keywords or search terms that we would want to use when searching in the databases
12:44:17 **[STUDENT NAME]:** ok

12:44:41 **[LIBRARIAN NAME]:** based off of what you mentioned earlier, youth bipolar disorder is a definite
12:45:04 **[LIBRARIAN NAME]:** and I think just using the work barriers OR obstacles OR challenges
12:45:05 **[STUDENT NAME]:** correct

12:45:17 **[LIBRARIAN NAME]:** would bring up many of the topics you mentioned
12:45:24 **[LIBRARIAN NAME]:** what do you think?
12:46:33 **[STUDENT NAME]:** I tried to search for bipolar in youth in general and I couldn't be more specific

12:46:53 **[LIBRARIAN NAME]:** interesting where did you search?
12:47:57 **[STUDENT NAME]:** in the library search and I tried to filtered for a prereview researches within 5 years.

12:48:28 **[LIBRARIAN NAME]:** I see, so you typed in bipolar in youth in general into the search box?
12:48:37 **[STUDENT NAME]:** yup

12:48:57 **[LIBRARIAN NAME]:** ok lets try changing up the words and see if we find better results
12:49:07 **[STUDENT NAME]:** ok

12:49:12 **[LIBRARIAN NAME]:** let's try "youth bipolar disorder" in the quotes
12:49:25 **[LIBRARIAN NAME]:** this will make sure that we only get articles that have those words in that order
12:49:44 **[STUDENT NAME]:** ok

12:50:09 **[LIBRARIAN NAME]:** let's also add social barriers
12:50:32 **[LIBRARIAN NAME]:** so your search words would look like this: "youth bipolar disorder" social barriers
12:51:07 **[STUDENT NAME]:** I got one

12:51:17 **[LIBRARIAN NAME]:** yeah we need to broaden our search then

12:51:19 **[STUDENT NAME]:** PEER-REVIEW Mental Health Problems that Mediate Treatment Utilization Among Children in Foster Care

12:51:41 **[LIBRARIAN NAME]:** let's try taking the quotes away and see if that helps
12:52:07 **[LIBRARIAN NAME]:** oh wow I got 390 results now!
12:52:19 **[STUDENT NAME]:** I got the same :)

12:52:36 **[LIBRARIAN NAME]:** now let's take a look at these results and see if we're getting relevant articles
12:53:21 **[STUDENT NAME]:** ok

12:54:23 **[STUDENT NAME]:** Young adults' perceptions of using wearables, social media and other technologies to detect worsening... by Dewa, Lindsay H; Lavelle, Mary; Pickles, Katy; More...

12:54:55 **[LIBRARIAN NAME]:** Does that article seem to fit your topic?
12:55:34 **[LIBRARIAN NAME]:** If so you can click on the title and it will take you to the database where that article is from
12:57:04 **[STUDENT NAME]:** I don't think this is the article

12:57:23 **[LIBRARIAN NAME]:** ok, do we want to limit our search results a bit more?
12:58:14 **[STUDENT NAME]:** Predictors of Long-Term School-Based Behavioral Outcomes in the Multimodal Treatment Study of Children with Attention-Deficit/Hyperactivity Disorder

12:58:31 **[LIBRARIAN NAME]:** Oh that sounds promising
12:58:58 **[STUDENT NAME]:** I found this, but I feel it's just talking about the kids disorder in general

12:59:36 **[STUDENT NAME]:** What do you think, should I read it or limit the research ?

12:59:55 **[LIBRARIAN NAME]:** You know I say lets try and limit the search a bit more
13:00:00 **[STUDENT NAME]:** ok

13:00:20 **[LIBRARIAN NAME]:** There is actually a filter on the left hand side of the page labeled Subject
13:00:30 **[LIBRARIAN NAME]:** Subject Terms, oops
13:00:36 **[LIBRARIAN NAME]:** let's click on the more...
13:01:06 **[LIBRARIAN NAME]:** subject terms limit the article to what it is abaout
13:01:17 **[STUDENT NAME]:** ok

13:01:34 **[LIBRARIAN NAME]:** our keywords search means that those words show up in the article but they are not necessarily the main topic

13:02:00 **[LIBRARIAN NAME]:** so lets select all of the subject terms that we think are applicable and then select apply at the top of that list
13:02:56 **[STUDENT NAME]:** ok

13:03:10 **[LIBRARIAN NAME]:** Let me know which words you select and I will do the same
13:03:19 **[STUDENT NAME]:** adolescent (134)Include Exclude adolescents (90)

13:03:24 **[STUDENT NAME]:** and bipolar

13:03:37 **[LIBRARIAN NAME]:** if you click on the include, you don't need to select the exclude
13:03:49 **[LIBRARIAN NAME]:** it will only bring up what you inclue
13:04:01 **[STUDENT NAME]:** ok, what should I write ?

13:04:20 **[LIBRARIAN NAME]:** I don't quite understand what you mean
13:04:51 **[STUDENT NAME]:** Let me know which words you select and I will do the same

13:05:07 **[STUDENT NAME]:** I select adolescent (134)Include Exclude adolescents

13:05:15 **[LIBRARIAN NAME]:** oh which words you click include next to
13:05:16 **[LIBRARIAN NAME]:** sorry

13:05:31 **[LIBRARIAN NAME]:** did you select any others besides adolescent?
13:05:55 **[STUDENT NAME]:** SUBJECT TERMS then more

13:05:59 **[LIBRARIAN NAME]:** yes

13:06:04 **[STUDENT NAME]:** what should I do then?

13:06:19 **[LIBRARIAN NAME]:** That should pop up a list of subject terms that you can choose from
13:06:27 **[STUDENT NAME]:** correct

13:06:50 **[LIBRARIAN NAME]:** Then select all of the subject terms you would like to include in your search results
13:07:30 **[LIBRARIAN NAME]:** so for example, you want to select adolescent and I also saw bipolar disorder
13:07:42 **[LIBRARIAN NAME]:** those are two good subject terms for your topic
13:08:09 **[STUDENT NAME]:** yup, that's what I meant when I said I select adolescent (134)Include Exclude adolescents and bipolar

13:08:27 **[LIBRARIAN NAME]:** ok, sorry! I just got totally confused
13:08:52 **[STUDENT NAME]:** No worries, thank you. I appreciate your help

13:08:52 **[LIBRARIAN NAME]:** You can scroll through that list and select all of the subject terms you like and then click apply at the top of that list

13:09:03 **[LIBRARIAN NAME]:** Glad to help! These databases can get confusing

13:10:10 **[STUDENT NAME]:** PEER-REVIEW OPEN ACCESS Barriers to managing child and adolescent mental health problems: a systematic review of primary care

13:10:28 **[STUDENT NAME]:** do you think this can fit?

13:11:15 **[LIBRARIAN NAME]:** Now the article you need, you mentioned it should be a pre-review, was that supposed to be peer review?

13:11:31 **[STUDENT NAME]:** yes withon 5 years

13:11:49 **[LIBRARIAN NAME]:** Oh great! Then I think that article will work perfectly

13:12:16 **[LIBRARIAN NAME]:** I was afraid your professor did not want you using a systematic or literature review academic article

13:12:29 **[LIBRARIAN NAME]:** but that is not the case since it just need to be peer review

13:12:37 **[LIBRARIAN NAME]:** in the last 5 years

13:12:45 **[STUDENT NAME]:** yes

13:13:21 **[LIBRARIAN NAME]:** Oh so I noticed that this article is just a citation

13:13:43 **[LIBRARIAN NAME]:** but that's ok, when we click on it we can see on the right hand side there is a find full text button

13:14:31 **[LIBRARIAN NAME]:** If we click on that it will bring up the option to get the Open Access version of the article

13:14:43 **[LIBRARIAN NAME]:** ████████████████████████████

13:15:39 **[STUDENT NAME]:** A total of 4151 articles were identified, of which 43 were included (30 quantitative studies and 13 qualitative studies). The majority of the barriers related to identification, management, and/or referral. Considerable barriers included a lack of providers and resources, extensive waiting lists, and financial restrictions

13:16:40 **[STUDENT NAME]:** that's the result, I don't think it has anything related to my question employment/housing/relationship barriers when the individual is showing symptoms

13:18:09 **[LIBRARIAN NAME]:** You know I was taking a look at the introduction and I saw some important words that I think could help us get more to the point of your research

13:18:29 **[LIBRARIAN NAME]:** The high prevalence of mental health problems,4 their negative impact on educational, occupational, and social functioning, as well as quality of life,5–7 and their significant financial and societal cost

13:18:40 **[STUDENT NAME]:** I am sorry. I am confused. Thanks I will look at it again

13:18:49 **[LIBRARIAN NAME]:** oh no worries!

13:19:03 **[LIBRARIAN NAME]:** the article [STUDENT NAME] not fit what you need but it gives us some good words to use in our search

13:19:56 **[STUDENT NAME]:** got it, that is my first paper, thanks for your help

13:20:37 **[LIBRARIAN NAME]:** Oh no worries! Research is a process and it takes some time. I have all day! We can also take a look at the source that mentioned the negative impact on quality of life and see if that is an article we can use, does that make sense?
13:21:16 **[STUDENT NAME]:** yes

13:22:35 **[STUDENT NAME]:** infourdomains(Edwards et al.,2002): self(14items);relationship(14items);environment (10items);andgeneral(3items).

13:22:59 **[STUDENT NAME]:** Quality oflifeinyouthwithbipolardisorderandunaffectedoffspring of parentswithbipolardisorder

13:23:23 **[LIBRARIAN NAME]:** oh wow that sounds like an interesting article with some potential
13:25:15 **[STUDENT NAME]:** Mental health problems, such as anxiety, depression, and problems with behavior and interpersonal relationships, can be devastating to the estimated 1520 % of children in the United States identied with such issues (Kataoka et al. 2002). Previous national estimates indicate that, in 1998, 80 % of children aged 617 with an emotional or behavioral problem did not receive mental health treatment (Kataoka et al. 2002). Children investigated by child welfare, particularly those living in formal, agency-supervised, non-relative foster care placements, have signicantly more mental health problems than the general pediatric population with rates estimated from 40 to 80 % (Clausen et al. 1998; Kerker and Dore 2006; Horwitz et al. 2012). Pre-placement adversities, such as living in an unpredictable or hostile environment where protection and safety needs are not met (Beck 1999; Cummings and Davies 1994; Teti et al. 1995) can contribute to the development of mental health problems that are present upon entry into foster care (Jee et al. 2011a). Because of these pre-existing

13:26:03 **[LIBRARIAN NAME]:** BINGO!

13:26:12 **[LIBRARIAN NAME]:** it looks like we found the article!
13:26:28 **[STUDENT NAME]:** yup, thanks for your help

13:26:58 **[LIBRARIAN NAME]:** You're welcome! That's always the hardest part about research is figuring out the words used by scholars and experts to describe your topic
13:27:31 **[LIBRARIAN NAME]:** apparently quality of life is the term that they use to discuss social barriers! glad we found that mentioned in the other article
13:27:43 **[LIBRARIAN NAME]:** Is there anything else I can help you with today?
13:28:18 **[STUDENT NAME]:** yes, please

13:28:23 **[STUDENT NAME]:** What is the stigma (or prejudice) in popular culture (television, etc) regarding this diagnosis?

13:28:43 **[LIBRARIAN NAME]:** Does this also need to be a scholarly article?
13:29:15 **[STUDENT NAME]:** prereview within 5 years

13:29:39 **[LIBRARIAN NAME]:** cool! Now let's do a new search
13:29:51 **[LIBRARIAN NAME]:** we know we want to keep youth bipolar disorder
13:30:18 **[STUDENT NAME]:** correct '

13:30:40 **[LIBRARIAN NAME]:** now what do we think about using popular culture stigma
13:30:46 **[LIBRARIAN NAME]:** as well
13:31:25 **[STUDENT NAME]:** youth bipolar disorder popular culture stigma

13:31:44 **[LIBRARIAN NAME]:** let's try it and change up the words if we don't find what we need
13:32:23 **[STUDENT NAME]:** Reducing Mental Health Stigma: The Relationship between Knowledge and Attitude Change

13:32:33 **[LIBRARIAN NAME]:** ooh! that sounds good
13:33:04 **[STUDENT NAME]:** [ARTICLE PERMALINK]

13:34:13 **[LIBRARIAN NAME]:** SEction 1.1.1 of that article seems to address your topic
13:35:11 **[STUDENT NAME]:** Yes, you're right

13:35:30 **[LIBRARIAN NAME]:** Wow! That was a much easier search :)
13:35:45 **[LIBRARIAN NAME]:** Do you have any other questions you're researching for?
13:35:55 **[STUDENT NAME]:** it is

13:36:29 **[STUDENT NAME]:** I have 4 more. but if you don't have time I can try to log in again in another time'

13:37:19 **[LIBRARIAN NAME]:** I would say go ahead and try to find articles without me, but come back on chat if you have any questions or run into any issues
13:37:50 **[LIBRARIAN NAME]:** I'm on until 5 pm today and then after me there will be librarians from around the country who can help you answer those questions
13:38:31 **[LIBRARIAN NAME]:** Let me also send you this Search Tips page: [LIBGUIDE URL]
13:38:56 **[STUDENT NAME]:** I agree, thank you so much. You helped me a lot

13:38:58 **[LIBRARIAN NAME]:** It includes some really helpful tools to broaden or narrow your search results or even figure out the best keywords
13:39:14 **[LIBRARIAN NAME]:** I'm so glad I could help! I know how scary the first research paper can bew
13:39:36 **[LIBRARIAN NAME]:** Do you want me to send you the transcript of this chat as well?
13:39:56 **[STUDENT NAME]:** yes, please

13:40:39 **[LIBRARIAN NAME]:** Great! I will send it to you now
13:40:51 **[LIBRARIAN NAME]:** all sent!
13:41:21 **[STUDENT NAME]:** I got thank you again, have a great day

13:41:45 **[LIBRARIAN NAME]:** You're welcome! Don't hesitate to ask me another question if you need more assistance and good luck with your research!

13:42:20 **[STUDENT NAME]:** Thanks, I appreciate your help. Bye

13:42:32 **[LIBRARIAN NAME]:** You're welcome! Glad I could help! Bye!

2019-2020 Honorable Mention:
Elizabeth Pepper, EMU
Transcript #102
13 points

Name
        [STUDENT NAME]
Launched from
        [INSTITUTIONAL URL]
Started Chatting
        2020-10-01 12:45:46
Wait Time
        6 seconds (6 seconds)
Chatting Duration
        3028 seconds (50 minutes, 28 seconds)
Message Count
        31
Client Rating
        Client did not rate chat
Client Comment
Initial Question
        Hi! I need help. How do I use the database? Can I use it to look up website and articles
        online? Or does the database thing only show what's physically there in the library?

12:45:57 [LIBRARIAN NAME]: Hi, I'm [LIBRARIAN NAME], a librarian at
[INSTITUTION NAME]. I'm reading your question and I'll be with you in a moment.

12:46:45 [LIBRARIAN NAME]: Yes, absolutely, you can use the library website to look up
online resources! Is there anything special you're looking for?

12:48:43 [STUDENT NAME]: I need to find a photograph (any photo with a known
photographer) and some related articles. how do I do that?

12:50:15 [LIBRARIAN NAME]: Is this assignment for an English class or a different type of
class? Did your professor say you could find the photo online or did he/she say you should
have a printed book?

12:51:48 [STUDENT NAME]: it is for [COURSE NUMBER]. and it can all be online as far
as the requirents go

12:55:08 [LIBRARIAN NAME]: Can you think of a famous photograph that you're
interested in learning more about, or maybe there's a photographer whose style you admire?
What about photography subjects? Maybe you're interested in sports, history, war, fashion,
nature?

13:01:10 [STUDENT NAME]: I don't already have one in mind. I was hoping to find one on
the database with an interpritation ? Does that make sense? or do I need to have one already
picked out? I searched "photography" and got results that were all books in the library.

13:01:46 [STUDENT NAME]: Am I just going about this all wrong?

13:05:20 [LIBRARIAN NAME]: No, you're doing fine! We can search for images, but it might help if we have a subject or something in mind that we're looking for. Once you've located the photo you want to use, do you know what your professor wants you to write about it? Do the articles you find have to talk about the photograph itself, or can they be merely related to the content of the photo? For example, if I found a famous photo of an elephant, would the article have to be about that photo or would it be okay if I found an article that talked about the the worldwide plight of elephants?

13:07:35 [STUDENT NAME]: yes! jus merely related, not the pic itself

13:07:56 [STUDENT NAME]: im trying to think of a topic

13:08:40 [LIBRARIAN NAME]: Do you mind giving your e-mail address, in case we get cut off?

13:09:42 [STUDENT NAME]: [STUDENT EMAIL]! or do you wanna zoom?

13:10:37 [LIBRARIAN NAME]: I myself don't have the capacity to zoom, but I can direct you to another ▇▇▇▇ librarian who is available on zoom, if you prefer that?

13:10:54 System: Contact information updated by operator.

13:12:09 [STUDENT NAME]: email is fine! I feel like we're communicating pretty good lol no need to star over with someone new

13:14:03 [STUDENT NAME]: could we find a pic of a physically disabled person? like someone in a wheelchair maybe?

13:15:32 [STUDENT NAME]: i've got to relate the pic to myself and the disability is a loaded topic lol that;d be easy to write about

13:16:58 [LIBRARIAN NAME]: Yes, I'm sure we could find a photo of a disabled person, but I'm wondering if the photo needs to be really famous -- like one people would look at and say, "Oh yes, I've seen that photo before."

13:17:37 [STUDENT NAME]: oh yes. thats a good point

13:18:17 [STUDENT NAME]: is there like a photo gallery I could chose from?

13:20:02 [LIBRARIAN NAME]: ▇▇▇▇'s library has databases of Images, but I'm not sure if the images are of famous artworks like paintings, rather than photos. But we can take a look. Here's a list of the library's images databases: [INSTITUTION LIBGUIDE URL]

13:21:39 [LIBRARIAN NAME]: If you click on the link, you'll see a database called ▇▇▇▇. Why don't you go ahead and click on that one?

13:22:09 [STUDENT NAME]: ill do that right now!

13:22:34 [LIBRARIAN NAME]: Okay, I can stay here while we search together.

13:23:46 [STUDENT NAME]: deal

13:24:19 [LIBRARIAN NAME]: Have you been able to click on and get into [DATABASE NAME]?

13:32:05 [STUDENT NAME]: yes ma'am and I'm looking for a pic now. This is super helpful! I think I can take it from here! (I noticed i wasn't logged and on the library website, whne i logged in it gave me many many more results (like online articles too)) so ill get a pic from [DATABASE NAME] and get other articles from the library website!

13:33:23 [STUDENT NAME]: thank you for all of your help! it was super helpful honestly

13:33:39 [LIBRARIAN NAME]: Fantastic! I thought of one more thing: I know President Franklin Delano Roosevelt was handicapped and rarely allowed himself to be photographed in his wheelchair, but such photos do exist! So, if you don't see something else, that might be a subject to pursue.

13:36:01 [STUDENT NAME]: oooh!! yes thank you! thats perfect!! thank you thank you! i was stuck and like didn't know how to even start this assignment ha thank you so much! You're a god sent!

13:36:25 [LIBRARIAN NAME]: Good luck with your assignment and thank you for using our chat service. If you have further questions, please don't hesitate to contact us again. For a transcript of this chat, click on the email icon before exiting.

2020-2021 1ˢᵗ Place
Alison McFadden-Keesling, OCC
Transcript #204
13.75 points

Started Chatting
        2020-12-16 14:10:36
Wait Time
        9 seconds (9 seconds)
Chatting Duration
        2841 seconds (47 minutes, 21 seconds)
Initial Question
        Hey, I have a research paper due tomorrow and I have been trying to find sources in the
        [INSTITUTION NAME] library but the results rarely have anything to do with what I am
        searching for. I am trying to find sources about why social media negatively effects teens.

14:11:00 [Librarian]: Hi, thanks for waiting, I'm [Librarian], a librarian at [Institution Name]. I'm
reading your question now and will be with you in just a moment.

14:11:09 [Patron]: Thank you!

14:11:15 [Librarian]: Hi [Patron]!

14:11:50 [Librarian]: You have a research paper due tomorrow but are having trouble find
resources, right? Your topic is why social media negatively affects teens, right?

14:12:10 [Patron]: Yes that is correct

14:12:29 [Librarian]: So I can better help you, what class is this for? What types of resources are
you required to include? What resources have you found that has been helpful so far?

14:14:07 [Patron]: This is for [English course number], we just need sources to back up our
claim from .org sources, my claim being that social media has a negative effect on teenagers. I
have found a few things from the [INSTITUTION NAME] library that may help but I didn't save
any of them because they didnt really give any relavent info

14:14:35 [Librarian]: Thanks! That helps!

14:14:52 [Patron]: We are allowed a few sources outside from the library and that is what I have
been using so far

14:15:07 [Librarian]: And now you need library resources, righ?

14:15:10 [Librarian]: *right

14:15:14 [Patron]: Yes I do

14:15:20 [Librarian]: I can help with that!

14:15:44 [Patron]: I don't know if I am searching wrong or something but it gives results based on key words I searched and most are just not on topic at all

14:15:55 [Patron]: also Thank you!

14:17:08 [Librarian]: Sure! Let's start with a quick search in the library catalog and see if you link any of the ebooks listed.

14:17:14 [Librarian]: From the library homepage: [library webpage]

14:17:33 [Librarian]: Please select the green tab, "Find books/library catalog"

14:17:52 [Librarian]: That will take you to [library webpage]

14:18:00 [Patron]: I will right now

14:18:09 [Librarian]: Great!

14:18:16 [Librarian]: Let me know if you need any help along the way.

14:19:09 [Patron]: I will! its taking me a minute sorry my computer is being a little slow right now

14:19:46 [Librarian]: No worries! Take your time. I know how slow computers can be!

14:21:36 [Patron]: I just found a book on cyber bullying that may help on one of the points im making in the paper but other than that im not sure if any will help

14:21:45 [Librarian]: Great!

14:22:03 [Librarian]: The information you find may just help with one point but that's good.

14:22:23 [Patron]: Sorry if I am being difficult I am just looking for a specific subject on reasons why social media is negative for teens

14:22:42 [Librarian]: No, you're not being difficult. I'll be happy to help you find what you need.

14:23:14 [Librarian]: What were your search terms in the library catalog? I searched Teen and Media then limited my search to the last five years and only online sources.

14:23:21 [Librarian]: I ended up with 34 titles.

14:23:27 [Patron]: Also just realized the book I selected is only available for in person pick up, that won't help haha

14:23:47 [Patron]: I searched for "social media and it's negative effects"

14:24:26 [Librarian]: That's too specific and that's why you couldn't find what you needed. When doing research, you need to broaden or narrow depending on your search results.

14:24:57 [Librarian]: Please look at the search I did in the library catalog and let me know if any ot them could help: [library webpage]

14:25:28 [Patron]: I did use that link that is actually where i found the cyber bullying book haha

14:26:06 [Patron]: I will take a look again incase I missed anything

14:26:23 [Patron]: I have to use the bathroom I will brb!

14:27:04 [Librarian]: Thanks for letting me know you had to step away.

14:28:41 [Patron]: I have returned sorry about that

14:28:47 [Librarian]: No worries!

14:28:54 [Librarian]: I'm still searching.

14:29:30 [Patron]: Thank you!

14:29:35 [Patron]: I am as well

14:30:29 [Patron]: I don't want to bad talk the [INSTITUTION NAME] library because I have used it in the past but I feel like it just isn't that well of a resource for this specific topic we have to write about

14:31:02 [Librarian]: I mistakenly said there were 34 in the link I sent. You need to limit your results to online only in the left margin which will bring the total down to 19.

14:31:25 [Patron]: Thank you for the tip I will right now!

14:31:41 [Librarian]: I'm sorry to hear that and hope in our contact I can help you find the correct resources.

14:32:51 [Patron]: You are doing great I am very grateful for you I honestly am terrible at finding sources

14:33:44 [Patron]: I like to base everything on my own knowledge of social media because I am living through it but of course we aren't allowed to use ourself as a source haha

14:35:33 [Librarian]: Right! It's a research paper so you need to find scholarly resources. I think the library catalog is not for us. But the databases are! Have you ever used the [INSTITUTION NAME] library databases?

14:36:20 [Librarian]: A database very simply is an index and in this case usually an index of millions (yep, millions) or articles on a variety of topics that you can search for by title, keyword or subject.

14:36:30 [Patron]: I have indeed I believe that is what I was using before hand because it linked me to articles and that is what I was having trouble with

14:36:37 [Librarian]: Great!

14:36:46 [Patron]: maybe you can help me find what to search for?

14:36:53 [Librarian]: I found [database name] potentially helpful.

14:37:23 [Librarian]: [library webpage]

14:37:35 [Librarian]: Once you're logged in, please let me know.

14:37:49 [Patron]: Thank you I will get on that right now

14:37:56 [Librarian]: Thank you.

14:38:31 [Patron]: I am in!

14:38:40 [Librarian]: Great!

14:39:03 [Librarian]: I suggest you start by searching Media in the first search box

14:39:12 [Librarian]: Negative effects in the second

14:39:35 [Librarian]: and teens and teenagers and adolescents in the third

14:39:45 [Librarian]: Then limit to the last five years and full text only.

14:39:52 [Patron]: I will do that right now thank you so much I would have ever known to do any of this

14:39:52 [Librarian]: How many articles do you get?

14:41:49 [Patron]: I think I have gotten 30

14:42:00 [Librarian]: Perfect!

14:42:18 [Librarian]: Some of the articles look good but we can also look in the left margin to see what subjects they suggest.

14:42:58 [Librarian]: I see that Social Media and Adolescence are listed as subjects. We can use that for future searches.

14:43:12 [Librarian]: I'll let you look and see if you like any of the results. I'll keep searching.

14:43:39 [Patron]: Thank you I am looking right now I have already found one that looks like it will help!

14:43:53 [Librarian]: Great!

14:45:16 [Patron]: I might reduce my search to media negative effects in the first box and teens in the second to see if it narrows it down

14:45:36 [Librarian]: Sounds good! Also, I did another search in [database name] and really liked the results.

14:46:59 [Librarian]: Try searching Social Media in the first search box (then change the dropdown menu to Subject) then Adolescence in the second search box(then change the dropdown menu to subject) then Negative effects in the third search box (leave as Keyword) then limit to full text and the last five years.

14:47:59 [Librarian]: That search should yield you 11 current articles.

14:48:59 [Patron]: Hmmm it says no results I have done something wrong hold on one second

14:49:27 [Librarian]: I'm glad you're going to try again as I hope you'll like an article or two.

14:49:46 [Patron]: in the dropdown menu should I select subject terms? that is the only option I get for subject

14:50:37 [Librarian]: Yes, for the first two please select SU Subject Terms but for the third search (Negative effects) please just leave it alone and change nothing.

14:51:21 [Patron]: ahhh! that worked thank you I changed the last box to KW or keywords

14:51:35 [Patron]: but i have changed it back and see the 11

14:52:14 [Librarian]: Great! I'll give you a moment to look at the results. Please let me know if you have any questions. I'm searching another database, [database name] and will keep you posted.

14:52:46 [Patron]: Wow! this has helped me so much!!

14:52:59 [Librarian]: Wonderful!

14:53:00 [Patron]: Honestly this may be all I need

14:53:12 [Patron]: I just got four sources from that search alone

14:53:25 [Librarian]: If you need more, I found some scholarly articles in [database name].

14:53:35 [Librarian]: But it sounds like you're all set. I'm pleased!

14:53:53 [Librarian]: Did you have any other questions today?

14:54:03 [Patron]: Honestly I don't think I do

14:54:11 [Patron]: You are a life saver [Librarian]

14:54:31 [Librarian]: Great! How very kind of you to say, [Patron]! I'm delighted to have helped you!

14:54:34 [Patron]: Is there a way I can leave you a good review or rating?

14:55:22 [Librarian]: Yes, there is. When you log off, there is usually a survey so if you could complete that, that would be wonderful! If not, no worries! You're kind accolades made my whole day! :-)

14:56:28 [Librarian]: Please remember to use Ask a Librarian if you need any other help. We can help you via live chat like we did here, or you can schedule a Zoom reference session, or email us. We're here to help!

14:56:46 [Patron]: I will 100% complete the survey you have helped me so much! People don't tell eachother enough when they help others and you have helped me a lot! so thank you so much

14:57:08 [Patron]: Also thank you, I will be using this more often

14:57:12 [Librarian]: Thanks again, [Patron]!

14:57:24 [Librarian]: Good, I'm glad you will use this more often.

14:57:44 [Librarian]: Good luck on completing your research and hope you have a happy and safe holiday season.

14:58:06 [Patron]: Of course, thank you again! Have a nice day and happy holiday's!!

14:58:18 [Librarian]: Thanks!

14:58:21 [Librarian]: Bye! :-)

2020-2021 Runner-Up:
Beth Lieberman, NMC
Transcript #301
13.5 points

Started Chatting
2020-03-03 15:06:15
Wait Time
10 seconds (10 seconds)
Chatting Duration
1473 seconds (24 minutes, 33 seconds)
Initial Question
Trumps Fiscal Policy

15:06:44 **[Librarian]:** Hello! Thank you for using this chat service for your research needs. My name is [Librarian] and I will be assisting you today from [Institution Name].

15:07:01 **[Patron]:** Awesome!

15:07:26 **[Librarian]:** What can I help you with today?

15:08:07 **[Patron]:** I need to find research for trumps fiscal policy for my macro economics class

15:08:29 **[Librarian]:** Sounds good! Let me check your library's resources. This may take a few minutes, sothank you in advance for your patience.

15:09:11 **[Patron]:** No problem thank you

15:09:38 **[Librarian]:** What resources have you used so far?

15:11:49 **[Patron]:** I have tried to search terms on the internet and I am struggling with reliability. I was told to come to the library page and use some of the resources but I am unsure of what to do, this is my first time. Then I saw this text window for help and here I am.

15:12:05 **[Librarian]:** You've come to the right place!

15:12:16 **[Patron]:** Thats what I like to hear

15:12:31 **[Librarian]:** I'm looking up resources right now through [INSTITUTION NAME], so it shouldn't be too much longer.

15:12:38 **[Patron]:** Okay thank you

15:14:38 **[Librarian]:** Thank you for your patience! I am actively searching for an answer to your question.

15:14:58 **[Librarian]:** So here's what I've come up with so far

15:15:15 **[Librarian]:** From the LibGuide that you accessed this chat from: [library webpage]

15:15:35 **[Librarian]:** Click on the database [Database name 1] & [Database name 2]

15:16:07 **[Librarian]:** From there, let's do an Advanced Search

15:16:53 **[Patron]:** okay I have that pulled up

15:16:55 **[Librarian]:** In the top line of the search, type in Donald Trump. In the second line of the search, typein Fiscal Policy

15:18:01 **[Patron]:** Are you talking about the EBSCO link?

15:18:23 **[Librarian]:** Yes, let me take a screen shot and show you what I'm seeing. Just a second

15:18:59 **[Librarian]:** Attached a file: [chat image link]

15:19:21 **[Patron]:** okay that is exactly what I see

15:20:06 **[Librarian]:** Great! There are several articles that have come up dealing with fiscal policy, taxation,etc.

15:20:25 **[Patron]:** Awesome! Thank you so much for your directions

15:20:47 **[Librarian]:** You're very welcome! Is there anything else I can help you with today or do you feel like you've enough to get a start?

15:22:27 **[Librarian]:** Also, from that same LibGuide that you came into the chat from, you can click on the Government documents tab. I looked at the Economic Report of the President and was able to click on Trump's 2018 message: [resource URL]

15:22:34 **[Librarian]:** There may be some good information in there, too

15:27:11 **[Librarian]:** Are you still there or do you need additional help?

15:31:13 **[Librarian]:** Since I haven't heard from you in a while, I'm going to close out this chat session. I will create a ticket from it which one of [Institution Name]'s librarians will respond to if you need further help.

15:31:17 **[Librarian]:** Thank you for using this service! Please visit again when you have a library question.

2020-2021 Honorable Mention:

Darlene Johnson-Bignotti, OCC

Transcript #202

13.25 points

Started Chatting
        2021-03-09 15:49:24
Wait Time
        7 seconds (7 seconds)
Chatting Duration
        3076 seconds (51 minutes, 16 seconds)
Initial Question
        I am doing research for my paper and my topic is drug legalization. I searched the
        academic one file and the gale virtual reference library but it's not giving me the results I
        want. I'm not sure if its the key words i'm using but the titles seem relevant to my topic
        but when I open them its only a few sentences and then the citation.

15:49:39 [Librarian]: Hi, I'm [Librarian], a librarian at [INSTITUTION NAME]. I'm real, I'm
live, and I'm looking over your question!

15:50:51 [Librarian]: Hi [Patron], could you tell me what kind of paper you are writing; is it
arguementative?

15:51:11 [Patron]: it is a proposal essay for my [English course number]

15:52:01 [Librarian]: Also, drug legalization as a keyword is very broad; can you explain what
you are trying to propose?

15:52:27 [Librarian]: This is likely why you are not finding the kind of results that you want.

15:53:40 [Patron]: i am trying to propose the benefits of drug legalization. For example like how
weed dispensaries in michigan make money for the government.

15:54:47 [Patron]: or also treatment for addicts and decreased incarceration for minor possession
charges

15:56:57 [Patron]: did i get disconnected

15:57:33 [Librarian]: Thanks. So, the problem is that your topic is all over the place. You will
find articles that talk about the financial/tax benefits of legal marijuana dispensaries, but
treatment for addicts and sentencing guidelines are all very different issues.

15:58:07 [Librarian]: (Sometimes there is a delay in the chat response)

15:58:30 [Patron]: oh okay sorry

15:58:45 [Librarian]: I think you need a database that can help you better define this topic, and
outline some talking points.

15:58:57 [Librarian]: How long is this paper, btw?

15:59:51 [Patron]: 3 pages

16:00:53 [Librarian]: Okay, that's not very long. So, let me take a look a couple of databases and give you some ideas for a sample search.

16:01:10 [Librarian]: Please hold, it may take a minute or two, but don't hang up!

16:01:26 [Patron]: Will do, thank you for the help

16:02:47 [Librarian]: No problem! Also, do you need only peer-reviewed articles, or any as long as they are credible?

16:03:28 [Patron]: any

16:04:26 [Librarian]: Great. Still checking...

16:08:32 [Librarian]: Thanks for holding. I think I have a starting point for you. On the Find Articles/Database page, select [Database name]: [library webpage]

16:08:55 [Librarian]: You'll need to enter your [Institutional branding] user name and pw if you are not already signed in...

16:09:03 [Librarian]: (When I type ... I have more to tell you!)

16:10:05 [Librarian]: Once you are on the OP home page, in the search bar type: "marijuana industry" (and include the " " marks)...

16:10:11 [Librarian]: With me so far?

16:10:40 [Patron]: yes

16:11:07 [Patron]: ok i did that part

16:11:19 [Librarian]: Great! On the results page, look to the right and click on Subjects....

16:12:43 [Librarian]: This will sort the larger pile of results into subsets. You can use this to refine your topic. One thing you need to keep in mind is not to confuse recreational marijuana with medical cannabis...

16:14:03 [Patron]: is there a way to save a search?

16:14:33 [Librarian]: CBD and health benefits is another aspect of this topic too. This is larger than you might have thought!

16:16:13 [Librarian]: In this database the best way to save a search is to save individual articles that you may find interesting. Click on the Permalink to create a unique URL to an article, not the browser address of the page...

16:16:33 [Librarian]: Yo can also email an article to yourself...

16:16:49 [Librarian]: Also, do a screen shot of the page.

16:19:28 [Librarian]: I think the best thing for you at this point is to look at a couple of articles and decide what specific aspect of the recreational marijuana industry you want to focus on, and its benefits whether they be financial, mental, or medicinal.

16:19:34 [Librarian]: Does this make sense?

16:20:12 [Librarian]: Also, do not use words like "weed" or "blunt" in your search. Unless you want articles about Post Malone.

16:21:08 [Patron]: hahaha okay, also if i wanted to search about incarceration rates of say just marijuana how would i find that in the database

16:23:01 [Librarian]: If you are looking for data regarding marijuana offenses that would best be gleaned from a law enforcement website. And that would depend on how far you are trying to drill- state? Local? Federal?

16:23:25 [Patron]: federal

16:23:32 [Librarian]: Let me try another search. One moment...

16:26:13 [Librarian]: I am still checking...

16:27:01 [Patron]: no problem

16:30:05 [Librarian]: Thanks for waiting. This a bit tricky because marijuana is still an illegal drug at the federal level, but legal in pretty much every state and it is the state that sets the guidelines for how much is legal. So, I think the better focus might be "marijuana decimalization"...

16:30:28 [Librarian]: In Opposing Viewpoints, click on Browse Issues A to Z...

16:30:50 [Librarian]: Select Drug Legalization...

16:31:50 [Librarian]: Select: Infographics...

16:32:29 [Librarian]: The two charts may be helpful.

16:33:37 [Librarian]: Also, look again under Filter My Results, and Subjects to narrow.

16:34:08 [Librarian]: I know this is a lot of information but you feel you have enough of a head start continue on your own? You can always call back if you need help later.

16:35:11 [Patron]: This has been very helpful thank you. One last question, is the [database name] my best bet for most of my research?

16:35:24 [Librarian]: Oops, I see a typo; meant marijuana decriminalization

16:37:56 [Librarian]: Since your paper is short it's definitely a good starting point, and can also provide you with a variety of credible resources. But if you don't find enough to support your position, take note of keywords and search words that you could use in another database, like [Federated Search] or [database name].

16:38:07 [Librarian]: Make sense?

16:38:35 [Patron]: Yes thank you.

16:38:59 [Librarian]: Awesome! Do you have any other questions?

16:39:25 [Patron]: Is there a way I can save this chat to come back to?

16:39:41 [Patron]: or just screen shot the parts i need

16:40:05 [Librarian]: Yes. After I end the chat you will be given the option to have the transcript emailed to you.

16:40:16 [Patron]: sweet

16:40:28 [Librarian]: Indeed!

16:40:55 [Librarian]: Please call back if you get stuck. It was a pleasure chatting with you! After we end this session, check "email me a copy of this chat" to receive a script. Be safe, be well, and visit us again!

16:41:01 System: Operator ended chat.