Drexel University

From the SelectedWorks of James Gross

June 8, 2008

Internet Public Library (IPL) Project

James Gross, Drexel University

Available at: https://works.bepress.com/jamesgross/6/
Per the INFO 511 final project requirements, 7 IPL questions were selected from the IPL inventory and submitted back to IPL upon completion. Based on the class assignment, there was no stipulation with regard to the number of questions required per category. The questions were selected as follows:

5 questions were selected from the refsource.cat (Reference Source) category.
2 questions were selected from the refgen.cat (Factual Reference) category.

The following 5 reference sources questions (refsource.cat) were selected:

1. [Page 2]
**12018223: BUS: im looking for the update for 2006 california labor law digest (need by 05/7/2008)**
Sun May 4 19:52:35 2008 - <ANSWERED, SENT_MSG> by Ee heng (eeheng200@yahoo.com) From Reference Sources Questions TBA

2. [Page 6]
**12018356: BUS: How do the different bills of lading differ? (no need by)**
Tue May 6 04:39:19 2008 - <ANSWERED, SENT_MSG> by Ravikumar.T (ravi_1921@yahoo.co.in) From Reference Sources Questions TBA

3. [Page 10]
**12018444: MSC: Looking for a phone number for T's House (bar) in Guam (need by 05/14/2008)**
Wed May 7 08:01:23 2008 - <ANSWERED, SENT_MSG> by Trish G (trishg@tampabay.rr.com) From Reference Sources Questions TBA

4. [Page 13]
**12018445: LIB: I am searching for the obit of Ssg John J Semsey (no need by)**
Wed May 7 08:06:03 2008 - <ANSWERED,SENT_MSG> by ralph Peeters (djralph84@gmail.com) From Reference Sources Questions TBA

5. [Page 19]
**12018859: BUS: Looking for stores that sell a particular DVD documentary. (no need by)**
Mon May 12 18:23:52 2008 - <ANSWERED, SENT_MSG> by ilana diamant (ilanadm@gmail.com) From Reference Sources Questions TBA
The following 2 factual reference questions (refgen.cat) were selected:

6. [Page 24]
12018993: LIB: What is the dewey number for "The Way People Are" by John O'Connor? (no need by)
  Wed May 14 11:11:57 2008 - <ANSWERED, RECV_MSG>
  by Carmen Jerez (cjerez@icsanpedro.com)
  From Factual Reference Questions TBA

7. [Page 32]
12019414: MSC: Is there an organization that helps/supports men in a divorce? (need by 05/24/2008)
  Tue May 20 12:45:08 2008 - <ANSWERED, SENT_MSG>
  by danny (ksconvict@yahoo.com)
  From Factual Reference Questions TBA

IPL Question#1
Full Transcript

Needed by: 05/7/2008

Question:
im looking for the update for 2006 california labor law digest, HR california volume 2 by paul schechter

name: Ee heng
from: eeheng200@yahoo.com
confirm: eeheng200@yahoo.com
location: fresno
area: Business
reason: just learning
school: No

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Sun, 04 May 2008 20:13:36
   by Lauren Powers (lsp06@fsu.edu)

2: SENT standard message "accept-sources" to Author Sun, 04 May 2008 20:13:36
   by Lauren Powers (lsp06@fsu.edu)

3: TRANSFER to refsource.cat from incoming.cat Sun, 04 May 2008 20:13:36
   by Lauren Powers (lsp06@fsu.edu)
Greetings from IPL,

Thank you for your question concerning the "2006 California Labor Law Digest, HR California, Volume 2" by Paul Schechter. To answer your question, we have located 3 resources to answer your question.

Source#1: California Chamber of Commerce

I chose this site as it is the publisher of the “California Labor Law Digest” reference book.

Search strategy:
To find this site, I first searched for references to this book using Google.

http://www.google.org/

A careful search identified this book as a reference item. Based on this, I used the search engine "Worldcat" to locate the publisher.

http://www.worldcat.org/

I searched the term "California labor law digest". I used quotation marks around "California Labor Law Digest" to search for those words together as a phrase. Per Worldcat, the publisher was identified as the California chamber of Commerce. I then used Google to locate the publishers website.
Upon reaching the publisher’s website, I located a 2008 update to the “California labor law digest.”

I also located a link to a section entitled, “Labor Relations Overview.”

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

Source#2:
Fresno City College Library

I chose this website as it has your item listed in its catalog. You may want to call the library to reserve a copy of it. I chose this website based its geographic proximity to your stated locality.

Search strategy:
To find this site, I used the reference search engine Worldcat.

Upon entering the Fresno City Library website, I looked up the reference book using the search term, “California Labor Law Digest.” This library shows holdings for your reference item. You may want to call them to check on availability.

This link is quite long and could break, so here is a shortened version for your convenience.
Source#3:
Fresno County Public Library

I chose this website as it also appears to have your reference item available for checkout. I based its geographic proximity to you based on the information provided in your reference inquiry.

Search strategy:
To find this site, I used the reference search engine Worldcat.

http://www.worldcat.org/

I searched the term "California Labor Law Digest". I used quotation marks around "California Labor Law Digest" to search for those words together as a phrase. I then checked the reference libraries in California and located a library in your town.

http://www.fresnolibrary.org/index.html

Upon entering the Fresno County Library website, I looked up the reference book using the search term, "California Labor Law Digest." You may want to call them to check on availability.

http://hip1.sjvls.org/ipac20/ipac.jsp?session=121H0398SR149.21710&menu=search&aspect=basic_search&npp=10&ipp=20&spp=20&profile=frsn&ri=1&source=%7E%21horizon&index=.GW&term=California+Labor+Law+digest&aspect=basic_search&x=11&y=6#focus

Due to the length of the link, I created a shortened hyperlink below.

http://tinyurl.com/6f6tj5

Thank you for visiting the IPL and for using the service.

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6: Set STATUS to ANSWERED Mon, 05 May 2008 22:54:22
by James Gross (jg486@drexel.edu)
links enabled the patron to make use of his two local libraries in addition
to his state Chamber of Commerce office.

IPL Question#1
Critique:

I selected this question after checking worldcat, two local libraries in
Fresno, Ca. and the California Chamber of Commerce. Based on the resources
provided, I believe the patron will be able to go to his local library and
locate the desired reference book. I am satisfied with the information
provided to the patron. I feel that my information was geographically
appropriate to the patrons listed location. For this question, I would not
vary the search methodology or the information provided in the future.

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IPL Question #2

Reference Sources Questions TBA, article 12018356: (INACTIVE)
Subject: BUS: How do the different bills of lading differ? (no need by)

Author: ravi_1921@yahoo.co.in (Ravikumar.T)
Posted: Tue, 06 May 2008 04:39:19

You are now signed on as James Gross (jgross)

Needed by: no need by

Question:
How marine bill of lading is differ from ocean bill of lading and
what is meaning of house bill of lading.

name: Ravikumar.T
from: ravi_1921@yahoo.co.in
confirm: ravi_1921@yahoo.co.in
location: Dubai
area: Business
reason: I will share this with my colleagues and we as a team in
our company will try to minimize the discrepancies. Advance
thanks
school: No
sources_consulted: Nothing

Question Transcript:

*** New responses start here ***

1: CHANGE SUBJECT to "BUS: How do the different bills of lading differ? (no need by)" from
"BUS: How marine bill of lading is differ from ocean bill of ladin (no need by)" Tue, 06 May
2008 11:20:30
by Douglas Shane (shaned@u.washington.edu)
Greetings from IPL,

Thank you for your question concerning "marine bill of lading, ocean bill of lading, and house bill of lading.". To answer your question, we have located 4 reference resources.

Source#1: Investopedia.com

I chose this site as it is an online encyclopedia website and it is well known for reliable reference.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "ocean bill of lading". I used quotation marks around "ocean bill of lading" to search for those words together as a phrase. I then selected the website listed below:
I chose this site as it is an online encyclopedia website and is well known for reliable reference.

Search strategy:

To find this site, I used the search engine Google.

I searched the term "ocean bill of lading". I used quotation marks around "ocean bill of lading" to search for those words together as a phrase. I then selected the following website:

You will find the topic discussed within the paragraph entitled: “Topic: Logistics/Supply Chain.”

The above link is quite long and could break, so here is a shortened version for your convenience:

Source#3:
forwardlaw.com

I chose this site as it is an online legal website with relevant information on the subject of overseas shipping.

Search strategy:

To find this site, I used the search engine Google.

I searched the term "house bill of lading". I used quotation marks around "house bill of lading" to search for those words together as a phrase. I then selected the following website:

Source#4:
export911.com

I chose this site as it is an online website on the topic of overseas shipping.

Search strategy:

To find this site, I used the search engine Google.
I searched the term "house bill of lading". I used quotation marks around "house bill of lading" to search for those words together as a phrase. I then selected the website listed below.

You will find the topic of “House Bill of Lading” within the section entitled: “Freight Forwarders Bill of Lading.”

http://www.export911.com/e911/ship/versusBL2.htm

Thank you for visiting the IPL and for using the service.

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7: Set STATUS to ANSWERED Wed, 07 May 2008 19:21:14
by James Gross (jg486@drexel.edu)

IPL Question#2
Time, sources consulted and strategies:

Question #2 was accepted on 5/6/08 at 9:23pm and submitted on 5/7/08 at 7:27 pm. I worked on it for 1 hour on the 6th and 3 hours on the 7th, for a total of 4 hours. I consulted an online encyclopedia, an import/export website, an international logistics supply company, and a law firm specializing in overseas shipping. My strategy was to locate resources which would be most relevant to the patron whose location was listed as Dubai. I made an effort to choose those websites whose content indicated an active participation in global import and export commerce.

Critique:

This question was rather challenging for me as I am not experienced in the field of global shipping. I was contemplating the possibility of surrendering the question before finally locating sufficient web resources. If the patron had indicated which countries he was planning on doing business with, I would have been able to provide more specific links. In the future, if deemed relevant, I would include a country specific link, such as the Dubai Chamber of Commerce and/or a US government link, such as the US Commerce Department.
IPL Question #3

Reference Sources Questions TBA, article 12018444: (INACTIVE)
Subject: MSC: Looking for a phone number for T's House (bar) in Guam (need by 05/14/2008)

Author: trishg@tampabay.rr.com (Trish G)
Posted: Wed, 07 May 2008 08:01:23

You are now signed on as James Gross (jg486@drexel.edu)

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Needed by: 05/14/2008

Question:
I have a friend he used to be part owner of a bar called T's House. I am trying to find the number for T's in Guam. His name is Ted Boudreau.

name: Trish G
from: trishg@tampabay.rr.com
confirm: trishg@tampabay.rr.com
location: FLORIDA
area: Other
reason: looking for a friend
school: No

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Wed, 07 May 2008 08:43:28
   by Donna Scanlon (djscanlon@mail.com)

2: CHANGE SUBJECT to "MSC: Looking for a phone number for T's House (bar) in Guam (need by 05/14/2008)" from "MSC: I have a friend he used to be part owner of a bar called T's (need by 05/14/2008)" Wed, 07 May 2008 08:43:28
   by Donna Scanlon (djscanlon@mail.com)

3: SENT standard message "accept-sources" to Author Wed, 07 May 2008 08:43:28
   by Donna Scanlon (djscanlon@mail.com)

4: TRANSFER to refsresource.cat from incoming.cat Wed, 07 May 2008 08:43:28
   by Donna Scanlon (djscanlon@mail.com)

   by James Gross (jg486@drexel.edu)
6: Re: MSC: Looking for a phone number for T's House (bar) in Guam (need by 05/14/2008)  
(sent to original author) Wed, 07 May 2008 23:16:51  
by James Gross (jg486@drexel.edu)

> Needed by: 05/14/2008
>
> Question:
> I have a friend he used to be part owner of a bar called T's House. I am trying to find the number for T's in Guam.  
> His name is Ted Boudreau.
>
> name: Trish G  
> from: trishg@tampabay.rr.com  
> confirm: trishg@tampabay.rr.com  
> location: FLORIDA  
> area: Other  
> reason: looking for a friend  
> school: No

Greetings from IPL,

Thank you for your question concerning "Ted Boudreau and the T Bar".

A search was conducted of the Guam governmental website without success. A search was also conducted of the Guam online white pages. This too was unsuccessful. However, two websites were located. One referred to a Mr. Ted Boudreau and one referred to a Mr. Theodore Boudreau. Both appear to be located in Guam. We have identified 3 resources to help answer your question.

Source#1:  
geocities.com

I chose this site as it contained an old email from Mr. Ted Boudreau. The email listed his residence as being in Santa Rita, Guam.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "Boudreau, Guam, bar". I omitted quotation marks around "Boudreau and Guam and bar" to allow for a wider search for these keywords. The search resulted in 1 relevant return. I then selected the geocities website.

http://www.geocities.com/NapaValley/6899/geobook.html

Source#2:

amiguam.com
I chose this website as it contained a 2006 newsletter (.pdf format) with a reference to a Mr. Boudreau. It also contained a reference to a company called: “Pacific Technical Services Guam.”

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched with the terms <"Theodore Boudreau" Guam>. I used quotation marks around "Theodore Boudreau" to search for those words together as a phrase. My search query was run as: <"Theodore Boudreau" Guam>. I then located and selected the below website. It consists of a .pdf file.

The following link is to a PDF file which requires the Adobe Acrobat Reader to view. Adobe Acrobat Reader is free software that you can download from the following website:


Source #3:
Pacific Technical Services Guam

I chose this site as it was listed in source #2 as being a company based in Guam with a listing for a Mr. Boudreau. Due to the unusual name and remote geographic location, it could be a useful source. You may want to try contacting this company to leave a message for Mr. Boudreau.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the term <"Pacific Technical Services Guam">. This term was obtained from source #2. I used quotation marks around "Pacific Technical Services Guam" to search for those words together as a phrase. I then selected the below website.


Thank you for visiting the IPL and for using the service.

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7: Set STATUS to ANSWERED Wed, 07 May 2008 23:16:51
by James Gross (jg486@drexel.edu)
IPL Question#3
Time, sources consulted and strategies:

I claimed this question on 5/7/08 at 12:30pm and submitted it on 5/7/08 at 11:16pm. I actually worked on this question for 3 hours after accepting it and 1 hour prior to submitting it. Due to the complexities and challenges encountered by this query, I would have surrendered it if I had not been ultimately successful in locating relevant resources. I initially tried Guam white pages but found them to be inadequate. I used various Boolean searches as part of my search strategy. I was finally successful in locating the individual due to a corporate charity website as well as an outdated online email chat room.

IPL Question#3
Critique:

I chose this question because I have experience in locating people thru my previous genealogy research and work experience. However, prior to choosing this question, I was not aware of the extremely limited scope of white pages for Guam. This question turned out to be a personal challenge for me. I am quite satisfied with the answer provided. Based on the sources provided, the library patron will be able to have her message forwarded to Mr. Boudreau. I was careful to ensure that the information provided was available in the public venue as I did not wish to tread upon privacy issues. Based on the limited resources for Guam, I would not alter my approach to this question in the future.

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IPL Question #4

Reference Sources Questions TBA, article 12018445: (INACTIVE)
Subject: LIB: I am searching for the obit of Ssg John J Semsey (no need by)

Author: djralph84@gmail.com (ralph Peeters)
Posted: Wed, 07 May 2008 08:06:03

You are now signed on as James Gross (jgross)

Needed by: no need by

Question:
I am searching for the orbit of
Ssg John J Semsey
he died in WW2 on
Friday, April 06, 1945
he was born in 1908
he lived in pennsylvania.

also i am looking for his Brother.
Name: Joseph M. Semsey  
SSn: 165-10-3988  
Last recidence: 19137 Philadelphia, philadelphia, Pennsylvania, united States Of America  
Born: 13 April 1918  
Died: 21 Sept 1999  
State(Year) SNN issued: Pennsylvania (before 1951) 

I would like to have his orbit also... 

I have adopted the grave site of John J Semsey at american war cementry in Margraten in The netherlands. 
if you want more information please email me back! 

Hope to hear from you soon, 

Ralph Peeters  
djralph84@gmail.com 

name: ralph Peeters  
from: djralph84@gmail.com  
confirm: djralph84@gmail.com  
location: brunssum, Limburg, The Netherlands 
area: Library  
reason: For my research to find family of Ssg John J Semsey  
school: No 

Question Transcript: 

*** New responses start here *** 

1: Set STATUS to ACCEPTED Wed, 07 May 2008 08:45:08 by Donna Scanlon (djscanlon@mail.com) 

2: CHANGE SUBJECT to "LIB: I am searching for the obit of Ssg John J Semsey (no need by)" from "LIB: I am searching for the orbit of Ssg John J Semsey he die (no need by)" Wed, 07 May 2008 08:45:08 by Donna Scanlon (djscanlon@mail.com) 

3: SENT standard message "accept-sources" to Author Wed, 07 May 2008 08:45:08 by Donna Scanlon (djscanlon@mail.com) 

4: TRANSFER to refsource.cat from incoming.cat Wed, 07 May 2008 08:45:08 by Donna Scanlon (djscanlon@mail.com) 

5: CLAIMED Wed, 07 May 2008 19:21:39 by James Gross (jg486@drexel.edu) 

6: Re: LIB: I am searching for the obit of Ssg John J Semsey (no need by) (sent to original author) Thu, 08 May 2008 16:46:10 by James Gross (jg486@drexel.edu)
> Needed by: no need by
> Question:
> I am searching for the orbit of
> Ssg John J Semsey
> he died in WW2 on
> Friday, April 06, 1945
> he was born in 1908
> he lived in pennsylvania.
>
> also i am looking for his
> Brother.
> Name: Joseph M. Semsey
> SSn: 165-10-3988
> Last recidence: 19137 Philadelphia,philadelphia, Pennsylvania,
> united States Of America
> Born: 13 April 1918
> Died: 21 Sept 1999
> State(Year) SNN issued: Pennsylvania (before 1951)
>
> I would like to have his orbit also...
>
> I have adopted the grave site of John J Semsey at american war
cemetry in Margraten in The netherlands.
> if you want more information please email me back!
>
> Hope to hear from you soon,
>
> Ralph Peeters
djralph84@gmail.com
>
> name: ralph Peeters
> from: djralph84@gmail.com
> confirm: djralph84@gmail.com
> location: brunssum, Limburg, The Netherlands
> area: Library
> reason: For my research to find family of Ssg John J Semsey
> school: No
>
> Greetings from IPL,

Thank you for your question requesting information on:
1) The obituary for Sgt. John J Semsey
2) The obituary and grave for Joseph M. Semsey

To answer your question, we have located 5 resources for you.

Source#1:
Free Library of Philadelphia

I chose this site as it is the largest free public library in
Philadelphia, Pa. This library is the main repository for
the Commonwealth of Pennsylvania State records.
Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "free public library of Philadelphia". I used quotation marks around "free public library of Philadelphia" to search for those words together as a phrase. I then selected the .gov website.

Here is the main website for the Free Library of Philadelphia:

http://www.library.phila.gov/

You requested a copy of Mr. John Semsey’s obituary. A check was made of the Free Library of Philadelphia’s online reference as well as their print resources.

Unfortunately, Philadelphia area newspapers are not indexed for 1945. However, the Free Library of Philadelphia does offer a paid service for locating obituaries:

http://libwww.library.phila.gov/faq/faqsubcat.cfm?FAQCategory=19#189

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

http://tinyurl.com/69kzc7

Source#2:
National Archives & Records Administration

I chose this site as it is a branch of the US governmental and is the main repository for historical governmental records, including extracts of some military records.

You requested a copy of Mr. John Semsey’s obituary.

As mentioned in source#1, Philadelphia obituaries are not indexed for 1945. However there is another avenue you can explore. I was able to locate the WWII Army serial# info on John Semsey based on the electronic record extract database held by NARA. Due to the nature of the National Archives website, the actual url link is too long to copy. This is the link to the general area:

http://aad.archives.gov/aad/

Contained below is the url link for Mr. John Semsey’s record. The NARA link is too long and cannot be copied. Here is a shortened version for your convenience:

http://tinyurl.com/4uff6a

You can make a note of Mr. Semsey's WWII Army serial# and submit
a request a copy of his military file. The military file may contain relevant information relevant for your research. See source#3 for details.

Source#3:
National Personnel Records Center
Division of: National Archives & Records Administration

I chose this site as it is a US governmental website and contains information for ordering copies of military records.

Search strategy:
To find this site, I searched within the National Archives website.

http://www.archives.gov/

I searched the term "military personnel records". I used quotation marks around "military personnel records" to search for those words together as a phrase. I then selected the .gov website.

http://www.archives.gov/st-louis/military-personnel/

Per the above website, you should submit form SF 180, along with the relevant information on Sgt. John J Semsey. You should include a copy of his Army service# (33315116) which was located in source#1. In your request, state your request for a complete copy of his military service file, including his obituary. Your request would fall under the category of a genealogy request, per the website below:


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

http://tinyurl.com/bafct

Source#4:
Family Tree Legends

I chose this site as it is a genealogical website with free access to the US Social Security database.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com

I searched the term "family tree legends". I used quotation marks around "family tree legends" to search for those words together as a phrase. I then selected the website.
Per your inquiry, you have requested a copy of Joseph Semsey’s obituary. To facilitate this request, it will be useful for you to have the correct identifying information. The below website contains this information:

Please note that the "Family Tree Legends" website’s url is a dynamic link and cannot be copied.

Family Tree Legends main link:

http://www.familytreelegends.com

Social Security death index of Joseph Semsey:

The Family Tree Legends link is too long and cannot be copied, so here is a shortened version for your convenience.

http://tinyurl.com/5d2ly6

Source#5:
Commonwealth of Pennsylvania, Department of Vital Records

I chose this website as it is the US state governmental website for the state of Pennsylvania. It is the state governmental agency which handles requests for vital records, including death certificates.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com

I searched the term <"Pennsylvania death certificate">. I used quotation marks around "Pennsylvania death certificate" to search for those words together as a phrase. I then selected the .us website.

Use the identifying information from source #4 to fill out your death certificate request. Contained within the death certificate will be the location of Mr. Joseph Semsey’s burial location.

http://www.dsf.health.state.pa.us/health/cwp/view.asp?a=168&Q=202338

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

http://tinyurl.com/rt6h5

Thank you for visiting the IPL and for using the service.

The Internet Public Library – http://www.ipl.org
Serving the Internet Community since 1995
IPL Question#4
Time, sources consulted and strategies:

IPL question #4 took me about 3 hours work on. This was a two part question regarding obituary and grave information for two WWII veterans from Pennsylvania. In formulating my reply, I provided 5 links to the patron. I consulted the Free Library of Philadelphia, the Social Security Death Index, the National Archives, the US Military Personnel Records Center, as well as the Commonwealth of Pennsylvania Department of Vital Records. I gave the patron relevant links to order a death certificate for one of the veterans. I also gave the patron a link to locate the other veteran in the National Archives WWII veteran’s database.

IPL Question#4
Critique:

I chose to answer question #4 as I felt confident my genealogical experience would enable me to fully answer the question. Per the patron’s email inquiry, his location was identified as residing within the country of The Netherlands. Based on the patron’s geographic location, I felt it necessary to provide links which could be used by someone residing outside of Pennsylvania. Due to the inherent difficulty of locating a WWII veteran, I decided the Military Personnel Records Center in St. Louis, Mo. would be a good source. I am fully satisfied with the sources provided and am confident the patron will receive information that is relevant to his query. If I received a similar question in the future, I would answer it in an identical manner.

IPL Question #5

Reference Sources Questions TBA, article 12018859: (INACTIVE)
Subject: BUS: Looking for stores that sell a particular DVD documentary. (no need by)

Author: ilanadm@gmail.com (ilana diamant)
Posted: Mon, 12 May 2008 18:23:52

You are now signed on as James Gross (jgross)

Needed by: no need by

Question:
I'm looking for online or offline stores that might sell the DVD "Salonika City of Silence". That was a documentary recently shown at various Jewish film festivals. I have found one website that might sell a DVD copy and have contacted them - http://womenslens.blogspot.com/2007_07_01_archive.html - however their price is too high. It's possible that libraries might have it, if so I would be interested in contacting them and
asking if i could buy a copy at the same place where the library has purchased that film.

name: ilana diamant  
from: ilanadm@gmail.com  
confirm: ilanadm@gmail.com  
location: Pittsburgh  
area: Internet  
reason: to buy a DVD  
school: No  
sources_consulted:  
http://womenslens.blogspot.com/2007_07_01_archive.html

Question Transcript:

*** New responses start here ***

1: CHANGE SUBJECT to "BUS: Looking for stores that sell a particular DVD documentary. (no need by)" from "INT: I'm looking for online or offline stores that might sell the (no need by)" Mon, 12 May 2008 19:12:25  
by Sarah Ticer (sarahticer@yahoo.com)

2: Set STATUS to ACCEPTED Mon, 12 May 2008 20:39:39  
by Sarah Ticer (sarahticer@yahoo.com)

3: SENT standard message "accept-sources" to Author Mon, 12 May 2008 20:39:39  
by Sarah Ticer (sarahticer@yahoo.com)

by Sarah Ticer (sarahticer@yahoo.com)

5: CLAIMED Mon, 12 May 2008 21:18:36  
by Nicole Costa (npc32@drexel.edu)

6: UNCLAIMED Tue, 13 May 2008 12:58:10  
by Nicole Costa (npc32@drexel.edu)

7: CLAIMED Tue, 13 May 2008 17:01:44  
by Elizabeth Hinnant (esh39@drexel.edu)

8: UNCLAIMED Tue, 13 May 2008 17:10:16  
by Elizabeth Hinnant (esh39@drexel.edu)

9: CLAIMED Tue, 13 May 2008 22:01:22  
by James Gross (jg486@drexel.edu)

10: Re: BUS: Looking for stores that sell a particular DVD documentary. (no need by) (sent to original author) Tue, 13 May 2008 22:27:46  
by James Gross (jg486@drexel.edu)
Needed by: no need by

Question:
I'm looking for online or offline stores that might sell the DVD "Salonika City of Silence". That was a documentary recently shown at various Jewish film festivals. I have found one website that might sell a DVD copy and have contacted them – http://womenslens.blogspot.com/2007_07_01_archive.html – however their price is too high. It's possible that libraries might have it, if so I would be interested in contacting them and asking if I could buy a copy at the same place where the library has purchased that film.

name: ilana diamant
from: ilanadm@gmail.com
confirm: ilanadm@gmail.com
location: Pittsburgh
area: Internet
reason: to buy a DVD
school: No
sources_consulted:
http://womenslens.blogspot.com/2007_07_01_archive.html

Greetings from IPL,

Thank you for your question concerning the video entitled "Salonika City of Silence". Your question was rather challenging as the film in question apparently has limited availability. There are no libraries listed in OCLC with this film. However, we have successfully located 5 resources to answer your question.

Source#1:
Women’s Lens Blog
[Womenslens.blogspot.com]

I chose this site as it appears to be a website with the video for sale. As it is a UK website, you may want to contact them as they may be able to refer you to a non-profit organization in your area with this video.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Maurice Amaraggi" “Salonika City of Silence". I used quotation marks around "Maurice Amaraggi" "Salonika City of Silence" to search while combining these 2 phrases as one search term.

http://womenslens.blogspot.com/2007_07_01_archive.html

Source#2:
RUTH DISKIN FILMS LTD.
I chose this website as it also lists the film as being part of its catalog. You may want to contact the author of this website for information on the price of the video.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Maurice Amaraggi" "Salonika City of Silence". I used quotation marks around "Maurice Amaraggi" "Salonika City of Silence" to search while combining these 2 phrases as one long search string.

PRINT SOURCE: RUTH DISKIN FILMS LTD.


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

http://tinyurl.com/3q9hvz

Source #3:
Youtube.com

I chose this site as a preview is available of the video, "Salonika City of Silence." You also may find a few other video clips of the film on this website.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Maurice Amaraggi" "Salonika City of Silence". I used quotation marks around "Maurice Amaraggi" "Salonika City of Silence" to search. I combined these 2 phrases into one search term.

Preview of film from author, Maurice Amaraggi

http://youtube.com/watch?v=1rD1yfxqF3E&feature=related

Source #4:
internet movie database

I chose this site as it contains an excerpt of the video by the author.

Search strategy:
To find this site, I used the search engine Google.
http://www.google.com/

I searched the term "Maurice Amaraggi" "Salonika City of Silence". I used quotation marks around "Maurice Amaraggi" "Salonika City of Silence" to search in the search query. I combined these 2 phrases as one search string.

http://www.imdb.com/title/tt0829276/

Source#5:
Seattle Jewish Film Festival

I chose this site as it contains another source for the video.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Maurice Amaraggi" "Salonika City of Silence". I used quotation marks around "Maurice Amaraggi" "Salonika City of Silence" to search in the search query. I combined these 2 phrases as one search string.

PRINT SOURCE: ED ASKINAZI

http://www.seattlejewishfilmfestival.org/film/detail/21

Thank you for visiting the IPL and for using the service.

The Internet Public Library — http://www.ipl.org
Serving the Internet Community since 1995

11: Set STATUS to ANSWERED Tue, 13 May 2008 22:27:46
by James Gross (jg486@drexel.edu)

-----------------------------------------------------------------------------------

IPL Question#5
Time, sources consulted and strategies:

IPL question # 5 took me 27 minutes to work on. This was a question regarding a very specific resource. The patron wished to locate an obscure DVD. Due to the obscure nature of the DVD, I did not expect to locate it within Worldcat, and it did not surprise when a subsequent search of the Worldcat database proved to be unsuccessful. During the course of the search, I was very pleased to locate a Youtube video clip by the video’s author. I used creative Boolean searches within Google to locate the relevant sources. I employed the strategy of locating websites offering or listing the DVD. Due to my diligent searching, and thru the use of various Boolean queries, I was ultimately successful in locating several sources for the DVD.
IPL Question #5
Critique:

This was a resource question that was previously selected and then rejected by two IPL students. Nicole Costa spent 30 minutes on it and Elizabeth Hinnant spent 10 minutes on it. Despite the previous rejection by two IPL students, I decided to accept this reference query as a personal challenge. I found this reference query to be extremely challenging due to the obscure subject matter of the query. In fact, I almost contemplated surrendering the question. In reviewing the source links provided, I am extremely satisfied in my ability to have successfully located sufficient sources or links for the DVD. Due to the obscure nature of this DVD, I would probably not alter my future method of searching nor the reference links provided.

IPL Question #6
Needed by: no need by

Question:
What is the dewey number for "The Way People Are" by John O'Connor?

name: Carmen Jerez
from: cjerez@icsanpedro.com
confirm: cjerez@icsanpedro.com
location: Spain
area: Library
reason: I am a new librarian and am currently sorting out our school's books by the dewey system. I can't find a dewey number for "The Way People Are" by John O'Connor.
school: No
sources_consulted: Internet and Dewey Decimal code

Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Wed, 14 May 2008 11:23:59
by Donna Scanlon (djscanlon@mail.com)

2: CHANGE SUBJECT to "LIB: What is the dewey number for "The Way People Are" by John O'Connor? (no need by)" from "LIB: What is the dewey number for "The Way People Are" by John O' (no need by)" Wed, 14 May 2008 11:23:59
by Donna Scanlon (djscanlon@mail.com)

3: SENT standard message "accept-fact" to Author Wed, 14 May 2008 11:23:59
by Donna Scanlon (djscanlon@mail.com)

by Donna Scanlon (djscanlon@mail.com)
   by Elizabeth Hinnant (esh39@drexel.edu)

   by Elizabeth Hinnant (esh39@drexel.edu)

   by Sandra Smaltz (sks59@drexel.edu)

8: UNCLAIMED Wed, 14 May 2008 21:54:08
   by Sandra Smaltz (sks59@drexel.edu)

9: CLAIMED Thu, 15 May 2008 03:32:41
   by James Gross (jg486@drexel.edu)

10: Re: LIB: What is the dewey number for "The Way People Are" by John O'Connor? (no need by) (sent to original author) Thu, 15 May 2008 18:38:06
    by James Gross (jg486@drexel.edu)

> Needed by: no need by
>
> Question:
> What is the dewey number for "The Way People Are" by John
> O'Connor?
> 
> name: Carmen Jerez
> from: cjerez@icsanpedro.com
> confirm: cjerez@icsanpedro.com
> location: Spain
> area: Library
> reason: I am a new librarian and am currently sorting out our
> school's books by the dewey system. I can't find a dewey
> number for "The Way People Are" by John O'Connor.
> school: No
> sources_consulted: Internet and Dewey Decimal code
> 
>

Greetings from IPL,

Thank you for your question concerning a Dewey number for "The Way People Are" by John O'Connor. To answer your question, we have located 5 resources.

Source#1:
OCLC WorldCat

I chose this site as it is hosted by OCLC. It is the premier library reference website. WorldCat is hosted by OCLC. OCLC is a nonprofit, membership, computer library service and research organization dedicated to the public purposes of furthering
access to the world’s information and reducing information costs. More than 60,000 libraries in 112 countries and territories around the world use OCLC services to locate, acquire, catalog, lend and preserve library materials.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "worldcat free". I used quotation marks around "worldcat free" to search for those words together as a phrase. I then selected the .org website.

http://www.oclc.org/worldcat/default.htm

Within the Worldcat database, I then searched for the desired book. I used the search box entitled, "Search for items in WorldCat libraries".

I searched the terms "the way people are". I placed quotation marks around "the way people are" to search for those words together as a phrase. Based on Worldcat’s results, Worldcat listed the relevant book as the second entry. It listed 3 libraries in the world with this book.

Source#2:
Glasgow University Library

I chose this website as it is listed within the results of source#1 as being one of only three libraries worldwide containing the desired book. I chose this site after looking up the reference book within its online catalog.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Glasgow University Library". I used quotation marks around "Glasgow University Library" to search for those words together as a phrase. I then selected the below website.

http://www.lib.gla.ac.uk/

Within the Glasgow University library, I searched for the desired book using the below Glasgow University library advanced search engine:

http://eleanor.lib.gla.ac.uk/search/X
Search Strategy:

The above webpage contains the advanced search fields for the Glasgow University Library. There are 4 search boxes on this webpage. I used two search boxes. I entered the word "oconnor" into the first search box and clicked the drop-down field to indicate the search type as "author". I then entered the word "people" into the second search box and clicked the drop-down box to indicate the search type of "title". The results can be seen below:

http://eleanor.lib.gla.ac.uk/search/?/Xa:(oconnor)+and+t:(people)&SORT=D&Da=&Db=&searchscope=6/Xa:(oconnor)+and+t:(people)&SORT=D&Da=&Db=&searchscope=6&SUBKEY=a%3A%28oconnor%29%20and%20t%3A%28people%29/%1%2C9%2C9%2CB/frameset&FF=Xa:(oconnor)+and+t:(people)&SORT=D&Da=&Db=&searchscope=6&1%2C1%2C2C

The above link is quite long and may time out, so here is a shortened version for your convenience.

http://tinyurl.com/4ky654

Per the above Glasgow University Library website, the citation indicates under the section entitled, "Call No", the library patron’s requested information. "JNF" refers to Junior Non Fiction, "302" refers to the Dewey reference number, and "OCO" refers to the first 3 letters of the author’s last name.

Source #3:
Edinburgh University Library

I chose this site as, per OCLC, (see source#1) this library is one of 3 libraries in the world listed with the relevant holding.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Edinburgh University Library". I used quotation marks around "Edinburgh University Library" to search for those words together as a phrase. I then selected the below website.

http://www.lib.ed.ac.uk/

Within the Edinburgh University library website, I searched for the desired book using the below Edinburgh University library advanced search engine:
Be advised that the above Edinburgh University library advanced search engine website, called “search builder”, is a dynamic link and will time out. Instead, please use the below link:

http://tinyurl.com/3o6n88

Search Strategy:

The above webpage contains the advanced search fields for the Edinburgh University Library. There are 3 search boxes on this webpage. I used two search boxes. I entered the word "oconnor" into the first search box and clicked the drop-down field to indicate the search type as "author". I then entered the phrase "way people are" into the second search box and clicked the drop-down box to indicate the search type of "title".

See above tinyurl link.

Source#4:
Hong Kong Institute of Education Library

I chose this site as it is an educational institution. Per OCLC, (see source#1) this library is one of 3 libraries in the world listed with the relevant holding.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the term "Hong Kong Institute of Education Library". I used quotation marks around the phrase "Hong Kong Institute of Education Library" to search for those words. I then selected the below .edu website.

http://www.lib.ied.edu.hk/

Within the Hong Kong Institute of Education Library (HKIEL), I searched for the desired book using the below HKIEL advanced search engine:

http://library.ied.edu.hk/screens/srchhelp_adv.html

The above webpage contains the advanced search fields for the Hong Kong Institute of Education Library. There are 3 search boxes on this webpage. I used two search boxes. I entered the word "oconnor" into the first search box and clicked the drop-down field to indicate the search type as "author". I then entered the phrase "way people are" into the second search box and clicked the drop-down box to indicate the search type of "title". See the below webpage:
The following url is an abbreviated link, provided by the Hong Kong Institute of Education Library website:

http://library.ied.edu.hk/record=b1437573

Source#5:
Louisiana State Library

I chose this site as it is an educational institution. This website contains a comprehensive description and explanation of library cataloging classification systems.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "Dewey decimal classification library 302". I omitted quotation marks around the keywords, "Dewey decimal classification library 302", thereby permitting Google to perform a general search for those words. I then selected the .edu website. The below website contains a list and explanation of the Dewey decimal classification system:

http://www.lib.lsu.edu/instruction/callnumbers/callnum-print.html

Thank you for visiting the IPL and for using the service.

The Internet Public Library — http://www.ipl.org
Serving the Internet Community since 1995

11: Set STATUS to ANSWERED Thu, 15 May 2008 18:38:06
by James Gross (jg486@drexel.edu)

by "Carmen Jerez" (cjerez@icsanpedro.com)

Content-class: urn:content-classes:message
Subject: RE: [ref#12018993] LIB: What is the dewey number for "The Way People Are" by John O'Connor? (no need by)
Content-Transfer-Encoding: quoted-printable
Date: Fri, 16 May 2008 10:36:26 +0200
Disposition-Notification-To: "Carmen Jerez" <cjerez@icsanpedro.com>
Thread-Topic: [ref#12018993] LIB: What is the dewey number for "The Way People Are" by John O'Connor? (no need by)
References: <200805152245.m4FMj1F023434@iplserver-2.ischool.drexel.edu>
From: "Carmen Jerez" <cjerez@icsanpedro.com>
To: <iplref@ipl.org>
Hello,
Thank you very much for your quick response and very helpful answer. I will use your answer and your explanations many times.

Regards,
Carmen Jerez

(note: below email header re-typed from www.juno.com provider)

FROM: Cathay Crosby <Cathay.Crosby@ischool.drexel.edu>
TO: jg486@drexel.edu
Subject: You received a “thank you from your IPL patron!
Date: Fri, May 16, 2008 10:21 PM

Re: http://qrc.ipl.org/view/refgen.cat/12018993?&start=12#12

Dear James,

Congratulations!

You received a thank you from your IPL patron!

To view it, just use the URL referenced above. If you have any trouble, please feel free to contact us.

Have a nice weekend,
Cathay

Cathay Crosby
Assistant Director, User Services
Internet Public Library - Drexel University
3141 Chestnut Street, Philadelphia 19104
215-895-6628 / 302-983-1430 (cell)
cathay@ischool.drexel.edu

(note: below email header re-typed from www.juno.com provider)

FROM: Cathay Crosby cathay.Crosby@ischool.drexel.edu
TO: James Gross <larklane@juno.com>
SUBJECT: Re: James Gross/Cathay Crosby Drexel library thanks
Date: Sat, May 17, 2008 09:14 AM

Hello James,

The description of your 'treasure hunt' is fabulous and really made my day. Those questions which are "claimed and unclaimed" are often ones that are more challenging - after an initial scouting to find information for the patron, some just give up. But you kept digging! Way to go!
Personally, I know that the facelessness of the patrons can sometimes make it seem like they are more removed and in this way, sometimes less important. You've made a positive difference in a person's life (in Spain)! To me that is gratifying.

One other thing you might want to know is that WorldCat does not have every U.S. library's catalog available. Only those participating are included, so it can be kind of misleading that way. I live in Delaware and know that about half of the public libraries here are included. However, this is growing everyday.

Have a nice day,
Cathay

Cathay Crosby
Assistant Director, User Services
Internet Public Library - Drexel University
3141 Chestnut Street, Philadelphia 19104
215-895-6628 / 302-983-1430 (cell)
cathay@ischool.drexel.edu

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(Source: http://drexel.blackboard.com)

2007-2008 SPRING : INFO511-903-200735 : INFO RESOURCES & SERVICES II (INFO511-903-200735) > DISCUSSION BOARD > MISCELLANEOUS BUT USEFUL INFORMATION FOR CLASS >

Subject: IPL feedback from patrons?
Author: James Gross
Posted date: Friday, May 16, 2008 11:04:17 AM EDT
Last modified date: Friday, May 16, 2008 11:04:17 AM EDT
Total views: 59  Your views: 10

Dear Dr Collins,

Hello. Has it been your experience to ever receive a "thank-you" from IPL inquiries? I just received a "thank-you" from my IPL reference sent from Spain. I just finished it yesterday (5/16/08) and emailed it out that day. A librarian was looking for a Dewey # on an obscure book. I found it in England using worldcat. Should I therefore assume that IPL replies are simply read and then forwarded to library patrons unless there is a problem with our research/formatting? James gross

Author: Catherine Collins
Posted date: Friday, May 16, 2008 11:11:36 AM EDT
Last modified date: Friday, May 16, 2008 11:13:26 AM EDT
Total views: 23  Your views: 5

Lucky you! It is very rare for an IPL patron to send a thank you. Last term, in my INFO 511 class, three students each received one thank you out of the 7 questions they answered. The other students never received thank yous.

Yes, your assumption is correct. The IPL staff will not give you any more feedback unless your answer needs some "enhancement." This is the wonderful case of "no news" being "good news!"
IPL Question#6
Time, sources consulted and strategies:

I claimed this question on 5/15/08 at 3:32am and submitted it on 5/15/08 at 6:38pm. I actually worked on this question for 2 hours after accepting it and an hour prior to submitting it. I first checked Worldcat and was pleased to see 3 libraries worldwide listing the patron’s book. As the question dealt with a Dewey assignment on the book, I called the one library, the Glasgow University Library (UK), which showed a Dewey call number in their catalog. The reference librarian at the Glasgow Public Library was very cooperative and explained the call number to me. I ultimately located and provided 5 linked resources to assist the patron in obtaining the relevant Dewey decimal number.

IPL Question#6
Critique:

As with a previous IPL question, this resource question was previously selected and then rejected by two IPL students. Elizabeth Hinnant held it for approximately 9 hours and Sandra Smaltz worked on it for 22 minutes. Again, despite the previous rejection by two IPL students, I decided to accept this reference query. My logic for accepting a twice rejected query was my perception of it being another healthy reference challenge for me. I am satisfied that the reference question was answered correctly. The follow-up emails from the patron as well as from the Hagerty Library staff confirm this. In the future, if the limited library availability was to remain the same, I would probably answer the question in an almost identical manner. I checked the Library of Congress website, but chose not to use it as a resource as I found a more comprehensive listing of the Dewey Decimal categories at the Louisiana State Library website.

IPL Question #7

Needed by: 05/24/2008
Question:
Do you know of an organization that helps men in a divorce and custody battle my soon to be ex wants sole custody of our 8mo. son so she can take him out of the state away from me. I HAVE NOT ABUSED MY SON there are no documents for this but she is persuing it any way. Your help will be greatly appreciated. Poor and Devastated.

name: danny
from: ksconvict@yahoo.com
confirm: ksconvict@yahoo.com
location: kansas
area: Other
reason: for a divorce
school: No
sources_consulted: several attorneys, web sites and sought the advice from friends
Question Transcript:

*** New responses start here ***

1: Set STATUS to ACCEPTED Tue, 20 May 2008 13:37:37  
   by Mitchell Silverman (mls06h@fsu.edu)

2: CHANGE SUBJECT to "MSC: Is there an organization that helps/supports men in a divorce?  
   (need by 05/24/2008)" from "MSC: Do you know of an organization that helps men in a divorce  
   a (need by 05/24/2008)" Tue, 20 May 2008 13:37:37  
   by Mitchell Silverman (mls06h@fsu.edu)

3: SENT standard message "accept-fact" to Author Tue, 20 May 2008 13:37:37  
   by Mitchell Silverman (mls06h@fsu.edu)

4: MSC: Is there an organization that helps/supports men in a divorce? (need by 05/24/2008)  
   Post-A-Note message (only visible to IPL librarians) Tue, 20 May 2008 13:39:15  
   by Mitchell Silverman (mls06h@fsu.edu)

** Note from Sr RA: **

Please restrict your answer to this question to the question asked. DO NOT give the user any legal advice.

5: TRANSFER to refgen.cat from incoming.cat Tue, 20 May 2008 13:40:21  
   by Mitchell Silverman (mls06h@fsu.edu)

6: CLAIMED Tue, 20 May 2008 14:25:18  
   by James Gross (jg486@drexel.edu)

7: Re: MSC: Is there an organization that helps/supports men in a divorce? (need by 05/24/2008)  
   (sent to original author) Wed, 21 May 2008 02:48:26  
   by James Gross (jg486@drexel.edu)

> Needed by: 05/24/2008
> Question:
> Do you know of an organization that helps men in a divorce and
> custody battle my soon to be ex wants sole custody of our 8mo.
> son so she can take him out of the state away from me. I HAVE NOT
> ABUSED MY SON there are no documents for this but she is persuing
> it any way. Your help will be greatly appreciated. Poor and
> Devastated.
> name: danny
> from: ksconvict@yahoo.com
Greetings from IPL,

Thank you for your question concerning "organizations that assist men with divorce and custody battles". To answer this question, it has been determined that legal aid organizations based in KS would be most useful for your needs. To answer your question, we have located 5 state-specific regional resources.

Source#1:
Kansas Bar Association

I chose this site as it is a voluntary law association. Per its website, it is dedicated to providing legal information and assistance to residents of Kansas.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms <"Kansas, legal rights, and custody">. I used quotation marks around "Kansas, legal rights, and custody" to search for those words together as a phrase. I then selected the .org website.

Kansas Bar Association

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

http://tinyurl.com/6xa47t

Within this website, the following webpage provides additional information pertaining to the subject of child custody:


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

http://tinyurl.com/6xa47t

Source#2:
Kansas Legal Services

I chose this site as it is a statewide non-profit organization.
It is dedicated to helping low-income Kansans meet their basic needs through the provision of essential legal, mediation and employment training services. Per its website, it is dedicated to providing legal information and assistance to residents of Kansas.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "Kansas, legal services, and custody". I used quotation marks around "Kansas, legal services, and custody" to search for those words together as a phrase. I then selected the .org website.

http://www.kansaslegalservices.org/Home/PublicWeb

Within this organization’s website, I located a webpage containing additional information regarding available legal aid services, plus a contact hotline phone number.

http://www.kansaslegalservices.org/Home/PublicWeb/GetHelp

Source#3:
HelpYourselfDivorce.com

I chose this site as it also contains information on child custody specific to the state of Kansas. Though this is a private paralegal website, it does contain some useful information pertaining to rights and obligations regarding child custody within the state of Kansas.

Search strategy:

To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "Kansas, legal services, and custody". I used quotation marks around "Kansas, legal services, and custody" to search for those words together as a phrase. I then selected the below website.

Within this website, I located a webpage containing relevant information on the Kansas state law, referred to as Kansas statute 60-1610, (K.S.A. 60-1610) which regulates child custody in Kansas. See the below website:

“Kansas Divorce Laws on Child Custody”
Source#4:
yourchildfirst.com

I chose this site as it also contains information on child custody specific to the state of Kansas. Though this is a private law firm’s website, it does contain some useful information pertaining to rights and obligations regarding child custody within the state of Kansas.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "Kansas, legal services, and custody". I used quotation marks around "Kansas, legal services, and custody" to search for those words together as a phrase. I then selected the below website.

http://www.yourchildfirst.com/index.shtml

Within this website, I then located the following webpage which explains in detail the relevant Kansas statutes with regard to child custody.

Child Custody - Frequently Asked Questions
http://www.yourchildfirst.com/child_custody.shtml#q17

Source#5:
Kansas County Law Library

I chose this site as it is a reputable law library in the state of Kansas. This law library contains a list of non-profit agencies which offer legal assistance to residents of Kansas.

Search strategy:
To find this site, I used the search engine Google.

http://www.google.com/

I searched the terms "Kansas law library". I used quotation marks around "Kansas law library" to search for those words together as a phrase. I then selected the .gov website.
http://lawlibrary.jocogov.org/questions.htm

Within this website, I then located the following webpage which contains a list of non-profit agencies which offer legal assistance to residents of Kansas.

See the section entitled, “How Do I contact Kansas Legal Services or other Services if I need Assistance.” See below:

http://lawlibrary.jocogov.org/questions.htm
IPL Question#7
Time, sources consulted and strategies:

I claimed this question on 5/20/08 at 2:25pm and submitted it on 5/21/08 at 2:48am. I worked on this question for 3 hours prior to submitting it. I initially searched for relevant organizations on the national level before narrowing my selections to organizations on the state level. I used Gale's "Encyclopedia of associations" for relevant national organizations. During my research, I shifted my strategy from focusing on national organizations to focusing on local organizations. I changed my search methodology when I realized the patron would derive more benefit from assistance provided by local legal aid organizations. This was based on the information provided by the patron who gave his location as Kansas and who was possibly incarcerated. I was ultimately successful in identifying local resources within the state of Kansas that were dedicated to assisting those with very limited financial resources.

IPL Question#7
Critique:

This IPL question came with a unique alert. The alert requested that students avoid giving specific legal advice. I selected this reference research as it appeared to be an interesting challenge. I concentrated on providing resources in the area of Kansas legal aid which identified themselves as welcoming people regardless of financial resources. I provided 5 resources which ranged from the state bar association to a low-income legal aid service. I am satisfied that the resources provided would and will be able to assist the patron in learning of his legal rights in regard to his reference question. In the future, I would probably place the Kansas Legal Services as the first reference in the future as the patron may have some reluctance in contacting the State Bar Association.

4. Reactions:

In this paper, I have summarized my experiences in handling seven IPL e-mail reference requests. The seven summaries include a brief discussion of the methods used, as well as the search strategies employed, in solving the IPL e-mail reference queries. The IPL reference assignment, apart from giving me the opportunity to accept and respond to seven reference queries, has resulted in my real life exposure to an important aspect of library reference duties.
Based on my INFO 511 class assignments, I have identified three important differences between e-mail reference and the in-person or live chat encounter. The first difference is time allotment. Per the IPL rules, I was permitted a time allotment of 24 hours to submit or surrender each reference query. In comparison, in the in-person encounter, I often encountered reference librarians who were busy. In several instances, they had a line of patrons to contend with. Per my previous in-library class exercise, I witnessed librarians who were answering reference questions throughout the day. Based on this field experience, I can safely conclude that a percentage of reference librarians do not always have the luxury of allocating 24 hours to a reference query.

The second difference is communication. Many people find it more comfortable to express their needs via verbal communication as opposed to using a computer terminal keyboard. I found the e-mail reference experience to be completely lacking in 2-way communication with the patron. In a typical in-person reference session, the reference librarian would often strive to conduct his or her version of a reference interview. Without this interaction, the reference librarian is somewhat stymied with regard to identifying the patrons actual needs.

The third difference is the time factor. In the IPL class assignment, IPL’s allotment of 24 hours generally provided ample time to research and respond to the e-mail inquiries. In comparison, the in-person and live chat encounters, per my previous INFO 511 class assignments, took place in “real time.” In an in-person or live chat reference, the librarian is usually cognizant of the patron’s perception of time, or lack thereof, as the patron waits for the librarian’s reply. In fact, during my live chat class assignments, I noticed that the librarian would type out comments of “wait” or “one moment please.”

With regard to the future of e-mail reference services, library surveys indicate an increased demand for these services. Per a 1999 library services survey by Botts and Bauerschmidt, an analysis of the survey data indicated a strong demand for e-mail reference service. In a poll of reference librarians, 91% indicated the continued usage of e-mail reference service would be expected to increase in the future. In addition, the survey data indicated that e-mail reference was supplementing in-person and telephone reference service in most major reference libraries. As a related issue, 82% of the librarians polled indicated the future need for more staffing in order to accommodate the increased demand for e-mail reference. Based on this data, it is clear that email reference will remain a strong component of library services in the foreseeable future.

In summary, I have acquired a number of research, reference, as well as communication skills from the IPL project. The project has enabled me to learn how to effectively analyze the patron’s reference question using a variation of the reference interview. In the absence of verbal interaction from the patron, I have developed the ability to interpret the patron’s needs based on the analysis of their written reference question. As a result of my IPL experience, I have also learned how to formulate an effective reference response. As a future information professional, I feel it is important to not only have the experience and ability to locate reference material, but to also be cognizant with regard to the patron’s geographic location when determining which resources would be most convenient or accessible to them.