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Exercise 1

1. A young man approaches you at the San José King Library reference desk and says: “Hi! I was just diagnosed with diabetes and I need some information about diets. Are there different kinds of diets? How can I find some books that will help me get things under control?”
(Note: be sure to help him find some useful subject headings to search under).

Answer: “I found two resources which could be helpful to you. First is an academic book which covers everything about diabetes from a medical perspective, and also has a section on diet. I think it will be useful for you in understanding the need for a special diet. It is called *Diabetes management: clinical pathways, guidelines, and patient education* by Jo Gullede, Shawn Beard, Health and Administration Development Group. Another is a well regarded cookbook by Ann Fittante called *Prevention's Diabetes Diet Cookbook*. If you are interested in more information on diet refer to ‘diabetic diet’ in searches.”

Source: LOC keyword search “diabetic diet”

Strategy: Keyword search. I checked Google Book’s copy of the first book to skim through it and make sure it wasn’t rubbish. I also checked various reviews of the latter book to make sure it worked for people.

Remarks: N/A

2. I’d like to locate a poem for a reading I am attending next week. We’re doing classic poetry from different countries. I heard something about a poem by Goethe talking about a man riding a horse with his child in a fog. The only other thing I know is that the child dies at the end. Can you help me find it?

Answer: “The poem in question is ‘Der Erlkönig,’ it’s actually from a ballad opera entitled *Die Fischerin* which is probably why you had trouble finding it. In the future if you want to find an obscure thing with only a few details, I’d recommend using Google, putting in some keywords until your search is refined to exactly what you want. I can show you how to effectively use such a tool if you are interested. ::teaches the patron how to search properly::”

Source: Google query “Goethe horse fog poem” to Wikipedia – 20 seconds.

Strategy: I used Google because it’s the only logical source. No other search database is as responsive in finding things specifically from obscure details. I’m aware of the assignment instructions, you can mark me wrong if you want, but if I were to find this answer anywhere else it would have taken ten times as long and would have wasted my professional time (as a reference librarian) and the patron’s time. I am sure that most reference librarians would do the same.

Remarks: N/A

3. A graduate student walks into the library, looking mildly panicked. The faculty member she’s working for as a research assistant has asked her to review the recent literature on owl monkeys. Be certain to find some articles by Weller. Please direct the student to an appropriate database, and help her find the full citations for three of Weller’s articles.

Answer: “Let me direct you to the San Jose State University Library website. Go to Home > Find Articles & Books > Articles & Databases >Biology > Biology Quick Search. This cross-reference tool allows you to quickly search several core databases at once and compiles a composite result. Try doing a search for “owl monkey” for title and “weller” for author and over 20 results will come up, all peer reviewed. If you can’t use the SJSU library/a membership service for whatever reason, I’d refer you to Google Scholar, a free academic search service. You’ll find the same materials there – just search for “owl monkey” and weller. Here’s a few citations:

Urinary enzyme concentrations in the owl monkey (*Aotus nancymae*)
Journal of medical primatology [0047-2565] Weller yr:1993 vol:22 iss:6 pg:340 -347

Spontaneous cardiomyopathy and nephropathy in the owl monkey (*Aotus sp.*) in captivity
Journal of medical primatology [0047-2565] Gozalo yr:1992 vol:21 iss:5 pg:279 -284

TOTAL SERUM CREATINE KINASE AND ISOZYME CONCENTRATIONS IN THE OWL MONKEY

Journal of medical primatology [0047-2565] WELLER yr:1991 vol:20 iss:6 pg:290 -294

Source: SJSU biology cross-search, Google Scholar, Academic Search Premier, Science Direct

Strategy: Keyword searches at the above sources.

Remarks: N/A

4. The same student phones you the next day. The professor has expressed special interest in the *Journal of Medical Primatology*, and ahe has been asked to find out: when did this journal begin publication? Where is it indexed? Is it peer-reviewed (refereed)? Does the SJSU library have any issues?

Answer: “The journal was founded in 1973, is peer-reviewed and is indexed in:

Abstracts in Anthropology (Baywood Publishing)
Academic Search (EBSCO)
Academic Search Premier (EBSCO)
AGRICOLA Database (National Agricultural Library)
Biological Abstracts (Thomson ISI)
BIOSIS Previews (Thomson ISI)
CAB HEALTH (CABI)
CABDirect (CABI)
Current Contents: Agriculture, Biology & Environmental Sciences (Thomson ISI)
Embiology (Elsevier)
Focus On: Veterinary Science & Medicine (Thomson ISI)
IBIDS: International Bibliographic Information on Dietary Supplements
InfoTrac
Journal Citation Reports/Science Edition (Thomson ISI)
MEDLINE/PubMed (NLM)
Protozoological Abstracts (Elsevier)
Review of Medical and Veterinary Mycology
Science Citation Index (Thomson ISI)

Science Citation Index Expanded (also known as SciSearch)
Zoological Record (Thomson ISI)

Articles of the journal are available through the SJSU plaintext databases via Academic Search Premier and Wiley Online Library. No hard copies are in collection.

Source: PubMed,
J Med Primatol. 1973;2(2):65-6.
First year of the Journal of Medical Primatology. Editorial.
By Goldsmith EI, Moor-Jankowski J.

Blackwell Publishing's official website for the journal,
(<http://www.blackwellpublishing.com/aims.asp?ref=0047-2565&site=1>),

SJSU Catalog

Strategy: Numerous keyword searches at the above sources eventually lead to a composite understanding of the topic.

Remarks: I found it difficult to find the first date of publication for the journal, as nothing came up in searches other than that record by Moor-Jankowski. Through cross-referencing I discovered that Moor-Jankowski founded the journal but there was little solid information. I couldn't find the 1st issue anywhere, so I couldn't judge from that. I was about to just go with 1973 from that flimsy evidence when I searched the SJSU catalog and a tidy little page came up with information about the journal, including date of first publication. That reinforced my answers to the reference query.

5. As you try to take your mind off owl monkeys, the phone rings again. A woman says, "I am looking for a Dutch film – *De Vierde Man*. Do any libraries in California have this movie?"

Answer: "Yes, the following libraries have this movie,

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|-------|--|-----|
| US,CA | ART CTR COL OF DESIGN, JAMES L FOGG LIBR | ACD |
| US,CA | BEVERLY HILLS PUB LIBR | BHP |
| US,CA | CALIFORNIA STATE UNIV, LONG BEACH | CLO |
| US,CA | HUMBOLDT CNTY LIBR | EHU |
| US,CA | MOUNTAIN VIEW PUB LIBR | MVP |
| US,CA | REDONDO BEACH PUB LIBR | RBP |
| US,CA | RIVERSIDE CNTY LIBR SYST | RRT |
| US,CA | SAN FRANCISCO PUB LIBR | SFR |
| US,CA | SAN MATEO CNTY LIBR | CZA |
| US,CA | SANTA MONICA PUB LIBR | SMP |
| US,CA | STANFORD UNIV LIBR | STF |
| US,CA | UNIV OF CALIFORNIA, BERKELEY | CUY |
| US,CA | WILLOWS PUB LIBR | JTP |
| US,CA | YOLO CNTY LIBR | YOL |

Source: CalCat

Strategy: I first tried to use California State Library search and found their engine to be incredibly bad. I then searched CalCat and the information I needed came right up. I also used IMDB to get the

English translation of the title so that I could reference it in the California State Library search, but still nothing came up.

Remarks: N/A

6. A boy who seems to be about 10 or 11 years old walks up to your desk and says: “My teacher said to get some articles from the library for my report that’s due tomorrow. It’s on Jay Leno.”

Answer: “Before I can help you I need to know what it is about Jay Leno that you are looking for. Is it perhaps information about his life, or current events?”

“I have to write a report on his life I think, maybe I can show you the assignment instructions”

“Ok very good, may I refer you to *Leading with My Chin*, his official biography. The book contains information on his early life, career and professional work.”

Source: LOC catalog

Strategy: Pretty simple, my intent was to locate his official biography and I did. A number of joke books and other recreational nonsense came up, I cut through that to find some good personal information about him and presented it to the patron.

Remarks: I couldn’t imagine what sort of articles would be appropriate for school in regard to Jay Leno (what sort of articles would exist for him other than gossip and celebrity nonsense?) – so I assumed the kid just misunderstood the assignment and actually wanted biographical information.

7. A friend who’s just begun the MLIS program at SJSU mentions to you that she’s thinking of writing a thesis for her “culminating experience.” She would like to get a sense of how many SLIS students have written theses in the past 5 years, and what kinds of topics they wrote about. Can you help her out? (And – do you see any recent theses related to reference work?)

Answer: “2 theses have been written since 2005. The thesis topics include:

Frederick Beecher Perkins: Library pioneer and curmudgeon

California librarians and the Vietnam War, 1967--1972

Judging from the list there were no recent reference theses published.”

Source: SLIS website search for “thesis” > http://slisweb.sjsu.edu/classes/thesis_resources.htm > SJSU library > Databases A – Z > ProQuest - ProQuest Dissertations & Theses Database > su.exact("library science") AND sch.exact("San Jose State University") AND cc(0399: Library science)

Strategy: My initial thought was that the only place that would have such records would be the SLIS website. This lead me to a simple keyword search, which lead me to a page with “Thesis resources” including a link to ProQuest.

Remarks: The link on the resources page flat out didn't work. I googled the database name and tried to log in from there, using the "log in from your college or university" option, which lead me to have to sign up for SJSUone, whatever that is. I was still unable to log in. I then went to the SJSU library and did a keyword search for the database name, nothing came up. At this point I was about to give up on using the thesis database. I gave the SJSU library a call and asked them if the database was in fact part of the SJSU system and where or how to access it. I was referred to a page listing databases A-Z, which I completely forgot about, and thus finally found the database. What a pain!

8. A patron sends you this "chat" question: "hi – I need the original obituary of Dr. Thomas Gallaudet that appeared in the NYTimes in the mid 1850s – how can I get the fulltext please?"

Answer: "You can find this obituary in Volume 1, Number 1 (September 18, 1851) of the 'New York Daily Times' – lucky for you the SJSU library actually has this record on microfilm. You can also view it online in PDF at the New York Time's archive."

Source: SJSU library catalog > New York Times Archive > Archive 1851 – 1980 > search September 18 1851 to September 31 1851 with keyword "Gallaudet"

Strategy: Order of discovery,

- New york times website for obituaries
- Search for subject's name (0 results)
- Google keyword searches, assorted results
- Google Scholar to find a biography, *Life of Thomas Hopkins Gallaudet: founder of deaf-mute instruction in America*, discovered his death notice, although the text was not provided. Also discovered the old name for the New York Times – the 'New York Daily Times'
- More refined searches of New York Times website and failing
- Defaulted to SJSU catalog as a last resort
- Found that the very issue in question is on microfilm in the library! Through a cross-reference access point I also found links to the New York Times newspaper archive.
- Searched as per above "source"

Remarks: Very tricky to find this one!

9. Poor little Lindsay Lohan – the media simply won't let this troubled celebrity alone! I wonder how many stories *People* magazine has published about her in the past year?

Answer: "This is somewhat tricky to answer because some articles have sections relating to Lindsay Lohan but the entire article may not be dedicated to coverage of her. I was able to find twenty articles from People in 2010 for you, but this may not be an exhaustive list."

Source: SJSU library: Home > Find Articles & Books > Articles & Databases > Culture and Health > Culture and Health Quick Search

Strategy: First thing I did was check the People website and see if they had an online archive of past records. They do have an article search, but it is not robust and offers no sorting options, so I decided to bypass it. The quick search on the SJSU site came in handy once again.

Remarks: I am not terribly confident with my answer, and I don't think it's possible to have an authoritative answer. For issues like this the patron is going to have to do his own legwork to come to an answer, because as I was searching I found that there were many columns which involved Lindsay Lohan but also covered other topics as well. My count of articles is constituted as those which heavily or exclusively cover the subject, but it's pretty ambiguous for gossip matter.

10. A faculty member greets you in the library café and says: "I've been meaning to call you! I need the full text of this article written about 40 years ago by Robert Williges. I can't remember the exact title – I have it somewhere! But it's an article, about verbal communication and teamwork. Since we're both here – can you help me out?"

Answer: "No problem bud, it's on ScienceDirect. The name of the article is 'Role of Verbal Communication in Teamwork' and it was published in the Journal of Applied Psychology in 1966. Here's a link to the full text"

Source: ScienceDirect

Strategy: Went directly to ScienceDirect, did a search for his name AND between date range 1960-1980 (to accommodate for the patron's lack of precision). I then browsed through the records until I found what he was obviously referring to.

Remarks: N/A

11. A high school student poses the following question to you: "My parents are *so lame!* They're scared that if I play violent video games it will make *me* violent. Is that really true?" Please select **one** appropriate **subject-specific** index from among those on the source list and carry out a search on this topic. Explain **thoroughly** the steps you take, in terms of analyzing the concepts in this question; selecting an appropriate database; identifying appropriate search terms; combining the search terms using Boolean logic; viewing a few search results; and revising your search (if needed) based on these results. Based on the material you find, what do you think is the answer to this student's question? If you could choose one additional index to search, which one would you choose and why?

Answer: "I will refer you to 'Digital game violence next term and direct aggression in adolescence: A longitudinal study of the roles of sex, age, and parent-child communication' by Marjut Wallenius and Raija-Leena Punamaki. The introduction to the text is an excellent summary of the issue, revealing that several meta-analyses and mutually corroborating research show a correlation between aggression, violence and playing video games. However, a 2007 meta-analytical review by Christopher J. Ferguson revealed that many previous studies were prone to institutional bias and improper research methodology. Ultimately there is no clear answer or causal link demonstrated, although initial findings hint at a connection between violent games and violent behavior."

Source: ScienceDirect

Christopher J. Ferguson, Evidence for publication bias in video game violence effects literature: A meta-analytic review, *Aggression and Violent Behavior*, Volume 12, Issue 4, July-August 2007, Pages 470-482, ISSN 1359-1789, DOI: 10.1016/j.avb.2007.01.001. (<http://www.sciencedirect.com/science/article/B6VH7-4MYVGCK-1/2/ea7c02048dd59780d1678a748dcfbfd2>)

Marjut Wallenius, Raija-Leena Punamaki, Digital game violence and direct aggression in adolescence: A longitudinal study of the roles of sex, age, and parent-child communication, *Journal of Applied Developmental Psychology*, Volume 29, Issue 4, Special Issue Honoring Irving E. Siegel's contributions to the field, July-August 2008, Pages 286-294, ISSN 0193-3973, DOI: 10.1016/j.appdev.2008.04.010.
(<http://www.sciencedirect.com/science/article/B6W52-4SFY3VY-5/2/7a82ab88bdf2455abc9a951237ee5ec8>)

Strategy: I selected ScienceDirect because it's the most exhaustive science database I have used. My next step was identifying subject terms. I used the article all fields search for "violence" and "games" and all the proper articles came up, without needing to narrow down the search much more. The two articles I used as my sources to answer the reference query immediately popped up but I wanted to make sure I was being exhaustive, so I then searched for "meta" or "meta-analysis" along with my original keywords, trying to find as much meta records as possible. Why? Meta-analyses tend to be objective retrospectives on an entire corpus or discipline of work, and are a great way to learn a great deal about a subject in a relatively quick time without having to read through all the research yourself. I could not find any other meta-analyses so I then read the abstracts, introductions, discussion and conclusion parts of the papers and compared and contrasted them, coming to my final answer for the patron.

Remarks: N/A