

Chris Krause

Observation 3

1. Describe what happened during the interaction:

With a Librarian (conducted through Skype):

[4/15/2011 5:04:10 PM] Chris Krause: Hi! I have to write a paper for my philosophy class on what Stoicism says about the universe. Specifically I am looking for information on the Stoic view of the universe and man's place within it. Please help!

[4/15/2011 5:05:01 PM] Kimberly K: I would be happy to help you find some more information regarding Stoicism for your paper. One moment please while I look that up

[4/15/2011 5:05:16 PM] Chris Krause: Thanks

[4/15/2011 5:07:15 PM] Kimberly K: What type of information are you looking for? Such as scholarly/academic/peer-reviewed articles? Or books?

[4/15/2011 5:07:43 PM] Chris Krause: No preference really, I just want to know what the Stoic philosophers say about it, anything will be fine

[4/15/2011 5:07:58 PM] Kimberly K: ok, one moment please

[4/15/2011 5:09:09 PM] Kimberly K: Here are some links to some books on Stoicism:

[4/15/2011 5:09:32 PM] Kimberly K: These are available in the King Library / San Jose Public Library system

[4/15/2011 5:09:52 PM] Kimberly K:

<http://catalog.sjlibrary.org/search~S1?/Xstoicism&searchscope=1&SORT=D/Xstoicism&searchscope=1&SORT=D&search-submit=Go&SUBKEY=stoicism/1%2C39%2C39%2CB/frameset&FF=Xstoicism&searchscope=1&SORT=D&6%2C6%2C>

[4/15/2011 5:10:31 PM] Kimberly K: Please let me know if you are unable to access these links and I can also provide a bibliography in a word document

[4/15/2011 5:10:47 PM] Kimberly K:

<http://catalog.sjlibrary.org/search~S1?/Xstoicism&searchscope=1&SORT=D/Xstoicism&searchscope=1&SORT=D&search-submit=Go&SUBKEY=stoicism/1%2C39%2C39%2CB/frameset&FF=Xstoicism&searchscope=1&SORT=D&8%2C8%2C>

[4/15/2011 5:11:07 PM] Chris Krause: I see them, so these books will tell me about the Stoic view of the universe?

[4/15/2011 5:11:52 PM] Chris Krause: I think my professor used the term cosmology

[4/15/2011 5:11:57 PM] Kimberly K: let me confirm that, one moment please

[4/15/2011 5:13:14 PM] Kimberly K: Here is a link to an electronic book called 'God and Cosmos in Stoicism'

[4/15/2011 5:13:20 PM] Kimberly K:

<http://catalog.sjlibrary.org/search~S1?/Xstoicism&searchscope=1&SORT=D/Xstoicism&searchscope=1&SORT=D&search-submit=Go&SUBKEY=stoicism/1%2C39%2C39%2CB/frameset&FF=Xstoicism&searchscope=1&SORT=D&1%2C1%2C>

[4/15/2011 5:13:43 PM] Chris Krause: oh cool I think that might be what I need?

[4/15/2011 5:13:51 PM] Kimberly K: The book summary mentions cosmology: This is a collective study, in nine new essays, of the close connection between theology and cosmology in Stoic philosophy. The Stoic god is best described as the single active physical principle that governs the whole cosmos. The first part of the book covers three essential topics in Stoic theology: the active and demiurgical character of god, his corporeal nature and irreducibility to matter, and fate as the network of causes through which god acts upon the cosmos. The second part turns to Stoic cosmology, and how it relates to other cosmologies of the time. The third part examines the ethic

[4/15/2011 5:14:28 PM] Kimberly K: Is this type of reference what you are looking for?

[4/15/2011 5:14:34 PM] Chris Krause: I think so

[4/15/2011 5:15:13 PM] Kimberly K: Were you able to access the electronic book?

[4/15/2011 5:15:34 PM] Chris Krause: Yes I have access to the SJSU library

[4/15/2011 5:15:40 PM] Kimberly K: Great!

[4/15/2011 5:15:43 PM] Chris Krause: thank you, that should be fine for answering my question

[4/15/2011 5:16:33 PM] Kimberly K: You're very welcome. If you need to find additional resources for further in-depth research, you can access the King Library catalog here:

[4/15/2011 5:16:35 PM] Kimberly K: <http://catalog.sjlibrary.org/search/>

[4/15/2011 5:16:39 PM] Kimberly K: In addition,

[4/15/2011 5:17:45 PM] Kimberly K: here is the link to the King Library Philosophy LibGuide which provides many other helpful resources such as academic databases where you can further look at scholarly articles and academic journals

[4/15/2011 5:17:52 PM] Kimberly K:

<http://libguides.sjsu.edu/content.php?pid=61925&sid=455419>

[4/15/2011 5:18:02 PM] Chris Krause: Thanks, I will look into that

[4/15/2011 5:18:13 PM] Kimberly K: Thank you for using the King Library reference desk!

[4/15/2011 5:18:43 PM] Chris Krause: fun fun

[4/15/2011 5:19:29 PM] Kimberly K: Have a nice day and please feel free to use the chat feature again should you have any more reference questions!

[4/15/2011 5:19:35 PM] Kimberly K: (wait, im not done, lol)

[4/15/2011 5:19:48 PM] Chris Krause: ::sorry the user closed the chat box::

With a Patron (conducted through email):

Sarah,

Hi, I can help answer that question. As I understand it you are looking for information on dog breeds which will not cause problems for people with allergies.

The key concept here is animal dander, materials shed from the skin of animals which is similar to dandruff. The more dander a dog sheds, the more the animal will inflame allergies. All dogs have the potential to cause an allergic reaction, but certain breeds are especially suitable for those with allergies. The American Kennel Club has a comprehensive list:

http://www.akc.org/about/faq_allergies.cfm

DogGuide.net also has a visual guide, which may be great for children, and also has some

background information on each breed. The Dog Guide also mentions which breeds might be good for a house with children.

<http://www.dogguide.net/dog-breeds-for-allergies.php>

While these animals are hypoallergenic (a key word for further research) they still can create mild allergic reactions. All dogs shed, these just shed less.

I hope that answered your question, thanks for using virtual reference and please let me know if I answered your question satisfactorily.

- Chris Krause

Hi Chris-

Here is my question:

I am interested in getting a pet dog, but have extreme allergies. Are there certain breeds that are better for people with allergies? I think it would be better to have a dog that does not shed because that would stop a lot of the allergy issues. What breeds do not shed? Which one would be the best to have in a house with children?

Let me know if you have any questions.

-Sarah Lanyi

- Did question negotiation (a reference interview) occur?

Not really, the librarian immediately asked me what type of media I was in search of rather than clarifying or examining the subject concept. With my patron a negotiation was not called for, as her query was succinct and self-explanatory enough.

- Was there follow-up in the interaction?

No. Further follow-up would require the services of a specialist in the field. For my own patron, no follow-up was called for; I answered her questions with my initial email.

- How was the librarian's response helpful / not helpful in answering your question

It was somewhat helpful, but only after I provided a keyword the librarian should have been able to find on her own – that is: cosmology. If a negotiation were to take place this sort of “cheating” wouldn't have been necessary. This sort of hints at the reason why librarians need a liberal arts education in order to found their graduate degrees: without a basic knowledge of all domains, retrieving information can be taxing. Cosmology is a basic concept of philosophy and

should have been familiar to the librarian, but then again, many librarians may not remember their undergraduate philosophy classes.

2. Evaluate the interaction, considering:

- How much time did the interaction take?

15 minutes for my exchange with the librarian, about the same to construct my response to the patron, but the vast majority of it was done with research rather than communication.

- How helpful was the patron in providing information?

Very – she was clear and succinct, leaving virtually no ambiguity and thus enabling a simple and efficient interview.

- Was the interaction challenging?

The exchange with the librarian was a bit frustrating but understandable considering the topic matter. My response to the patron was very easy, as I already knew the cause of allergic reactions from animals and just needed to find some good information sources to corroborate my understanding to the patron.

- What were some of the impediments to a smooth exchange?

Lack of a common vocabulary with the librarian – complete ignorance of the topic on her part. The real time chat component of that interview also necessitated a quicker response rather than the measured response an email allows. I think email is preferable and also less stressful/demanding; it allows one to do methodic and incremental research to answer a query rather than having to keyword spam looking for relevant records.

There were no impediments that I could determine with my reference work and the patron.

- What kinds of sources did the librarians draw upon or refer you to?

Collections from the SJSU library and e-reserves. In my own reference work I used Google and then weeded out rubbish from good sources using Carl Sagan's "Baloney Detection Kit."

- What was there back-and-forth communication like in these interactions?

Delightful, professional and amicable. There was clearly less dialog in the email exchange, which is because I believe I was able to carefully think about my response outside of the customary celerity of conversation.

3. Evaluate the results and your experience:

- Did you get the answer(s) you need?

No. I was directed to a few sources which may have some relevant answers, but was not answered directly. However in all fairness this may be the proper extent a librarian should extend him or herself to for such a complex question. Further exploration will require the input of subject experts.

- Were the answers presented well?

The records were presented as links to the SJSU library website some copy and paste annotation from the database. This was adequate enough. When I responded to my patron I tried my best to put things into context and explain the subject concept.

- Do you feel that the search(s) were comprehensive and useful?

No, I could have found the same records myself in about 5 seconds. However it might be unfair to use myself as a benchmark, as I'm very skilled at information retrieval, and also have a good knowledge of the broader subject area. Do I think such service would have aided someone who was a complete novice at information retrieval? Yes. My reference work for the patron I feel would be very useful to the patron – not only did it answer her questions entirely but it also gave additional resources for exploration.

- What you do differently?

I would be interested to see how my exchange with the librarian would have went if I didn't drop the term cosmology. Such a circumstance probably would have significantly stressed the exchange. In my interaction with the patron I probably should have introduced myself as a first step in the email and greeted her. These customary social behaviors sometimes fall through in virtual reference. I should have perhaps also searched the SJSU database for local books she could take out, but it seemed excessive for the sort of query involved.

- What would you do the same?

Everything, the core of my interactions was sound professionally.