

Ipl2 Project

Part 1: Questions/Transcripts/Logs

QUESTION 1: FRANZ KAFKA

Transcript:

Question claimed: Oct. 13, 2011 @ 13:31

Answer submitted: Oct. 13, 2011 @ 17:01

Time spent answering question: 3 hours 30 min.

Question:

Research Questions

Subject: LIT: What are some trusted sources about the Biography of Franz Kafka (no need by)

> name: XX

from: XX

confirm: XX

location: Bangkok thailand

area: Literature

reason: Research paper about the author Franz Kafka

school: Yes

sources_consulted: <http://www.kafka.org/> <http://www.themodernword.com/>

Needed by: no need by

What are some trusted sources about the Biography of Franz Kafka? The sources has to have a credited author (e.g. the author has a master degree/doctor degree) and I can't verify if the author of the article/web is credible. If possible some criticism about his work and how his life affected his works? My teacher allowed to cite other criticism. Can you help?

Answer:

Greetings from ipl2,

Thank you for your query concerning credible sources about Franz Kafka, possibly including literary criticism of his works. I was happy to research and find sources for you.

I found the following credible sources for you.

1. The Modern Word provides biographical and critical essays, bibliographies, and links relating to experimental twentieth century authors. As you have already consulted this site, I'm sure you are familiar with its content for Kafka. It provides a biography as well as criticism. Under criticism you will also see a bibliography list to consult for books on Kafka's life and literary criticism.

<http://www.themodernword.com/kafka/index.html>

The Modern World is the Web's largest site devoted to exploring twentieth-century experimental literature. Contributing authors are reviewed for inclusion by the site's Literary Advisory Board, who work closely with the Editorial Director to ensure the authors comply with Modern Word standards. At the conclusion of each article, you will find the author(s) name. You can view information about each author by clicking "Site Information" and then "About us." You can also see biographies for each member of the Advisory Board. Many authors have a PhD and /or a background in literature. As the site maintains an author review process as well as biographies for each author, I find it credible. Additionally, this site was found through searching ipl2's resources, which maintains its own collection policy and guidelines for endorsing sites.

2. The Complete Stories by Franz Kafka features an introduction by John Updike, full text of his works, a chronology of Kafka's life, and a selected bibliography of critical writings about Kafka. This work is available through Google Scholar. Citation: Kafka, F., & Glatzer, N. N. (1983). Complete stories. New York: Schocken Books.

<http://bearsite.info/General/Philosophy/Franz%20Kafka%20%20The%20Complete%20Stories.pdf>

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

<http://tinyurl.com/6ehzrgl>

I selected this source because it provides a complete list of Kafka's works as well as a detailed timeline of his life. As you are looking for credible biographical information, I felt this would be useful. The book provides an introduction by John Updike, a well-known American writer and literary critic. Finally, the source also provides a bibliography of sources to consult for more information about his life and literary criticism.

I found the first source by searching ipl2's resources. I entered the search term <kafka> and selected the first entry on the results page:

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

I found the second source through Google Scholar. I entered the search term <franz kafka> and selected the third entry on the results page:

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

We found answers to your question by using the Google Scholar search engine.

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

We have provided the citations for the resources provided and outlined the steps taken in Google Scholar to show you how we retrieved them. If you are unable to reach them on your own computer, please take the citations to the nearest library for assistance. You may need to contact your particular library. If you need help finding your library's website, try the online

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directories provided on the ipl2's Library Locator:

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

Some publishers also allow you to purchase individual articles. Many of them include a link for purchase alongside the abstract.

For more information about Google Scholar, see their "About Google Scholar" page.

I hope this response has fully answered your question. If you need more information, please don't hesitate to write back. Thank you for using ipl2!

Feedback request:

12: Re: Quota: LIT: What are some trusted sources about the Biography of Franz Kafka (no need by) Post-A-Note message (only visible to IPL librarians) Thu, 13 Oct 2011 17:09:09 by Smith, Renee (renee.smith@drexel.edu)

As this was my first official reference response, I would appreciate general feedback. Also, I was a little worried to provide a resource from Google Scholar and read the information in the training manual pertaining to this numerous times to make sure I handled it properly. In addition to general feedback, if you can let me know how I did with the Google Scholar reference I would greatly appreciate it.

Thank you!

Feedback response:

14: Re: Quota: LIT: What are some trusted sources about the Biography of Franz Kafka (no need by) Post-A-Note message (only visible to IPL librarians) Fri, 14 Oct 2011 18:28:36 by Melissa Ormond (melissa.marie.ormond@drexel.edu)

Hello Renee,

I think you did a great job of providing resources for this difficult question and following ipl2 guidelines. I understand your apprehension at providing a resource from Google Scholar but I believe you handled it properly by providing the appropriate disclaimer script and citations for the resource. I thought you also did a good job is explaining why you chose the two resources you provided by explaining to the user what made these resources credible.

Although the two sources you provided are great scholarly resources, I believe you could have provided the user a few additional sources, perhaps some sources for literary criticism on Kafka, or sources specifically covering how his life affected his work. Although criticism on Kafka seems to be difficult to locate, I was able to find some additional sources that provide information on Kafka's life and works, including some literary criticism.

The Kafka Project provides some interesting information including downloaded articles by Kafka scholars on the life and works of Kafka that may be helpful to the user:

<http://www.kafka.org/index.php>

Constructing Franz Kafka is a very informative and extensive site dedicated to Kafka and maintained by Dr. Clark Muenzer from the German Department at University of Pittsburgh. The site provides a biography on Kafka, as well as links to primary and secondary sources:

<http://www.pitt.edu/~kafka/intro.html>

Overall you did a great job with this difficult question. Keep up the good work and good luck with your future question answering!

Melissa

Feedback follow-up:

16: Re: Quota: LIT: What are some trusted sources about the Biography of Franz Kafka (no need by) Post-A-Note message (only visible to IPL librarians) Fri, 14 Oct 2011 23:50:10 by Smith, Renee (renee.smith@drexel.edu)

Thanks very much Melissa. I appreciate your kind words and support! You have provided me with comfort in moving forward and answering more requests!

I took a look at your suggested additional sources. The Kafka Project is a source the patron had already consulted, and as I had already directed the patron to one source s/he had already consulted [<http://www.themodernword.com/>], I thought it might reflect poorly on my choice of sites. I guess there's nothing wrong in sending patrons back to sites they have consulted so long as we provide rationale and a directed look at the site. Thank you for making me consider this in another way!

<http://www.kafka.org/index.php>

The second site you suggested, Constructing Franz Kafka, is one I came across in my search process, however I discovered the links on the page were broken! It appeared to be such a great resource too! What is the process in ipl2 for reporting sites with broken links?

<http://www.pitt.edu/~kafka/intro.html>

Thank you again for taking time to provide feedback. I really appreciate it and look forward to more experiences on ipl2!

Feedback follow-up response:

17: Re: Quota: LIT: What are some trusted sources about the Biography of Franz Kafka (no need by) Post-A-Note message (only visible to IPL librarians) Sat, 15 Oct 2011 14:19:04 by Melissa Ormond (melissa.marie.ormond@drexel.edu)

Hi Renee.

I do not believe the ipl2 has a policy on reporting broken links to website owners, only contacting users when the links we have provided are broken.

In regards to the Kafka Project website although the user did state they have already consulted the site I found the site a bit difficult to navigate myself, so there is nothing wrong with pointing the user to a resource they may have missed on the site; as you said, providing them a directed look at the site.

What I did initially notice about the Kafka Project website was that some of the pages were still under construction, mainly the General Bibliography page (which is unfortunate because this is the page I went to first), which may cause users to simply skim or bypass the site all together. However, if you dig deeper into the website you can find it does provide an interesting Biography page as well as the Archive section which offers an extensive amount of articles on both the life and works of Kafka. While some of these articles are in German there are a number that I was able to find in English.

Good call on the Constructing Franz Kafka site, and my apologies. I was reviewing so many Kafka sites yesterday that I recommended the incorrect site to you -- I also noticed that most of these links were broken.

The site I had planned on recommending is the Oxford Kafka Research Centre. The websites links page provides a number of additional Kafka sites that might be worth looking at:

<http://www.kafka-research.ox.ac.uk/links/index.php>

Keep up the good work!

Melissa

Response Log:

Sources consulted and strategies used:

I began by first establishing some background information for myself. I typed <franz kafka> into Google search and read the information provided in the first two results listed, Wikipedia and Kafka-Franz.com. In finding sources for my patron, I started with Internet Public Library site (ipl2). I began with a keyword search of <kafka> which yielded two results. The first proved to be an excellent choice because it not only provided the client with biographical information, but also contained a bibliography that cited works on literary criticism. My second strategy was also in ipl2. I chose to browse the "Special Collections" because I had remembered from our ipl2 Scavenger Hunt assignment that there was a literary criticism section. Once in the "Literary Criticism" collection, I found Kafka. However, his main site on ipl2 did not offer any links about him or criticism. Instead it provided a section at the bottom called "Still Need More?" This is where a bulk of my search strategy came from. I used the Google Scholar link thinking I would mostly find only literary criticism, but I was surprised to find a source that provided exactly what the patron wanted. It contained the full text of Kafka's works (not

necessary for my client, but informative), a detailed timeline of Kafka's life, and a bibliography citing further books about Kafka's life and literary criticism. Lastly, I went back to the Kafka page within the Literary Criticism collection on ipl2. While I knew this didn't provide direct links to information, it did have a list off to the right with links to some of Kafka's works. When I selected a work, in this case *Metamorphosis*, it provided links to criticism. Why these weren't listed on the main Kafka site I don't know! While exploring these links, I realized many of them were broken or no longer existed. This was unfortunate because from the description of the link on ipl2, some of these looked to be excellent resources. In the end, I couldn't use any of them either because they were broken or didn't have author information to ensure credibility, which was imperative to the patron.

Critique that indicates level of satisfaction with the answer provided:

I am fairly satisfied with the answer I provided the patron. I was hoping to find more free credible resources on the web, but mostly I just encountered bibliographies. While these are very informative and can provide the patron with what s/he needed via print, it is difficult to know if he/she has access to them. That's why I was glad to include the Google Scholar resource that had full text. I also found many other sites with biographical information about Kafka, but couldn't verify their credibility; therefore I couldn't recommend them as sources to the patron. While I was able to provide two excellent resources, I was hopeful I would find more.

Anything that you would do differently in the future:

If I had more time, I would have liked to ask the patron if s/he preferred electronic or print resources. A preference wasn't indicated in the question, but I knew the patron had already consulted two online sources so that made me think s/he preferred electronic resources. In my response I provided resources for both electronic and print, but I had to keep my search to public options. It would have been easy to consult Hagerty's e-journal database to find literary criticism, but with ipl2 you can't recommend sites that are licensed/subscription based.

QUESTION 2: EYEGLASSES

Transcript:

Question claimed: Oct. 19, 2011 @ 15:26

Answer submitted: Oct. 19, 2011 @ 16:47

Time spent answering question: 4 hour 47 min. (some time spent looking for information prior to claiming question)

Question:

Research Questions

Subject: MSC: What is the appropriate best looking size measurement of eye (no need by)

name: XX

from: XX

confirm: XX

area: Other

reason: Own learning.

school: No

Renee Smith
INFO 521-900
Ipl2 Project

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What is the appropriate/best looking size/measurement of eyeglasses given your head size, nose size etc.? Is there a site or book that discusses this? Thankful for information.

Answer:

Greetings from ipl2,

Thank you for your query about selecting eyeglasses based on measurement of facial features. I was happy to research and find sources for you. While researching, I learned there are many factors that attribute to proper eyeglass fit. Things like temple measurement, bridge measurement, even face shape can affect the size and shape of glasses selected. While most information pertaining to eyeglass fit is found on commercial sites, I was able to locate two titles as well as a site maintained by a certified optician that you will hopefully find helpful.

I found the following sources for you.

1. The Fitting Triangle is an article provided online through National Opticourier, part of Eye Care Professional Magazine. While a majority of this article details techniques opticians use to correct a patient's glasses fit, it cites two professional resources that provide information about eyeglass fitting. The first citation is: Stimson, R. L. (1979). Ophthalmic Dispensing. Springfield, Ill: Thomas. The second citation is: Brooks, C. W., & Borish, I. M. (2007). System for ophthalmic dispensing. St.Louis, Mo: Butterworth Heinemann.

http://www.opticourier.com/1webmagazine/2006/10oct/content/dispensing_opt/index.asp

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

<http://tinyurl.com/6h23q2n>

You can find a review for the first citation at:

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1043837/pdf/brjophthal00203-0076c.pdf>

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

<http://tinyurl.com/69bffnw>

These are print resources that we are recommending to you. We encourage you to take these citations to your local library, which may have a copy of the publications and be able to provide these resources to you for free. Your library may also be able to obtain these resources through interlibrary loan services or some other means, or they may be able to recommend a similar resource. We suggest asking a local librarian for assistance.

To find a library you can try the site LibWeb, found online at:

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

The Fitting Triangle was written by Alvaro Cordova, a licensed ophthalmic dispenser in New Jersey. As these sources are cited by a professional and classified as textbooks, I trust they are credible sources.

2. Optician Works provides comprehensive information about eyewear and care for consumers as well as optician students. Its photo gallery contains images that detail how glasses should properly fit (and not fit) on a patient's face.

<http://opticianworks.com/frame-fit-photo-gallery/>

Optician Works was launched in 2008 by John Seegers. Seegers is American Board of Opticianry (ABO) certified and has been an optician for over 18 years. He also teaches optician classes at J. Sargeant Reynolds Community College.

3. Simply Eyeglasses is a commercial site that sells prescription eyewear. They provide information about how to measure your face to suit eyeglass frame sizes. You can find this information on their Frame Size Information page. Additionally, if you want to learn more about how face shape and nose size contribute to eyeglass selection, you can click their link titled Face Shapes on the left side of the page.

http://www.simplyeyeglasses.com/help/frame_size.php

Simply Eyeglasses is a commercial site dispensing glasses from its own optical lab. The lab has been in business for over 20 years. Though it is a commercial site, its long history of business, as well as its customer review section located in About Us, helps provide credentials for its information.

I found the first source by performing a search in Google using the search terms <optician guidelines for fitting eyeglasses> (link to follow below). I chose the third result listed on the first page.

I found the second source by performing a search in Google using the search terms <proper eyeglass fit> (link to follow below). I chose the third result listed on the first page.

I found the third source by performing a search in Google using the search terms <eyeglass measurements>. I chose the second result listed on the first page.

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

I hope this response has fully answered your question. If you need more information, please don't hesitate to write back. Thank you for using ipl2!

Feedback request:

Renee Smith
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Ipl2 Project

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10: Re: Quota: MSC: Fit of eyeglasses with respect to measurement of facial features (no need by) Post-A-Note message (only visible to IPL librarians) Wed, 19 Oct 2011 16:50:50 by Smith, Renee (renee.smith@drexel.edu)

Dear ipl2,

I am requesting feedback on this question because though it seems to be an easy question to find information on, I struggled to find sources that were not sponsored by commercial sites! I did end up recommending a commercial site for my third resource, but chose it carefully because of its history and good review rating. If you can provide some general feedback about my response, I would greatly appreciate it.

Thanks so much,
Renee Smith

Feedback response:

12: Re: Quota: MSC: Fit of eyeglasses with respect to measurement of facial features (no need by) Post-A-Note message (only visible to IPL librarians) Sat, 22 Oct 2011 14:22:12 by Monica Kuna (monica.kuna@drexel.edu)

Hello Renee,

Great work! My name is Monica and I am a reference admin on the Roving Reference team. I found your topic very interesting!

You did a great job of providing an answer for this patron. It can be tough to find good, free, unbiased and non-commercial information Online. It's one reason why we are valuable as librarians. You did a nice job of providing a proper citation for the books mentioned in answer 1. I was a little confused by the review link at first, I thought it was for the article, but that could be me. You included all the mandatory elements for a good answer. You identified the commercial site in answer 3 for the patron. All the links worked perfectly. Excellent work!

Great job! Thank you and continued success!! -Monica

Response Log:

Sources consulted and strategies used:

I started my search by using ipl2. I looked under "Resources by Subject," but all the listings were for information about ailments, diseases, treatment, etc. Next I did a keyword search in ipl2 for <eyeglasses> which provided one usable result. This result, though informative, did not provide any information about eyeglass fit or selection. I went through the entire topic listing for "eye wear." At this point, I decided to move to Google. Using a variety of search terms that mimicked <eyeglass measurements>, I was able to find resources to answer the question, but a huge number of them were commercial sites. I didn't want to use these, so I then decided to approach my search by finding optician associations and societies. I located these through my ipl2 finding from before. In that "eye wear" topic index, it listed three organizations. I looked at the main site for the first two listed, but couldn't find any resources that discussed eyeglass fit.

So then I went back to Google and tried to locate more credible sources like those hosted by educational institutions. I used the terms <proper eyeglass fit> and <optician guidelines for fitting eyeglasses> which produced the names of two books and a site hosted by a practicing optician. In the end, I did end up using one commercial site because I felt it had good information and had a long operating history as well as excellent user reviews.

Critique that indicates level of satisfaction with the answer provided:

I am somewhat satisfied with my answer. I really wish I could have found a site sponsored by an educational institution or even a pamphlet from a professional organization that noted how glasses are measured and fitted. Most institutions I stumbled across contained research information about eye diseases, or complicated information about materials makeup of glasses, or lens types—not what I needed. I was also disappointed with ipl2 on this subject. The only information they had about eyeglasses was contained on two sites. One was a health site that was an index for all kinds of health issues, not just specific to eyewear. The other I found only through a contact lens reference and the site mentioned *extremely* basic information like making sure the glasses don't pinch and another small paragraph that mentioned glasses are measured (didn't explain how) and to consult an "optical boutique" to get help from a "trained professional." Perhaps ipl2 had the same problem as me in that most sites about this subject are commercial sites. I hope the patron was able to glean what s/he needed from what I provided.

Anything that you would do differently in the future:

In the future, when answering medical related questions, I think it's important to try to find information written in "layman's terms." The patron in this case said that books would be an option for sources, but finding a book that one, covered this topic and two, was not written in medical jargon is difficult. I did find two titles, but as they are textbooks, the patron might evaluate them to be beyond the scope. In this case, the only "layman's terms" sources I could find were commercially sponsored sites because they are the ones selling the eyeglass frames.

QUESTION 3: ENERGY CONSUMPTION

Transcript:

Question claimed: Oct. 28, 2011 @ 20:39

Answer submitted: Oct. 28, 2011 @ 22:33

Time spent answering question: 1 hour 54 min.

Question:

Research Questions

Subject: SCI: youth: How much energy it takes to run appliances (need by 11/1/2011)

name: XX

from: XX

confirm: XX

location: Honolulu, HI

grade: 4

area: Science

school: Yes

sources checked: google

Is there a web site that tells you how much energy it takes to run a computer or run a light or run a fan? My class is doing an assignment about energy conservation and how much energy we use in our classroom.

Answer:

Greetings from the ipl2!

Thank you for your question about energy use of common items and appliances. I did some research, and I think that these websites can help you.

Source #1) The first site I found is called "Energy Savers: Estimating Appliance and Home Electronic Energy Use":

http://www.energysavers.gov/your_home/appliances/index.cfm/mytopic=10040

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

<http://tinyurl.com/cvwzc2>

This website provides a list of typical appliances and their wattage (measurement of energy). Scroll down to where it says "Typical Wattages of Various Appliances" to see this list, which includes a computer and fan. At the top of the page is a section called "Formula for Estimating Energy Consumption" which shows a math problem to help you determine how much energy an item uses in a day. You might need to have an adult help you with this math problem if you decide to use it. This page is from the U.S. Department of Energy, which is run by the government. I knew that meant the page would be good for you to use.

Source #2) The second site I found is called "ABS Alaskan: Power Consumption Table":

<http://www.absak.com/library/power-consumption-table>

This website is similar to the first website in that it shows a list of typical appliances and their wattage. On this list you can see many items, including different light bulbs near the bottom. This page is from a company in Alaska that makes batteries and alternative energy products. They have been in business since 1988. Since they seem to know about products that use energy, I thought the page would be good for you to use.

Source #3) The third site I found is called "Centre for Sustainable Energy: How Much Electricity Am I Using?":

<http://www.cse.org.uk/pages/skills/advice/energy-advice-leaflets/how-much-electricity-am-i-using>

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

This website also provides a list of appliances and their typical power usage. Be sure to scroll down about half way to see the list. The Centre for Sustainable Energy is an organization located in the United Kingdom that has been around since 1979. Their mission is to education people on energy consumption and do research as well. I knew that meant the page would be good for you to use.

I also found some other sources that were really neat. They talk about what you can do to conserve energy in your home! I know that this is not exactly what you were looking for, but these seemed to be really good resources to look at for information for your class assignment. I hope you enjoy them.

Extra Source #1) This page is called “Energy Kids”:

<http://www.eia.gov/kids/index.cfm>

The website contains information about the history of electricity, how you can conserve energy, and even has fun games! The website is by U.S. Energy Information Association and is run by the government.

Extra Source #2) This page is called “Energy Star Kids”:

<http://www.energystar.gov/kids>

The website contains lots of neat interactive exercises to explain about energy conservation. One of my favorites is called “You Can Make Big Changes.” This website is a government website and I knew it would be a good site for you.

Now let me describe how I found all these websites:

Source #1 and #2:

1) I started with the search engine Google:

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

2) I typed “energy consumption of appliances” into the search box (you don't need to use the “ ” marks).

3) I clicked on the first link called “Estimating Appliance and Home Electronic Energy Use” and the second link called “Average Power Consumption of Household Appliances.”

Source #3:

1) I started with the search engine Google:

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

2) I typed “How much energy am I using?” into the search box (you don’t need the quotation marks).

3) I clicked on the fifth link called “How much electricity am I using?”

Extra Source #1 and #2:

1) I started with the ipl2:

<http://ipl.org/>

2) I clicked on the orange button called “For Kids”

3) I typed “energy” into the search box (you don’t need the quotation marks).

4) I clicked on the first link called “Energy Star Kids” and the third link called “EIA Energy Kids.”

I hope this answers your question! Please contact us again if you need more help. Thank you for using the ipl2!

Feedback request:

8: Re: SCI: youth: How much energy it takes to run appliances (need by 11/1/2011) Post-A-Note message (only visible to IPL librarians) Fri, 28 Oct 2011 22:36:29 by Smith, Renee (renee.smith@drexel.edu)

Dear ipl2,

This is my first time answering a request by a youth, 4th grade in this case. I would appreciate any feedback you have in how I addressed this child's question.

Thanks very much! Looking forward to the feedback.

Feedback response:

10: Re: SCI: youth: How much energy it takes to run appliances (need by 11/1/2011) Post-A-Note message (only visible to IPL librarians) Sat, 29 Oct 2011 10:04:41 by Monica Kuna (monica.kuna@drexel.edu)

Hello Renee!

Nice work! You did a great job answering this question about energy use from a 4th grader. You numbered your sources and used lots of spacing-wonderful. It's important to include advising the student to enlist the help of an adult and you did direct the student to do so when it was appropriate. With this age group, it is also important to get to the point and use one to two syllable words (sometime 3 if they are common). Your language seemed good. There is a grade

level checker, according to the ipl2 manual (Module 6). It can be helpful to use it if you have Word:

Tools: This tool gives only an approximate grade level readability result.

Microsoft Word provides a tool to check the grade level readability of Word documents. To turn on this option, go to the Tools menu, then Options, then the Spelling & Grammar tab; check the box "Show readability statistics", then click OK. Flesch-Kincaid Grade Level scores will be reported when you run a spelling and grammar check (shortcut F7).

You covered all six mandatory elements from the manual. Your sources were age appropriate and you explained their value. Your search description was also easy to follow and opened up many possibilities for the student to browse further. Your links worked. You included an invitation to return in your closing. Very nice.

Outstanding work!! Thank you and continued success!! -Monica

Response Log:

Sources consulted and strategies used:

I initially consulted ipl2 and typed "energy consumption" into the search box. But that produced nothing. So I went to the "For Kids" section and typed "energy" into the search. This produced some great results for kids, although not energy usage for common household items. From these kid friendly sites I tried looking at the recommended links to find more kid friendly sites. I did find more sites, like energyhog.org, but again nothing that showed actual wattage of appliances. Next I went to Google and typed "energy consumption of appliances." This produced more relevant results. The first site was a government site (U.S. Dept. of Energy) and had a list and formula for calculating energy consumption. The second site also had a list that rounded out what the patron wanted. Then I changed my approach and typed "how much energy am I using" for another search in Google and came up with my third site.

Critique that indicates level of satisfaction with the answer provided:

I am quite pleased with the answer I gave. Although the initial three sites I provided were not specifically geared toward kids, since they contained a list with wattage amounts next to the item, I felt it would be ok. On the first site I noted the child may want to have an adult's help to use the calculation formula—but this was in excess to what the child requested. I didn't want to leave off the great sites I found through ipl2 "kids" and included them at the end as "extra sources." Even though posting these two extra sites went above the limit of 4 sources, I felt they were important and provided great interactive content!

Anything that you would do differently in the future:

This was my first experience in responding to a kid. In the future I think I'd like more time to look at the recommended links provided by child friendly sites. These are great resources. The only problem I encountered in doing this is it takes so much time to look through each site. There's no way to search these recommended links, you just have to click and look at each one to determine if the site is relevant.

QUESTION 4: SWEDEN AND ITS LIBRARIES

Transcript:

Question claimed: Nov. 3, 2011 @ 13:52

Answer submitted: Nov. 3, 2011 @ 17:14

Time spent answering question: 3 hours 22 min.

Question:

Bounced Questions

Subject: LIB: Information about libraries in Sweden

location: iran

area: Science

reason: article

school: No

I want to know some information about sweden and the librarianship & libraries in this country?

Answer:

Greetings from ipl2,

Thank you for your query about Sweden and its libraries. As your question indicates two different areas, I have divided my response into two categories: Information About Sweden and Libraries & Librarianship in Sweden.

Information About Sweden:

I found the following sources for you:

1. The Official Gateway to Sweden is the country's official website. It provides a wealth of material from facts to in-depth information on topics such as education, business, lifestyle, tourism, etc.

<http://www.sweden.se/>

The Official Gateway to Sweden is publicly funded and sponsored by five organizations with an overall responsibility for providing information about Sweden to other countries. Included in these organizations are departments of the Swedish Government, a trade council, and an official office of tourism. Additionally, this site was found through searching ipl2's resources, which maintains its own collection policy and guidelines for endorsing sites.

2. BBC's Country Profile of Sweden offers a concise overview of Sweden. You can learn about Swedish facts, its current Prime Minister, and media.

http://news.bbc.co.uk/2/hi/europe/country_profiles/1021823.stm

The content of BBC's site is contributed by BBC journalists and special unit writers. BBC is the world's largest broadcast news organization. Additionally, this site was found through searching ipl2's resources, which maintains its own collection policy and guidelines for endorsing sites.

I found both of these sources by searching ipl2's resources. I entered the search term <sweden> and selected the third and fourth entries on the page:

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

Libraries & Librarianship in Sweden:

I found the following sources for you:

1. The National Library of Sweden is the country's national library responsible for collecting and preserving all domestic printed and audio-visual materials. Its collection boasts 20 million objects and has been in existence for over 300 years. On this site you can find information about its collections and well as an "About Us" section. In the "About Us" section, you might also find the pdf brochure helpful in providing general history and information about the library.

<http://www.kb.se/english/>

As the National Library of Sweden is the country's national library, I find its site to be credible. Its history coupled with its large collection makes it a great resource.

2. The article "The Origin and Development of Public Librarianship in Sweden" presented at the International Federation of Library Associations (IFLA) 76th Conference gives a history of public libraries in Sweden in the 20th century. It offers some comparative information of the development of Swedish public libraries to British and American public libraries.

<http://www.ifla.org/files/hq/papers/ifla76/136-torstensson-en.pdf>

This article was presented at an international conference about library and information science and was written by a lecturer from the Swedish School of Library and Information Science. Since it was accepted by scholars and written by a professional in the field of library science, I find it credible.

3. A blog post, written in December of 2010, titled "Dewey vs. The Public Libraries of Sweden: Comments on a New Report" provides a professor's view on the recent push from the Swedish Library Association for public libraries to adopt a different classification system, the Dewey Decimal Classification. Additionally, you might find his other posts on his blog, titled Notes on Documentation and Librarianship, to be of interest for your research.

<http://documentationandlibrarianship.blogspot.com/2010/12/dewey-vs-public-libraries-of-sweden.html>

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

<http://tinyurl.com/3bmq4aj>

This blog is written by a professor of library and information science at Linnaeus University in Sweden. As the information is provided by a professional, I trust his factual information to be true.

4. The Stockholm Public Library is the largest public library in Sweden. You can learn about its policies and general information on this site. Note that this site is originally recorded in Swedish. When accessing different parts of the site you will need to select your language of choice by clicking “Other Languages” at the top of the page.

<http://www.biblioteket.stockholm.se/default.asp?id=5308&refid=5294>

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

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

I selected this site to offer you information about the largest public library in Sweden. As this is the official site of the library, I trust it is an authoritative source.

5. The Swedish School of Library and Information gives the perspective of library education in Sweden. Their website offers a look at programs and research interests of the university.

http://www.hb.se/wps/portal!/ut/p/c1/04_SB8K8xLLM9MSSzPy8xBz9CP0os3hXX49QSydDRwMD10BzAyNjd_cwPx9PFzN3c6B8pFm8n79RqJuJp6GhhZmroYGRmYeJk0-Yp4G7izEB3cGpefrhIDvxmwGSN8ABHA30_Tzyc1P1C3IjKjx1HRUBDI0hgg!!/dl2/d1/L2dJQSEvUUt3QS9ZQnB3LzZfRU1IVTICMUEwMEVRNzAyM0dHVk5MSUQ2Rzc!/

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

<http://tinyurl.com/3b81983>

The Swedish School of Library and Information is Sweden’s largest education and research program in library science. The school is at the University of Borås in Sweden, which is a member of the European University Association. As is such, I trust the information contained on its website is reliable.

I found the first and fifth source by performing a search in Google using the search terms <Sweden + library> (link to follow below). I chose the first and tenth result listed on the first page.

I found the second and third source by performing a search in Google using the search terms <librarianship in Sweden> (link to follow below). I chose the fifth and third results listed on the first page.

I found the fourth source by performing a search in Google using the search terms <public library Sweden> (link to follow below). I chose the tenth result (the last one) on the first page.

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

I hope these responses have fully answered your questions. If you need more information, please don't hesitate to write back.

Thank you for using ipl2!

Response Log:

Sources consulted and strategies used:

For this question, I felt that finding information about Sweden in general would be easy and probably on ipl2. So I left that part until the end. To answer the part of the question about libraries in Sweden I began in ipl2 with "Resources by Subject". I chose "Arts and Humanities" and selected "Libraries" and then "Libraries Around the World." I selected the first result "Library Directory - Online Libraries of the World View" and clicked Sweden Libraries under Europe. This provided a long list of libraries, but many sites were written in Swedish. A few had options for English text and this is where I started to find the main libraries to recommend to my patron. However, I wanted to be able to give the patron an easier way to access these sites, especially in English, so my next approach was to try different search terms in Google. My final choices were <library + Sweden>, <librarianship in Sweden>, and <public library Sweden>. With these different search strings not only did I find the library pages in English I noted from ipl2, but also some additional information that was relevant. Finally, I searched back in ipl2 for resources on Sweden as a country. It was an easy find by typing <Sweden> as a search term.

Critique that indicates level of satisfaction with the answer provided:

This patron was looking for information on two different topics. By dividing my answer into two sections, I felt I was able to provide clarification about my resources and ample information. I went beyond the minimum four sites and recommended a total of seven. For the second half of the question, libraries and librarianship in Sweden, I felt I provided the patron with different perspectives on the topic. I gave resources that covered the history of public libraries, links to large libraries in Sweden, education of library students, and a critical look at librarianship by professionals in the field. Overall I am very pleased with my response. Unfortunately since it was a bounced question, I'll never know if the patron was satisfied!

Anything that you would do differently in the future:

This particular patron request has been one of my personal favorites to answer because it was about libraries! I always try to select questions that I am interested in or want to learn about myself because that makes the time devoted more worthwhile. I really enjoyed learning about libraries in Sweden, especially its National Library. It was like seeing the equivalent of the Library of Congress here in the United States. In the future I look forward to learning about things that I find personally interesting. One thing I would probably do differently is get a better handle on my searches. For this question I felt like I was all over the place. In my excitement to learn more, I failed to write down what terms I had searched in Google as I went. This made it difficult to explain the search process in my response. I basically had to go back and redo my

search to figure out what resources I found with what search terms. Next time I will definitely keep track of my search terms and results by writing them down.

QUESTION 5: CALCULATING ACREAGE

Transcript:

Question claimed: Nov. 7, 2011 @ 10:41

Answer submitted: Nov. 7, 2011 @ 11:55

Time spent answering question: 1 hour and 40 min. (some time spent looking for information prior to claiming question)

Question:

Ready Reference Questions

Subject: MAT: How do we as people determine acres (need by 11/8/2011)

name: XX

from: XX

confirm: XX

location: Charlotte, NC

area: Other

reason: A school assignment an inquiry project we need primary and secondary sources

school: Yes

sources_consulted: Nothing

How do we as people determine acres

Answer:

Greetings from the ipl2!

Thank you for your question about how to determine acreage. The answer to calculating acreage is more than one step. You may need a teacher or adult to help you solve the following math problems.

Step 1, is to determine the area of the piece of land. Assuming your land is a rectangle and we're measuring in feet, you would multiply the length by the width. Your problem would look like this: $L \times W = \text{area in square feet}$.

Step 2, is take the answer from step 1 and divide it by how many square feet there are in an acre (43,560 square feet per acre). Your problem would look like this: $\text{area} / 43,560 = \text{acres}$. Your answer tells how many acres of land you have.

For example, if I had a rectangular piece of land that measured 700 feet by 800 feet, then for step 1 I would multiply $700 \times 800 = 560,000$ square feet. Step 2 would look like this $560,000 / 43,560 = 12.8$ acres.

I found some websites that explained how to calculate acreage and also explained the history of the word. I hope you find them helpful.

Source #1) The first site I found is called “Acre” by sizes.com:

<http://www.sizes.com/units/acre.htm>

This website has lots of information about an acre. There are separate tabs to click that give information about what an acre is, an acreage calculator, the history of an acre, and even a frequently asked question tab. Also if you are interested in learning about what an acre means in different areas of Britain, there are links at the top of the page. This page provides the sources it used to get the information under the “Sources” tab. Because it tells where it got its information, I think this site is trustworthy.

Source #2) The second site I found is called “How to Calculate Acreage.”

<http://www.wikihow.com/Calculate-Acreage>

This website goes through the steps I explained above about how to determine acreage. This website does provide two references for where the information was found. You can find this under the section “Sources and Citations.” One site is the one I used for Source #1 which I explained is trustworthy.

A community of users maintains or edits this source. Because membership in this community may include non-experts, information taken from this source should be verified using other, more reliable sources.

Source #3) The third site I found is called “How Many? A Dictionary of Units of Measure.”

<http://www.unc.edu/~rowlett/units/dictA.html>

This page is an entry for all “a” words. You will need to scroll down to “acre.” There are three entries for acre. The first provides a short history, the standard measurement in square feet, and links to other countries’ similar unit of measure. This website is written by Russ Rowlett, the director for the Center for Mathematics and Science Education at University of North Carolina at Chapel Hill. The website is also endorsed by SciLinks. The purpose of SciLinks is to find websites that are accurate and helpful to students and teachers. Each website must be approved by teachers and experts in the field. Since the site is written by a university and is approved by teachers, I find it trustworthy.

Now let me describe how I found all these websites:

Source #1: I found this site by doing a search in Google with the terms “calculating acreage” (you don’t need to use the quotation marks). I clicked the first result called “How to Calculate Acreage—wikiHow.” Then I scrolled down to the “Sources and Citations” section and clicked the second site listed.

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

Source #2: I found this site by doing a search in Google with the terms “calculating acreage” (you don’t need to use the quotation marks). I clicked the first result called “How to Calculate Acreage – wikiHow.”

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

Source #3: I found this by searching in ipl2. I clicked “Resources by Subject” then “Reference” then “Calculation and Conversion Tools” then clicked the 14th result called “A Dictionary of Units of Measurement View.” Once this site loaded, I clicked “A.”

<http://ipl.org/>

I hope this answers your question! Please contact us again if you need more help. Thank you for using the ipl2!

Response Log:

Sources consulted and strategies used:

I started looking for resources for this question in ipl2. Since the patron wanted the information for school I decided to consult the kids and teen resources. Neither place had relevant information. I felt there would probably be some kind of calculation source in ipl2 so I switched to “Resources by Subject.” I eventually found a source buried within many layers of ipl2. Navigation within ipl2: Resources by Subject→Reference→Calculation and Conversion Tools→click 14th result called “A Dictionary of Units of Measurement.” Next I hit Google. I used the terms <calculating acreage>. The first result seemed ideal for a kid! It provided step by step instructions and large print for calculating acreage. However, it was a wiki! I decided to try to find more and use this as a last resort. I ended up choosing a citation site from the wiki. The site “Acre” by sizes.com was an excellent resource. It offered a history and a calculator. In the end, I did use the wiki site because I verified its information against the other two sites I found. I made sure to include the disclaimer in my response.

Critique that indicates level of satisfaction with the answer provided:

I noticed in the ipl2 QRC that this question was posted three times by different users. Each one indicated that it was needed for school and that they were looking for an “inquiry question answer.” After I posted my answer, I decided to look at what other ipl2 respondents had provided their patrons. Only one of the three had been answered thus far (except mine). I compared my answer with this person and felt my answer provided the patron a more succinct and relative answer. The other respondent only listed what an acre was in yards and gave no explanation or formula for how to determine this measurement. In comparison, I am definitely satisfied with my answer. Not only did I provide step by step instructions for calculating acreage in my response (which is what the patron wanted), I also found websites that provided a calculator, formulas, and history of the word. I’m curious to see how my answer would compare to those not answered yet. I’ll have to go back and look later!

Anything that you would do differently in the future:

This was one of my better responses. Out of the five questions I answered on ipl2, I felt my response to this one was very clear. In a previous question I answered, I noted to myself that in the future it would be helpful to spend more time looking at reference sites recommended by a particular website. I put this into action for this search! When I found the wiki page I immediately started searching for citations. This led me to an excellent resource that I ended up using in my answer. I never came across this site in my Google searches. I was only able to find it through my use of “footnote chasing.”

Part II: Reaction to ipl2 Project

My overall experience with ipl2 and answering patron reference requests was positive. The most gratifying aspect for me was working with real requests. This was my first formal experience with providing reference. I was initially apprehensive and worried about answering questions of which I had no prior knowledge. However, my nerves were eased and my confidence grew with each answered question and positive feedback from ipl2 staff. The ipl2 setting is ideal for newbies like me. I liked having a list of requests to choose from and knowing help was available if needed. Initially I thought I couldn't handle research questions and would need to stick to ready reference, but after diving right in with a research question about Franz Kafka, I realized my apprehension was unwarranted. In the end, I answered four research questions and only one ready reference! Another aspect I liked was the challenge to find relevant, credible resources. Because the requests were coming from real patrons with real needs, I knew I was responsible for providing accurate sources and information. It was helpful to have ipl2 staff feedback about the resources I suggested. Lastly, the overall response format ipl2 required was valuable for learning the main characteristics a librarian's response should have, whether it is through virtual or in-person channels.

There were some obvious differences between the email reference experience with ipl2 and in-person reference. Email provides more time for a librarian to collect and evaluate relevant resources. I definitely would not have been able to provide the patrons with as many

resources, had I experienced my five questions in-person. Additionally, if these questions were experienced in a library setting, I would have probably relied more on recommending physical books and resources as opposed to electronic resources. One negative aspect of email reference is getting clarification of a patron's request. The process can be time consuming and difficult because there is no person-to-person dialog. Finally, another glaring difference between email reference versus in-person is verification that the patron's request was fulfilled and satisfied. With in-person, the patron is there to provide instant feedback. However in my experience with ipl2, I never received feedback from a patron letting me know I had provided what s/he needed. Overall, with any reference service there can be positives and negatives. One of the first things people do in accessing information is go online. Email is one channel patrons can use to satisfy their information need. Email, or virtual reference in general, is a way for information professionals to serve patrons on their own terms and hopefully early in their information search.

I learned many valuable things from this experience. One major lesson was evaluating web resources and not just learning criteria, but actually putting it into practice. I referenced Hagerty Library's *Evaluating Information on the Web* tutorial many times and also referred to our Week 3 Lecture: *Evaluating Information on the Web*. This experience also forced me to use other web resources besides Google. I was unaware of ipl2 and its resources prior to this project and now use it regularly when searching for information. The organization of ipl2 is very different than Google. It made me more aware of indexing. In my experiences with ipl2, I found it more useful to navigate through these indexes rather than use search statements. This approach has been helpful in learning to navigate other web resources like BUBL, which I'm using for another class. My ipl2 experience also taught me that understanding a patron request is vital. Email reference makes this more difficult because it lacks the dialog that comes with in-

person reference. However, no matter what reference service is being employed, learning to understand and clarify a patron's request is necessary. Ipl2 provided an opportunity to do this. I also learned about documenting my search process. With every resource provided, a detailed explanation about how to find it was necessary in the response. This forced me to consider my search process from the patron's point of view. One of the more resonating lessons I learned from my experience with ipl2 was something I was already aware of, but needed an opportunity to practice. This lesson is customer service. Providing quality customer service to patrons is vital to the survival of the library, or reference service. Ipl2 provided a format and useful strategies (e.g. language choice to use with youth) for customer service.

My experience with ipl2 and answering email reference questions has been invaluable in its application to my future work as an information professional. I am now prepared to respond to reference questions, whether they are in a virtual or in-person setting. The experience is applicable to any situation. In general, this experience has made me think about how technology effects the way not only patrons find information but how information professional meet their information needs. Twenty years ago there was no such thing as "virtual reference," but now it's a given. The way people look for and find information is always changing, and future information professionals like myself must continually keep up to date with these changes in order to best serve our patrons.

I certify that:

- This assignment is entirely my own work.
- I have not quoted the words of any other person from a printed source or website without indicating what has been quoted and providing an appropriate citation.
- I have not submitted this assignment to satisfy the requirements of any other course.

Signature Renee L. Smith
Date 11/17/11