

# Virtual Reference Adventure: Choose Your Own Experience

## HOW WILL YOU USE CHAT TRANSCRIPTS?

Transcripts are powerful tools. New chat reference providers use them for training purposes. More experienced reference providers can use them for self- or peer-evaluation. VR service administrators can monitor them for customer service effectiveness, trends, or to identify abusers of the service.

However you choose to use transcripts, you can learn from the approaches taken by your colleagues.

These transcripts are from chat reference interactions at the Seattle Public Library. All patron identifying information has been removed.

As you read through these transcripts, think about what you want to remember when you are providing chat reference service.

### Is this a harassing question? How would you handle it?

<b>Patron:</b> 14:31 2006/01/23	Chat Transcript: I need to speak to a male, about male issues. And if they have any books on it
<b>Librarian 1:</b> 14:31 2006/01/23	Hello. One moment while I read your question.
<b>Patron:</b> 14:31 2006/01/23	hi are u a male?
<b>Librarian 1:</b> 14:32 2006/01/23	Yes may I help you?
<b>Patron:</b> 14:32 2006/01/23	i wanted to know if you had any books or advise about pubic hair
<b>Librarian 1:</b> 14:33 2006/01/23	What aspect are you needing information?
<b>Patron:</b> 14:33 2006/01/23	trimming and grooming

<b>Librarian 1:</b> 14:35 2006/01/23	This requires more research than we can do during a chat session, but I can forward your question on to our reference librarians. They would get back to you within a couple of days by e-mail. Would that be alright? This requires more research than we can do during a chat session, but I can forward your question on to our reference librarians. They would get back to you within a couple of days by e-mail. Would that be alright? This requires more research than we can do during a chat session, but I can forward your question on to our reference librarians. They would get back to you within a couple of days by e-mail. Would that be alright?
<b>Librarian 1:</b> 14:36 2006/01/23	To verify, please type your e-mail address into the chat window.
<b>Patron:</b> 14:36 2006/01/23	no thanks
<b>Librarian 1:</b> 14:36 2006/01/23	Thanks for using our chat service. Goodbye.
<b>Librarian 2:</b> 11:23 2006/01/24	Thank you for using this service. The link below will take you to a brief survey about our chat reference services:  Thank you for taking the time to answer this survey.
<b>Librarian 2:</b> 11:23 2006/01/24	Closed by Librarian

**Even if the patron is impatient, you can follow up through email with more resources.**

<b>Patron:</b> 11:29 2006/01/12	Chat Transcript: i am looking for info on homeless teens in seattle
<b>Librarian 1:</b> 11:29 2006/01/12	Hello, one moment please while I finish with the person ahead of you...
<b>Patron:</b> 11:30 2006/01/12	i need info on homeless teens in seattle for a school project
<b>Librarian 1:</b> 11:32 2006/01/12	Hello, what specific information do you need on homeless teens?
<b>Patron:</b> 11:32 2006/01/12	hello?
<b>Patron:</b> 11:33 2006/01/12	sorry, i need mainly info on the problems they face and the programs that are in place to help them
<b>Librarian 1:</b> 11:34 2006/01/12	Okay. I am looking at this site: <a href="http://www.ci.seattle.wa.us/humanservices/homeless.htm">http://www.ci.seattle.wa.us/humanservices/homeless.htm</a>
<b>Librarian 1:</b> 11:35 2006/01/12	The background report looks like it covers problems they face: <a href="http://www.ci.seattle.wa.us/humanservices/fys/homelessyouth/default.htm">http://www.ci.seattle.wa.us/humanservices/fys/homelessyouth/default.htm</a>

<b>Librarian 1:</b> 11:36 2006/01/12	There is also a link on the first page I sent for "Homeless Youth Services" which has informations about programs in place to help homeless teens.
<b>Patron:</b> 11:37 2006/01/12	thanks
<b>Librarian 1:</b> 11:38 2006/01/12	Does that site give you enough of the resources you need?
<b>Patron:</b> 11:38 2006/01/12	yes, thankyou
<b>Librarian 1:</b> 11:38 2006/01/12	You're welcome. Is there anything else I can help with right now?
<b>Patron:</b> 11:39 2006/01/12	do you have anything specific on teenage prostitution?
<b>Librarian 1:</b> 11:40 2006/01/12	Teenage prostitution in Seattle, or in general?
<b>Patron:</b> 11:40 2006/01/12	seattle
<b>Librarian 1:</b> 11:40 2006/01/12	One moment while I check.
<b>Patron:</b> 11:41 2006/01/12	thanks, gotta go
<b>Patron:</b> 11:41 2006/01/12	Patron ended chat session.
<b>Librarian 2:</b> 11:46 2006/01/12	Note: Sent patron the multipage article "SEATTLE IS A HUB FOR LURING TEENS INTO LIVES OF PROSTITUTION" from the Seattle P-I 12/6/2005 QIC
<b>Librarian 2:</b> 11:47 2006/01/12	Note: Article sent from Proquest to patron's e-mail address.
<b>Librarian 2:</b> 13:17 2006/01/12	Note: See also QP# 1258479
<b>Librarian 2:</b> 13:18 2006/01/12	Note: See also QP# 1258506
<b>Librarian 3:</b> 16:39 2006/01/12	<p>Hello,</p> <p>You may also be interested in using Washington State Newsstand to get newspaper articles on your topic. Washington State Newsstand is called a database and you can get to it only through the Library's Web page.</p> <p>Directions:</p> <ol style="list-style-type: none"> <li>1. Start at <a href="http://www.spl.org">www.spl.org</a></li> <li>2. Click on "Magazine &amp; Newspapers" [under browse in the middle green box]</li> <li>3. Scroll down and click on "Washington State Newsstand"</li> <li>5. Enter you library card and 4-digit PIN</li> </ol> <p>*For questions about your card and PIN, call Borrower Services at 206-386-4190</p> <p>**If you are asked for another login or can not get into Opposing Viewpoints, you may need to temporarily turn off your computer's firewall, <a href="http://www.spl.org/default.asp?pageID=collection_db_tutorial">http://www.spl.org/default.asp?pageID=collection_db_tutorial</a> .</p> <p>6. Tvne in Kevwords about your subiect. trv: homeless AND teens trv:</p>

	<p>Youth and Homelessness and click on "Search"</p> <p>From here you will be able to find articles - click on the title of the article to read it.</p> <p>Using this resource, we sent you the following article:  "SEATTLE IS A HUB FOR LURING TEENS INTO LIVES OF PROSTITUTION" from the Seattle P-I 12/6/2005</p> <p>If you have questions about this, please let us know. Sometimes, learning to use ProQuest is easier in person. Staff at any library location can help you with this.</p> <p>Thank you,  Jennifer, Reference Services</p> <p>-----</p>
<b>Librarian 3:</b> 16:39 2006/01/12	Closed by Librarian

**A question that started with chat can be expanded through email referral to a subject specialist.**

Chat Transcript: How many working hours are there per year for the field of advertising in the USA?

hi ;)

Hello. One moment while I read your question.

Thanks

I'm not understanding your question could you please explain?

I heard there's a formula by which you can calculate the amount of hours one can actually work...that is taking out holidays, weekends, vacation and so forth. I think it might be unique to profession...I'm looking for that formula used in the advertising industry.

Let me do some checking.

Thank you so much!!!

ups. are you still there...I accidentally bookmarked this session and I just read that that can cause a disconnect. Sorry.

I am not finding anything, I can forward your question on to our reference librarians. They would get back to you within a couple of days by e-mail. Would that be alright?

To verify, please type your e-mail address into the chat window.

Hmm. I kind of need to find out sooner. How about I rephrase the question. How many working average hours are there in the US taking out vacation days, holidays and so forth?

Does broadening my question make it easier?

Is this what you want?

There are 40 hours per work week. There are approx 10 days per year designated for holidays, and most businesses give you 1 week to three weeks vacation per year.

Yes. This is helpful. A more specific number would be great...like factoring lunch and sick days into it. Isn't there a figure/ statistic out there that says how many average hours someone works per year? Thanks for your help so far.

Here is a chart see this site:

<http://www.cbs.gov.il/lmse.cgi?i=14&ti=11>

Here is another:

<http://www.cbs.gov.il/lmse.cgi?i=14&ti=11>

It's the same one?

Thats all I am finding , I can look further but will have to get back to you.

Or you can call the library and we can transfer you to the Business Department and they may be able to help you.

That's fine. I have to run into this meeting. I should be back in like 30 min...can I just keep this chat window open for a little while until you get back to me?

No, they would get back to you by e-mail.

my email is \_\_\_\_\_ if you prefer to email me any info you find. I really thank you for your help. My boss wants me to create this doc and this request had me stumped.

How soon could I expect to hear back?

Someone will get back to you... thanks for using our chat service. Goodbye.

Librarian ended chat session.

**Note: The website given the patron is for Israel. jes**

Dear \_\_\_\_\_,

First, we want you to know that the website our colleague offered you in your chat online was for a the country of Israel.

The Bureau of Labor Statistics collects that type of information, although, you might need to do some number crunching to come up with the answers you need. See:  
<http://www.bls.gov/news.release/atus.t04.htm>

and the website for the Bureau at [www.bls.gov](http://www.bls.gov).

Let us know if this does not answer your question.

Judy

Documents Librarian

Seattle Public Library We are closing your question at this time. If you reply to this message, that will automatically return your question to "active" status.

Thank you for using this service. The link below will take you to a brief survey about Seattle

Public Libraries' e-mail service:

<https://catalysttools.washington.edu/tools/webq3/?sid=8051&owner=slic1>

The Seattle Public Library appreciates your completing this survey. Your response is anonymous and confidential and the Library will not be able to link your response to any personal information. For more information, please refer to the Confidentiality Policy posted on our Web site at this address:

[http://www.spl.org/default.asp?pageID=about\\_policies\\_confidentiality](http://www.spl.org/default.asp?pageID=about_policies_confidentiality)

Thank you for taking the time to answer this survey

Closed by Librarian #100882.

**This reference provider recognized that the question needed to be answered through email. Notice how the transcript is used for collaboration between reference providers.**

<b>Patron:</b> 11:01 2006/01/12	Chat Transcript: I what to compare the amount of abuse and neglect of foster care and the amount of abuse of adopted children. Can you help me find the information?
<b>Librarian 1:</b> 11:02 2006/01/12	Hello, This requires more research than we can do during a chat session, but I can forward your question on to our reference librarians. They would get back to you within a couple of days by e-mail. Would that be alright?
<b>Patron:</b> 11:04 2006/01/12	Yes that would be great! Thank you!
<b>Librarian 1:</b> 11:04 2006/01/12	You're welcome.
<b>Patron:</b> 11:04 2006/01/12	Patron ended chat session.
<b>Librarian 2:</b> 11:45 2006/01/13	Note: I've done a good bit of poking around in Expanded Academic and General Reference Center at Infotrac with no success ..... Anybody have any great ideas about zeroing in on a study of this issue? Maybe some organizations to refer the patron to?
<b>Librarian 2:</b> 14:23 2006/01/13	Note: U.S. Department of Health & Human Services has "Adoption and Foster Care Statistics" & "Child Abuse & Neglect Research" information available at their website. It wasn't clear at a glance whether there was any overlap between the two sections. <a href="http://www.acf.hhs.gov/programs/cb/stats_research/index.htm">http://www.acf.hhs.gov/programs/cb/stats_research/index.htm</a>
<b>Librarian 2:</b> 11:20 2006/01/14	Note: This report gives the figure for 2003 for foster parents .5%, and parents 79.7% but does not break out adoptive parents. lisa/grs <a href="http://www.acf.hhs.gov/programs/cb/pubs/cm03/figures_6.htm">http://www.acf.hhs.gov/programs/cb/pubs/cm03/figures_6.htm</a>
<b>Librarian 2:</b>	TO:

11:53  
2006/01/14

FROM: General Reference, Seattle Public Library

RE: Abuse/neglect foster and adoptive children

Thanks for using QuestionPoint.

We are finding one major statistical resource for child maltreatment information for the US - it is produced from the US Dept of Health and Human Services Administration for Children and Families - it is an annual publication called CHILD MALTREATMENT - the latest available on line is 2003. The url is: [www.acf.hhs.gov/programs/cb/pubs/cm03/index.htm](http://www.acf.hhs.gov/programs/cb/pubs/cm03/index.htm).

On this page you will see Table of Contents from which you can scroll down to chapter 5, which deals with relationship of perpetrator to victim; in this chapter you can click on a pie chart that indicates percentages of perpetrators by relationship - this chart breaks out foster parents as a category but defines parents as birth, adoptive or step.

In order to determine if adoptive parents as abuse perpetrators are recorded anywhere, we suggest contacting adopt.org, the National Adoption Assn. in the US - they do not post research such as this on their website but may have information or surveys they can suggest to you. We did not find adoptive parents as perpetrators broken out in any statistical resources available to us.

We hope this information will be helpful; please let us know if you have further questions.

We are closing your question at this time. If you reply to this message, that will automatically return your question to "active" status.

Thank you for using this service. The link below will take you to a brief survey about Seattle Public Libraries' e-mail service:

<https://catalysttools.washington.edu/tools/webq3/?sid=8051&owner=slic1>

Thank you for taking the time to answer this survey

**Librarian 2:** Closed by Librarian #109544.

11:53  
2006/01/14

**Chat reference can also be used by library staff (in this case working in a small branch library) needing help in answering a patron's question.**

**Patron:** Chat Transcript: Hi,  
14:41 2006/01/02

Ruben from DLR here. I'm assisting a patron who is looking for treating eczema in children.

	<p>I have already searched the SPL catalog and given him the phone # for Northwest Hospital that is listed in the SPL phone list.</p> <p>Also have given him a web site from Google. I used Eczema children treatment as search terms.</p> <p>Do you have any advice on other sources for this patron?</p> <p>Thanks, Ruben</p>
<b>Librarian 1:</b> 14:42 2006/01/02	Hi Ruben, another good resource would be the Health & Wellness Resource Center database...
<b>Librarian 1:</b> 14:43 2006/01/02	Here's the URL
<b>Librarian 1:</b> 14:43 2006/01/02	<a href="http://webpac.spl.org/rpa/webauth.exe?rs=HWRC">http://webpac.spl.org/rpa/webauth.exe?rs=HWRC</a>
<b>Patron:</b> 14:44 2006/01/02	Thanks for this site, I will let him know about it.  Ruben
<b>Librarian 1:</b> 14:44 2006/01/02	In addition to medical articles, that database has info from medical encyclopedias and other good sources.
<b>Librarian 1:</b> 14:46 2006/01/02	Does that help? Is that what you needed?
<b>Patron:</b> 14:47 2006/01/02	Are you able to find a book at all? either from SPL or ILL?
<b>Librarian 1:</b> 14:48 2006/01/02	There's not much in SPL. I'll check ILL...
<b>Patron:</b> 14:49 2006/01/02	thank you, i'll let the patron know we are in the process of checking.
<b>Librarian 1:</b> 14:50 2006/01/02	There are titles we could get through ILL:
<b>Librarian 1:</b> 14:50 2006/01/02	Understanding childhood eczema / Penny Titman. 2003 Wiley, ; ISBN: 047084759X
<b>Librarian 1:</b> 14:51 2006/01/02	Eczema and your child : a parent's guide / Tim Mitchell; David Paige; Karen Spowart. 1998 . London : Class Pub., ; ISBN: 1872362869
<b>Librarian 1:</b> 14:51 2006/01/02	These are two titles with the subject of "Eczema in children -- Popular works."
<b>Patron:</b> 14:52 2006/01/02	thank you, i will pass this on.  patron has just asked for any information on homeopathic treatments for eczema...i will follow up with him using the d-bases you just mentioned above.  thanks so much for your help here. Ruben
<b>Librarian 1:</b> 14:52 2006/01/02	If you have a medical encyclopedia, or family medical guide at DLR, this should have an entry on Eczema too
<b>Librarian 1:</b>	OK thanks for chatting.



14:53 2006/01/02	
<b>Librarian 1:</b> 14:56 2006/01/02	Is there anything else I can help with right now?
<b>Librarian 1:</b> 14:59 2006/01/02	Librarian ended chat session.
<b>Librarian 2:</b> 10:32 2006/01/03	Closed by Librarian #100690.

**Questions that start in chat can easily be referred to reference partners including law librarians.**

<b>Patron:</b> 13:47 2005/12/29	Chat Transcript: What/Where can I find the "definition" on Family Abandonment after a divorce? What is considered Family abandonment? And...is that a crime or felony to have a charge of this nature on a absent parent? Where do I find out this information? Thank you
<b>Librarian 1:</b> 13:49 2005/12/29	This requires more research than we can do during a chat session, but I can forward your question on to our reference librarians. They would get back to you within a couple of days by e-mail. Would that be alright?
<b>Patron:</b> 13:50 2005/12/29	Ok, will they be able to link me to the right place?
<b>Librarian 1:</b> 13:51 2005/12/29	I believe so. To verify, please type your e-mail address into the chat window.
<b>Patron:</b> 13:51 2005/12/29	it is _____
<b>Librarian 1:</b> 13:51 2005/12/29	Thanks. Is there anything else I can help with right now?
<b>Patron:</b> 13:52 2005/12/29	No, thank you though for fwd that on
<b>Patron:</b> 13:52 2005/12/29	Patron ended chat session.
<b>Librarian 1:</b> 13:52 2005/12/29	Thanks for using our chat service. Goodbye.
<b>Librarian 2:</b> 15:52 2005/12/29	Referred from: Seattle Public Library (Washington)(10057) by: GRS(100690) to institution: King County Law Library (Seattle, Washington)(10055)
<b>Librarian 3:</b> 16:55 2005/12/29	<p>Hello, _____, welcome to the King County Law Library.</p> <p>Although we cannot give legal advice, including interpreting legal materials, we can make suggestions about resources and research tools you can use.</p> <p>Your question was referred to us as we are the local county public law library.</p> <p>Family Abandonment or Nonsupport is defined in the Revised Code of Washington (RCW) in title 26.20 - here is a link to the code:<a href="http://apps.leg.wa.gov/RCW/default.aspx?cite=26.20">http://apps.leg.wa.gov/RCW/default.aspx?cite=26.20</a></p>

	<p>RCW 26.20.030 says - The crime of family abandonment is a class C felony under Chapter 9A.20 of the RCW.</p> <p>Here is a link to that chapter - which will describe the penalty for a Class C felony: <a href="http://apps.leg.wa.gov/RCW/default.aspx?cite=9A.20">http://apps.leg.wa.gov/RCW/default.aspx?cite=9A.20</a></p> <p>The Department of Social and Health Services - Office of support Enforcement has information on its web site as to their role in helping to collect Child support - here is a link to that information: <a href="http://www1.dshs.wa.gov/dcs/enforcement.shtml">http://www1.dshs.wa.gov/dcs/enforcement.shtml</a></p> <p>Do you think that this will be enough to get you started? If you need further help, please feel free to contact us again. Thank you for using our service. KCLL Reference Staff</p> <p>This information is not a substitute for legal advice.</p>
<b>Librarian 2:</b> 10:23 2005/12/30	Closed by Librarian #100690.

**This patron started with a telephone question, then used chat. A subject specialist answered the question via email.**

<b>Patron:</b> 13:58 2005/12/29	Chat Transcript: Hi - I just spoke with a librarian in your Seattle Room, and she directed me to the Art & Music Dept. I'm wondering if Seattle Public has any unique primary materials related to the grunge music scene of the late 80s/early 90s. Can you help?
<b>Librarian 1:</b> 14:14 2005/12/29	Note: ARL does have file folders with news clippings of different local rock bands, four scrapbooks on rock bands as well as books on nirvana and other bands. kh
<b>Librarian 1:</b> 17:51 2005/12/29	Note: ARL librarians. I saw that this in ARL just at closing time on Thursday. I won't be back until Tuesday but can help with this then, if needed. There is much that we have in the way of news clippings - scattered in many different folders. One source is the "Rock" scrapbooks. But there are also file folders in the Regional Arts folders, Organizations, Individuals, and Subject on various bands and people. In the Subject File look under "Grunge." Kathy
<b>Librarian 1:</b> 16:40 2005/12/30	<p>Lisa,</p> <p>In Arts, Recreation and Literature we have scrapbooks and clipping folders on rock bands and individuals and clipping material on "grunge."</p> <p>Whether you have a specific question, or just want to browse through materials related to grunge, we would be glad to help you. If you know in advance when you might be in the library and let us know, we can have some of these materials assembled for you.</p> <p>Looking forward to your response,</p>

	Sincerely, Sheila Librarian
<b>Patron:</b> 17:48 2005/12/30	Hi Sheila! Thank you so much for your response to my question! I'd love to visit SPL, but I live in Syracuse, NY :-). I'm a library science student at SU, in the midst of an archiving course and completing a project developing a documentation strategy for a hypothetical grunge era archive. It sounds like the materials you have would be most useful; even though the clippings might be available elsewhere, compiling and organizing gives that added value we library folk are so good at.  I do hope I can make my way out to Seattle in the future! It would be wonderful to see your library, as well as the Experience Music Project.  All the best in 2006!  _____
<b>Librarian 1:</b> 13:29 2005/12/31	We are closing your question at this time. If you reply to this message, that will automatically return your question to "active" status.  Thank you for using this service. The link below will take you to a brief survey about Seattle Public Libraries' e-mail service:  <a href="https://catalysttools.washington.edu/tools/webq3/?sid=8051&amp;owner=slic1">https://catalysttools.washington.edu/tools/webq3/?sid=8051&amp;owner=slic1</a>  Thank you for taking the time to answer this survey
<b>Librarian 1:</b> 13:29 2005/12/31	Closed by Librarian #100881.

**Transcripts can help to identify patrons who misuse the service.**

<b>Patron:</b> 14:07 2005/12/09	Chat Transcript: how do i find books on gays like me
<b>Librarian 1:</b> 14:08 2005/12/09	Just a sec...
<b>Patron:</b> 14:08 2005/12/09	how do i find books on gays like me
<b>Librarian 1:</b> 14:10 2005/12/09	There are many subject headings in the catalog that start with "Gay" and relate to various aspects of homosexuality.
<b>Librarian 1:</b> 14:10 2005/12/09	I will send you a link to the catalog. This may open a new browser on your computer.
<b>Librarian 1:</b> 14:10 2005/12/09	<a href="http://catalog.spl.org/ipac20/ipac.jsp?menu=search#focus">http://catalog.spl.org/ipac20/ipac.jsp?menu=search#focus</a>
<b>Librarian 1:</b>	There you go! Just enter the word "aav" (no quote marks) on the line that

14:12 2005/12/09	says "Subject begins with" and click the arrow to the right....
<b>Librarian 1:</b> 14:12 2005/12/09	That will take you to a list of subject headings starting with the word "gay"...
<b>Librarian 1:</b> 14:13 2005/12/09	Just click on any one that interests you and that will take you to a list of items relating to the particular subject.
<b>Librarian 1:</b> 14:13 2005/12/09	Is there anything else I can help you with today?
<b>Librarian 1:</b> 14:13 2005/12/09	Thank you for using this service. I have other callers waiting on the line, so I will sign off now. Nancy
<b>Librarian 2:</b> 14:41 2005/12/09	Note: fake email address. not sending him the survey. most likely the same user who chatted under the names "gizzle" and "playboy". lisa/grs
<b>Librarian 2:</b> 14:41 2005/12/09	Closed by Librarian #100690.

**A chat transaction is better than a telephone transaction for leading a patron to a specific online resource.**

<b>Patron:</b> 11:22 2005/12/08	Chat Transcript: Last time I called the library they gave me a link to a site that was organized for kids about facts for different countries. I had to type in my library card number to access the site through the seattle library site. I can't seem to find the link on the site. Can you direct me to the link?
<b>Librarian 1:</b> 11:26 2005/12/08	Hello. One moment while I read your question.
<b>Patron:</b> 11:26 2005/12/08	Let me know when you are ready
<b>Librarian 1:</b> 11:28 2005/12/08	I'm not sure which site you are referring to, but did you check the ones on our website for children: <a href="http://www.spl.org/default.asp?pageID=collection_db_list&amp;dbPage=4">http://www.spl.org/default.asp?pageID=collection_db_list&amp;dbPage=4</a>
<b>Librarian 1:</b> 11:29 2005/12/08	It was probably "culturegrams"...
<b>Patron:</b> 11:30 2005/12/08	yes that is it!  culture grams.
<b>Librarian 1:</b> 11:30 2005/12/08	That one is listed on that page....
<b>Librarian 1:</b> 11:30 2005/12/08	Is there anything else I can help with right now?
<b>Patron:</b> 11:31 2005/12/08	that is it.  this was kind of weird but helpful. Thanks!
<b>Librarian 1:</b> 11:31 2005/12/08	Thanks for using our chat service. Goodbye.

<b>Librarian 1:</b> 11:31 2005/12/08	Librarian ended chat session.
<b>Librarian 2:</b> 16:54 2005/12/08	Thank you for using this service. The link below will take you to a brief survey about our chat reference services:  <a href="https://catalysttools.washington.edu/tools/webq3/?sid=8097&amp;owner=slic1">https://catalysttools.washington.edu/tools/webq3/?sid=8097&amp;owner=slic1</a>  Thank you for taking the time to answer this survey.
<b>Librarian 2:</b> 16:54 2005/12/08	Closed by Librarian #100690.

**Here's a patron who has many homework questions. It's important to be patient and ask if anything else is needed so you don't miss these other questions.**

<b>Patron:</b> 15:06 2005/11/25	Chat Transcript: What do you know about the country India?
<b>Librarian 1:</b> 15:07 2005/11/25	Hello. One moment while I read your question.
<b>Librarian 1:</b> 15:07 2005/11/25	Are you looking for information about India? Do you want something specific?
<b>Patron:</b> 15:08 2005/11/25	i am looking for information about it thank you
<b>Librarian 1:</b> 15:09 2005/11/25	Here's a link to a news of India website: <a href="http://www.indiarepublic.com/">http://www.indiarepublic.com/</a>
<b>Librarian 1:</b> 15:10 2005/11/25	Is this useful or do you want more information? Books?
<b>Patron:</b> 15:11 2005/11/25	i dont need that i need like the geograph and climate and population and other basic stuff
<b>Librarian 1:</b> 15:11 2005/11/25	That may be in one of our basic reference tools. Let me check. Just a moment...
<b>Patron:</b> 15:12 2005/11/25	ok thanks
<b>Librarian 1:</b> 15:13 2005/11/25	Here's an example. I got this from something on our website, which you can check from home: India Table of Contents  India, the world's second most populous nation (after China) and the seventh largest in area, is located in South Asia on the Indian subcontinent. It is about 3,000 km (1,865 mi) wide and has, because of its peninsular shape, a shoreline of about 7,000 km (4,350 mi) along the Bay of Bengal on the east

and the Arabian Sea on the west. India's land frontier of about 5,700 km (3,540 mi) is shared with Pakistan on the west; with China (mostly Tibet), Nepal, and Bhutan on the north; and with Bangladesh and Myanmar on the east. India's seventh neighbor is the island nation of Sri Lanka, located off the southern tip of the peninsula. Northeast India is virtually isolated from the rest of the nation by the country of Bangladesh. Also part of India are the Laccadive Islands (Lakshadweep), off the southwestern coast, and the Andaman and Nicobar islands, located in the eastern portion of the Bay of Bengal.

India and Bharat are both official names. The early settlers called their land "Bharat Varsha" or "Bharat," and during medieval times it was known as "Hind." The name India, which derives from the Indus River and was used by the ancient Greeks and Persians, came into wide usage during the colonial period.

Indian culture is of great antiquity. The earliest Indian civilization grew up in the Indus Valley from 4000 to 2500 . Beginning about 1500 , Aryan invaders entered India from the northwest and intermingled with the local Dravidian population. The foundations of Indian society, including Hinduism and the caste system, were established from these two groups. Buddhism and Jainism also began in ancient India. The culture was subject to strong Islamic influences beginning in the 11th century and continuing under the Mogul Empire (established 1526). After 1750 the subcontinent was absorbed piecemeal into the British Empire, the local princes and rulers retaining some of their autonomy.

India gained its independence from the British on Aug. 15, 1947, at which time two predominantly Muslim regions in the northwestern and northeastern corners of the subcontinent became the separate state of Pakistan. The modern country of India is a union of 28 states—Andhra Pradesh, Arunachal Pradesh, Assam, Bihar, Chhattisgarh, Goa, Gujarat, Haryana, Himachal Pradesh, Jammu and Kashmir (see Kashmir), Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Manipur, Meghalaya, Mizoram, Nagaland, Orissa, Punjab, Rajasthan, Sikkim, Tamil Nadu, Tripura, Uttar Pradesh, Uttaranchal, and West Bengal—and 6 union territories—Daman and Diu, Pondicherry, Andaman and Nicobar Islands, Chandigarh, Dadra and Nagar Haveli, and Lakshadweep. The National Capital Territory of Delhi (see New Delhi) is generally also classed as a state, although it lacks official statehood status. In 1956 the map of India was largely redrawn as provisions were made for reorganization of the states along linguistic lines, with the goal of preserving regional cultures and aspirations. A policy of "democratic decentralization" provides states with a large measure of self-government. India's newest states—Chhattisgarh, Uttaranchal, and Jharkhand—were carved out of Madhya Pradesh, Uttar Pradesh, and Bihar, respectively, in 2000.

Today India ranks among the top ten industrial nations in the world. Because the huge population is growing as rapidly as the economy, however, the primarily rural population of this huge, developing nation has one of the world's lowest per-capita incomes. Despite the accompanying social and political stresses, and despite a brief period of authoritarian rule (1975–77) under Prime Minister Indira Gandhi, India remains the world's largest democracy.

**Librarian 1:** Here is where I got it:

15:15 2005/11/25	<p><a href="http://go-passport.grolier.com/">http://go-passport.grolier.com/</a></p> <p>To use this, you should go through the library's website, and choose 'Databases and websites' and then go to Reference. There you will find Lands and Peoples Encyclopedia, but you will have to log in with your library card.</p>
<b>Librarian 1:</b> 15:15 2005/11/25	You can probably use this yourself.
<b>Librarian 1:</b> 15:17 2005/11/25	There are several other encyclopedia type reference sources on this page, and you can choose among them. Click on each one, and you will be asked to log in with your card.
<b>Patron:</b> 15:17 2005/11/25	i think i need something else then that i dont think it would help please can you give me so more info because that wasnt enough
<b>Librarian 1:</b> 15:18 2005/11/25	Well, I can try to find other websites. Wait a moment...
<b>Patron:</b> 15:18 2005/11/25	ok thank you
<b>Librarian 1:</b> 15:19 2005/11/25	Here's another website for Information Please Almanac: It has a big section on India with facts and figures. <a href="http://www.infoplease.com/ipa/A0107629.html">http://www.infoplease.com/ipa/A0107629.html</a>
<b>Librarian 1:</b> 15:20 2005/11/25	If you click on the link, you can go to the page.
<b>Librarian 1:</b> 15:21 2005/11/25	Is there anything else I can help with right now?
<b>Patron:</b> 15:22 2005/11/25	yes there is do you know anything about Mars
<b>Librarian 1:</b> 15:23 2005/11/25	I know it is the red planet. Do you want information on Mars? That is a different question than what I know about it.
<b>Librarian 1:</b> 15:23 2005/11/25	Are you looking for something specific?
<b>Librarian 1:</b> 15:24 2005/11/25	Here's a website with a great picture of Mars, and some information that is very general:  <a href="http://seds.lpl.arizona.edu/nineplanets/nineplanets/mars.html">http://seds.lpl.arizona.edu/nineplanets/nineplanets/mars.html</a>
<b>Librarian 1:</b> 15:25 2005/11/25	Is there anything else I can help with right now?
<b>Patron:</b> 15:26 2005/11/25	how about some information about china
<b>Librarian 1:</b> 15:27 2005/11/25	Well, there would be information about China in the same encyclopedia websites which feature India. You can check those... I have a phone call waiting and I need to help them.
<b>Librarian 1:</b> 15:28 2005/11/25	Thanks for using our chat service. Goodbye.
<b>Librarian 1:</b> 15:28 2005/11/25	Librarian ended chat session.
<b>Librarian 2:</b> 10:15 2005/11/26	Thank you for using this service. The link below will take you to a brief survey about our chat reference services:

	<p><a href="https://catalysttools.washington.edu/tools/webq3/?sid=8097&amp;owner=slic1">https://catalysttools.washington.edu/tools/webq3/?sid=8097&amp;owner=slic1</a></p> <p>Thank you for taking the time to answer this survey.</p>
<b>Librarian 2:</b> 10:15 2005/11/26	Closed by Librarian #100690.

**Questions about library circulation policies and procedures are common in chat transcripts. The chat transcript also provides a record of patron feedback on this new ebooks service.**

<b>Patron:</b> 12:37 2005/11/22	Chat Transcript: How can I return/check in my digital audio books?
<b>Librarian 1:</b> 12:41 2005/11/22	Hello, I'll be with you in just a moment
<b>Librarian 1:</b> 12:41 2005/11/22	Thanks for waiting. Are you using the Overdrive ebook collection?
<b>Patron:</b> 12:43 2005/11/22	yes
<b>Librarian 1:</b> 12:44 2005/11/22	Overdrive books cannot be returned early, but they will expire automatically when the checkout period is up.
<b>Patron:</b> 12:44 2005/11/22	thats too bad - so i have to wait before I can get more than 6?
<b>Patron:</b> 12:44 2005/11/22	no way around that?
<b>Patron:</b> 12:45 2005/11/22	Is it because its not part of the Seattle Public Library?
<b>Librarian 1:</b> 12:45 2005/11/22	Yes, we contract with Overdrive for their collection and that is one of the quirks of their service
<b>Librarian 1:</b> 12:46 2005/11/22	I'm sorry, I know its an inconvenience
<b>Patron:</b> 12:46 2005/11/22	i see. Any plans on changes on that restriction that you have heard of?
<b>Librarian 1:</b> 12:47 2005/11/22	No, but we are always giving feedback to Overdrive and this is a big inconvenience that we are hearing about from our users
<b>Patron:</b> 12:50 2005/11/22	Well. Please pass on my feedback. I love the new services being offered digitally ~ very excited about them and telling my friends - but this limitation is not helpful. I think we should be able to return/check things in (and make them available for the next patron) as soon as we like and be able to continue checking out new items. I don't mind there being a limit on the number of items I can have out at a time.



<b>Librarian 1:</b> 12:50 2005/11/22	And I'll be happy to pass your comments along. Feel free also to use the comments form linked below: <a href="http://www.spl.org/default.asp?pageID=about_feedback#feedbackform">http://www.spl.org/default.asp?pageID=about_feedback#feedbackform</a>
<b>Librarian 1:</b> 12:54 2005/11/22	Is there anything else I can help with right now?
<b>Librarian 1:</b> 12:56 2005/11/22	Thanks for using our chat service. Goodbye.
<b>Librarian 2:</b> 16:43 2005/11/22	Thank you for using this service. The link below will take you to a brief survey about our chat reference services:  <a href="https://catalysttools.washington.edu/tools/webq3/?sid=8097&amp;owner=slic1">https://catalysttools.washington.edu/tools/webq3/?sid=8097&amp;owner=slic1</a>  Thank you for taking the time to answer this survey.
<b>Librarian 2:</b> 16:43 2005/11/22	Closed by Librarian #100690.

**A chat transcript is an easy way to forward the entire reference question to a subject specialist for further checking.**

<b>Patron:</b> 10:15 2005/11/21	Chat Transcript: Do you have copies of the American Railroad Engineering and Maintenance of Roadway Association Standards?
<b>Librarian 1:</b> 10:16 2005/11/21	Hello, I'll be with you in just a moment
<b>Patron:</b> 10:16 2005/11/21	thanks
<b>Librarian 1:</b> 10:18 2005/11/21	I'll check with our Science librarians; it will take a couple minutes, if you don't mind waiting
<b>Patron:</b> 10:18 2005/11/21	I'll wait, thanks
<b>Librarian 1:</b> 10:19 2005/11/21	(they're checking right now)
<b>Librarian 1:</b> 10:22 2005/11/21	Thanks for waiting. They have not found anything yet, but would like to keep working on your question and get back to you via email. Are there specific standards that you are trying to find?
<b>Patron:</b> 10:24 2005/11/21	I'm looking for the AREMA technical specifications for "Cellular Confinement, Committee 1- Sub Committee 10"
<b>Librarian 1:</b> 10:25 2005/11/21	Great, I'll forward our conversation here to them and you'll be hearing back about what they could find. Is _____ the best email address for you?
<b>Patron:</b> 10:26 2005/11/21	Yes it is, Thanks

<p><b>Librarian 1:</b> 10: 27 2005/11/21</p>	<p>Sorry we couldn't help with this right away, but you'll be hearing back from us. Is there anything else I can help with at the moment?</p>
<p><b>Librarian 2:</b> 15: 46 2005/11/21</p>	<p>Hello _____,</p> <p>I checked our catalog and the area where we keep all our standards, and unfortunately we do not carry any of the AREMA publications. You may want to try contacting the University of Washington's Engineering Library to see if the standard you are seeking is available. I see in their catalog that they do have some AREMA publications.</p> <p>The contact info is: Engineering Library Building Box 352170 University of Washington Seattle, WA 98195-2170</p> <p>(206) 543-0740 Reference Desk (206) 543-0741 Circulation Desk (206) 685-8324</p> <p>E-mail: englib@u.washington.edu Fax: (206) 543-3305</p> <p>I hope that will help. If you would like us to see if we can get it from another library for you, do ask us to initiate an interlibrary loan request. However, be forewarned that this process is lengthy, and we are unable to guarantee delivery.</p> <p>Regards, JY/Librarian</p> <p>Your question has been answered by: Science and Technology Department Seattle Public Library 1000 4th Avenue Seattle, WA 98104-1109 Phone: 206-386-4636 Homepage: <a href="http://www.spl.org">http://www.spl.org</a> Contact us by telephone, email or in-person if you need recipes, automobile repair manuals, bluebook values, standards and specifications, information on health and medicine, gardening and agriculture, physical and life sciences, mathematics, computers and information technology, pets and animals, aviation, building and engineering, patents, boats and ships.</p>

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