

[10/25/09 25 10:54:53 AM] Janet Hansen: Hi, are you there?

[10/25/09 25 10:58:20 AM] morinbaker: Yes I am

[10/25/09 25 10:58:55 AM] morinbaker: What do you think of this chat option?

[10/25/09 25 10:58:57 AM] Janet Hansen: Ok, great. I'm always amazed when anything works the first time

[10/25/09 25 10:59:25 AM] Janet Hansen: Seems faster too

[10/25/09 25 10:59:52 AM] morinbaker: Yes and I like that I can see when you are typing which should help me from typing over you.

[10/25/09 25 11:00:08 AM] Janet Hansen: How can you see that?

[10/25/09 25 11:00:51 AM] morinbaker: On the let hand side where it has my name listed. When I am typing the "check mark" turns to a pencil and when I am done back to the "check mark"

[10/25/09 25 11:01:29 AM] Janet Hansen: ok; I'll watch for that. Ready to practice?

[10/25/09 25 11:02:23 AM] morinbaker: Sure. Do should we close this chat and start a clean one for the practice? Who want's to go first? I think we finished off last time with #2 about African violence.

[10/25/09 25 11:03:09 AM] Janet Hansen: ok. I can answer first this time. I'll hang up and start again

[10/25/09 25 11:03:24 AM] morinbaker: Ok

[10/25/09 25 11:04:09 AM] Janet Hansen: ok.

[10/25/09 25 11:05:00 AM] morinbaker: Hi! Can you tell me anything about Washington?

[10/25/09 25 11:05:39 AM] Janet Hansen: We can find so much! But first, can you give me a little idea of what you need to do with this information?

[10/25/09 25 11:06:24 AM] morinbaker: Well I'm planning to go a trip with my family and wanted to find out all I could about getting there and what things there are do with a family.

[10/25/09 25 11:08:24 AM] Janet Hansen: Are there any places in Washington you already know you want to visit?

[10/25/09 25 11:10:43 AM] morinbaker: Well I would like to go to Pike Place Market ( I think that's what's it called), my husband wants to visit the Pyramid brewery and both my sons would like to see a Seahawks football game. If we have time we might want to try a college visit for my oldest son. He is thinking about apply to U of W. Does this help.

[10/25/09 25 11:15:16 AM] Janet Hansen: It sounds like you will concentrate on the Seattle Area for a lot of your time. If you'd like to walk with me over into the 900's, we have a really good selection of recent guides. My daughter is actually a grad student at U Dub, and one book we use when we visit is this--The Starnger Guide to Seattle, but Frommers is always good too. What do you think--do these look like they have the kind of info. you're looking for?

[10/25/09 25 11:15:33 AM] Janet Hansen: Stranger

[10/25/09 25 11:16:55 AM] morinbaker: These would be great a great start. Since I'd rather not purchase ones to take on our trip and would like to use the library copies. Can you tell me what the loan period is for books?

[10/25/09 25 11:20:10 AM] Janet Hansen: Here at the San Jose Library you can actually arrange an extended loan period of up to 6 weeks, and you set that up when you check out the books. Another thing that people sometimes find really helpful (Although there is

a little cost then), is to photocopy just the parts of the books that they see they are going to need. That way you don't have to lug the whole book around Seattle!

[10/25/09 25 11:20:56 AM] morinbaker: Thanks for the help. I will take a couple of the choices that you suggested and see which ones best meet our needs.

[10/25/09 25 11:21:50 AM] Janet Hansen: You're very welcome!

[10/25/09 25 11:22:24 AM] Janet Hansen: If it turns out you don't find what you need, I'll be happy to locate specific information.

[10/25/09 25 11:22:44 AM] morinbaker: Great. You've been very helpful today.

[10/25/09 25 11:23:03 AM] Janet Hansen: I'm glad! Goodbye now.

[10/25/09 25 11:23:39 AM] morinbaker: That went well. Ready to go for the next one?

[10/25/09 25 11:26:19 AM] Janet Hansen: Sure. I am in 9th grade. Do you have anything on plays by Shakespeare?

[10/25/09 25 11:28:28 AM] morinbaker: I'm sure we can help you find what you need. What would you like to know about Shakespeare's plays? Our library has a lot of information on the plays of Shakespeare. If you could tell me more about how you plan to use this information, I could make some suggestions.

[10/25/09 25 11:29:31 AM] Janet Hansen: We read the book *Romiette and Julio*. My teacher says to compare the book to the original play.

[10/25/09 25 11:32:14 AM] morinbaker: Okay. This sounds good. It seems to be that what you are looking for is some sort of literary comparison information. Give me just a minute while I check our resources in the library catalog.

[10/25/09 25 11:37:47 AM] morinbaker: Thanks for waiting. I was just making sure that we had resources available in the library. If you would come with me I'll show you our choices that we have on Shakespeare. While we are walking can you give me a bit more detail on your assignment.

[10/25/09 25 11:41:27 AM] morinbaker: We have a few titles I'd like to recommend that might help you with your assignment. The Cambridge companion to Shakespeare and Shakespeare for students : critical interpretations of Shakespeare's plays and poetry. Again if you could give me a bit more detail on your assignment, I can help you find just what you need to get started.

[10/25/09 25 11:42:40 AM] Janet Hansen: Well, we read *Romeo and Juliet* out loud in class. I didn't really get it when she explained it. Now we have to compare.

[10/25/09 25 11:46:15 AM] morinbaker: In that case I would suggest that you first take a look at "*Romeo and Juliet: a guide to the play*", which should help you better understand the play. You may even consider checking out the DVD on one of the movie versions. My personal favorite is the film directed by Franco Zeffirelli. Both the study guide and DVD are available for check out today. How does that sound?

[10/25/09 25 11:47:32 AM] Janet Hansen: There is a movie? Why didn't the teacher tell me that? Yes, those things might be what I need.

[10/25/09 25 11:49:10 AM] morinbaker: I'd also like to put in a plug for a great service being offered by our library. Did you know that you can get online homework help? For the San Jose Public Library system you can have access to Live Homework Help. It's like having your own personal tutor. Would this be something that might help?

[10/25/09 25 11:50:39 AM] Janet Hansen: Well, usually I come here to use the computer. Should I get the homework help in person, or just use it on the computers here?

[10/25/09 25 11:52:24 AM] morinbaker: This is an online service that you can access from any computer. It's a great option that one of my son's takes advantage of because he can work with an "expert" on the subject related to his homework.

[10/25/09 25 11:52:42 AM] morinbaker: I can step you through how to find on the website if interested.

[10/25/09 25 11:53:44 AM] Janet Hansen: I didn't know we had that. I can find it on the library website, because I go there to look at the activity schedules

[10/25/09 25 11:55:20 AM] morinbaker: Sure from the library's homepage, click on the link to the left that says 'Teens'. Then on the right-hand side of the page you will see an icon & link for 'Live Homework Help'. This will take you to the page on how the service works along with the hours of operation.

[10/25/09 25 11:56:14 AM] Janet Hansen: Thanks. I will try it out, because I don't have any help at home. I'm really happy to get that movie!

[10/25/09 25 11:57:38 AM] morinbaker: I'm glad I was able to help. If you need any other help, just stop by again and I'll be happy to help. I'm usually here M-F until closing. If I'm not here another librarian can help too. Good luck on your assignment.

[10/25/09 25 11:57:57 AM] Janet Hansen: Thanks. Bye!

[10/25/09 25 11:58:57 AM] Janet Hansen: Go again? Does multiple questions in one session all count as one practice, or is it better to separate them?

[10/25/09 25 11:59:54 AM] morinbaker: I think multiple questions is okay because I think that we only need to submit 1 reference practice/question that we feel is the best for pair.

[10/25/09 25 12:00:14 PM] Janet Hansen: right.

[10/25/09 25 12:00:57 PM] morinbaker: So when we save to word or text file we can edit/cut out the one we want to submit to Prof. Liu. Are you up for one more or shall we save for another time.

[10/25/09 25 12:02:01 PM] Janet Hansen: I can go another round. Do we not have to submit some sort of record of how many times we practiced? (The directions for all my classes have blurred together in my mind...)

[10/25/09 25 12:03:01 PM] morinbaker: I'll need to check on Angel to confirm. I know that something was sent out to us about what the expectations were. I'll find and send to you in a separate email.

[10/25/09 25 12:04:39 PM] Janet Hansen: No, I'll certainly review that; don't worry--just thought you might have the info in your head. DO you want to go again, or do it later? I think Skype is much easier than ANgel. It's also easier to jump in and out of while researching.

[10/25/09 25 12:05:27 PM] morinbaker: Well, we've done 4 of the 14 posed question. How about one more than call it a day? Do you want to ask or be asked?

[10/25/09 25 12:05:51 PM] Janet Hansen: I'll be asked.

[10/25/09 25 12:06:50 PM] morinbaker: Hi there I'm having real trouble with your online catalog.

[10/25/09 25 12:07:53 PM] Janet Hansen: Oh Hi. That thing--it's got so much great information in it, but it can be so confusing! Do you have a minute for us to look at it together?

[10/25/09 25 12:08:41 PM] morinbaker: Sure but I have to warn you my eyesight isn't what it used to be. I'll never understand why they got rid of the card catalog. I never had a problem with that!

[10/25/09 25 12:14:33 PM] Janet Hansen: Well, let me know what you have time to do right now. If you want, I can show you right over here a couple of great options here in the library so you can adjust the computer screen to make it easier to read this screen, or, if you don't want to get into that right now, we can work together on your search.

[10/25/09 25 12:15:15 PM] morinbaker: How about we work together on the search. I'm still not convinced it will work though.

[10/25/09 25 12:16:23 PM] Janet Hansen: ok, well, now you gave me a challenge! Let's see if we can change your mind about this catalogue. What was happening when things went wrong with your search?

[10/25/09 25 12:19:50 PM] morinbaker: I just want to find some new books to read but I'm not having any luck. I like mysteries and my favorite author is Agatha Christie. I don't want a lot of violence just a good old mystery. Everything I seem to find is in paperback with teeny print and it's all about crazy killers. CSI stuff I don't want.

[10/25/09 25 12:26:14 PM] Janet Hansen: Well, remember when you used to use the card catalogue? It was kind of hard, in those cards, to tell which book might be gory and which ones were more Christie-ish, right? If we back up a step, out of this catalogue--can you see this button that's labeled "home"? Then I can show you some places to go when you're looking for some general good recommendations.

[10/25/09 25 12:26:29 PM] Janet Hansen: Wow, typos, sorry...

[10/25/09 25 12:26:42 PM] morinbaker: Okay I'm ready.

[10/25/09 25 12:27:23 PM] Janet Hansen: Okay, you see that button--"Home"? Let's have you click on that with the mouse. Ok?

[10/25/09 25 12:27:36 PM] morinbaker: Yep I'm there

[10/25/09 25 12:28:35 PM] Janet Hansen: And one of the big overall categories of library information, listed in yellow across the top, is "Services". Do you see that there? You can click on that.

[10/25/09 25 12:28:51 PM] morinbaker: Yes I see it and have clicked on it.

[10/25/09 25 12:29:35 PM] Janet Hansen: Ok, and there you see a list of services? And the first one is "What to read next"> click that?

[10/25/09 25 12:29:47 PM] morinbaker: I see that now.

[10/25/09 25 12:32:06 PM] Janet Hansen: Ok, and that takes you to this page with a lot of options for finding new books to read. You can look at recommendations from the staff, or lists of our new books, but one thing you might really like is--if you click "What to Read Next", you can see some mystery book clubs. I like those because you get the personal recommendations. DO you think you might consider something like that?

[10/25/09 25 12:33:32 PM] morinbaker: That seems much better and useful to me. Maybe on my next visit you can help me figure out how to make the print a bit bigger on the screen.

[10/25/09 25 12:34:52 PM] Janet Hansen: I would be happy to--those services are available right here on the ground floor, and people love them. By the way, I have to put in a plug for the #1 Ladies Detective Agency books. If you haven't read them I bet you will love them, because everyone does!

[10/25/09 25 12:36:08 PM] morinbaker: Thank you for taking time with a grouchy, old lady. It's been difficult getting used to my vision issues. Thanks again and you can bet I will be back with more questions. And thanks for the book suggestion.

[10/25/09 25 12:37:10 PM] Janet Hansen: No problem. It's a pleasure to chat with a fellow mystery reader! Just let me know when you want to check out those screen reading programs.

[10/25/09 25 12:37:21 PM] morinbaker: Will do. Bye.

[10/25/09 25 12:37:36 PM] Janet Hansen: Ok. DO you want to do a last one?

[10/25/09 25 12:38:07 PM] morinbaker: I would but my kids are bugging me for lunch. Can we pick up again later this week?

[10/25/09 25 12:38:55 PM] Janet Hansen: No problem. We are talking with the other people on the next assgn Tuesday evening. DO you want to stay on and practice a while after?

[10/25/09 25 12:39:48 PM] morinbaker: Sounds good to me. Can I test out a feature real quick that I just saw with Skype. Looks like we can share our screens. I wanted to test to see how it works. I want to share my Angel screen.

[10/25/09 25 12:39:58 PM] Janet Hansen: Okay!

[10/25/09 25 12:40:24 PM] morinbaker: I'm not sure how this will work

[10/25/09 25 12:41:31 PM] Janet Hansen: Oh wait. The phone rang, and then I saw the screen, and when I tried to enlarge it I hung up the phone. I have to get the hang of this. It will be helpful for questions like we just did.

[10/25/09 25 12:41:51 PM] morinbaker: Okay let me try again.

[10/25/09 25 12:42:15 PM] morinbaker: Can you see my scren

[11/4/09 4 8:17:47 PM] morinbaker: Hi Janet

[11/4/09 4 8:17:57 PM] morinbaker: hang on I've got to get my headset

[11/4/09 4 8:18:01 PM] Janet Hansen: Hi!

[11/4/09 4 8:18:49 PM] morinbaker: just fixing my headset

[11/4/09 4 8:21:40 PM] Janet Hansen: Do you have anything which gives more details about a large corporation?

[11/4/09 4 8:22:10 PM] morinbaker: The library has a number of great resources on different corporations. What information would you like about large corporations? This will help me to better locate the information you require.

[11/4/09 4 8:22:52 PM] Janet Hansen: Well, a corporation is buying the property next to me, and I WANT TO FIND OUT WHO THEY ARE, WHAT THEY MAKE, ETC.

[11/4/09 4 8:24:26 PM] morinbaker: Sounds like you would like to have the most up to date information on this company possible. Is there a specific format you would like to have the information?

[11/4/09 4 8:24:46 PM] Janet Hansen: No, I just want to know the basics

[11/4/09 4 8:26:05 PM] morinbaker: Do you know that name of the corporation? Then I can help you use the information on the library website to locate the required informaiton.

[11/4/09 4 8:27:02 PM] Janet Hansen: pulte

[11/4/09 4 8:27:35 PM] morinbaker: Okay. If you would take a moment and I will step through with you on my computer screen how to access company information from the library website.

[11/4/09 4 8:27:53 PM] Janet Hansen: ok, great.

[11/4/09 4 8:29:30 PM] morinbaker: First from the homepage of the SJPL library website there is a link on the left hand side of the page called 'SJPL Research Guides'. Click on this link and you are taken to a new page. On this page you will see a section starting with 'View our Recommended Web Resources. This lists the topics alphabetically. Click on the 'C' link for company information. Are you with me so far?

[11/4/09 4 8:29:53 PM] Janet Hansen: ok, sure

[11/4/09 4 8:32:39 PM] morinbaker: Then you will see the link 'Company Information'. Just click on that link and there you will find a place to enter in a company name. If you enter in 'Pulte' this will take you to a Yahoo! Finance Search page. On the right hand side and click on the link 'Pulte Homes, Inc'. This should give the basics on the company. Let me know if this is what you are looking for.

[11/4/09 4 8:34:06 PM] Janet Hansen: uh oh. Looks like a big developer. I think this is just what I needed. How am I going to remember how to find this again to show my husband when I get home?

[11/4/09 4 8:36:21 PM] morinbaker: I can write down the steps for you to walk through with your husband. Or if you happen to have an email address, then I could email you the website link that will take you directly to the page with the information on Pulte. I can also write down the website address for the company, as most big companies have their own websites. Which would be most helpful for you?

[11/4/09 4 8:37:32 PM] Janet Hansen: emailing the link would be great. That will be helpful for him--he's good with the computer. Here's my email: hansen2065@comcast.net. Thanks!

[11/4/09 4 8:39:09 PM] morinbaker: Great. I'll go ahead and send that email now. Just keep a lookout for the email from SJSUREFDESK@SJSU.EDU, sometimes email providers put email from unfamiliar senders in your SPAM folders. After reviewing with your husband just let me know if you need any further assistance.

[11/4/09 4 8:40:30 PM] Janet Hansen: Ok, thanks!

[11/4/09 4 8:40:45 PM] morinbaker: Where is your New York Times?

[11/4/09 4 8:41:30 PM] Janet Hansen: Well, can you tell me about how you want to use the paper? then I can take you to the best place to find what you want.

[11/4/09 4 8:42:49 PM] morinbaker: My father-in-law is coming to visit soon and he has to read the NYT everyday. Since we don't subscribe I'd like to know if the library subscribes to this copy. Then I could bring him to the library for his daily fix.

[11/4/09 4 8:51:30 PM] Janet Hansen: [Okay; this is dumb. I am not finding on the library website a list of their subscriptions. I see what floor it's probably on, and I could probably bluff and assume they have it...this should be easy!

[11/4/09 4 8:51:57 PM] morinbaker: I think it's okay for us to assume that they have a subscription

[11/4/09 4 8:53:51 PM] Janet Hansen: Ok then! One second ...

[11/4/09 4 8:55:06 PM] Janet Hansen: I'm going to show you where the eperiodicals area is on the lower level; that's where your father in law would find his paper. Does he have any special reading needs--vision or language issues?

[11/4/09 4 8:55:46 PM] morinbaker: No. He wears glasses but doesn't need large print. Is it okay for me to bring him here to read even though he doesn't have a library card?

[11/4/09 4 8:56:15 PM] Janet Hansen: Yes, the newspapers are available for general use in the library reading room

[11/4/09 4 8:56:27 PM] morinbaker: Great.

[11/4/09 4 8:56:59 PM] Janet Hansen: Will he need anything else while he's in the library that I could direct you to ahead of time?

[11/4/09 4 8:57:24 PM] morinbaker: No that should do it unless you can offer a cup of coffee too.

[11/4/09 4 8:58:13 PM] Janet Hansen: Well, we actually do have a cafe! On the ground floor.

[11/4/09 4 8:58:49 PM] morinbaker: Wow. That's great. I'll make sure to come with him on his first visit so I can make sure he is comfortable and can find the newspapers. Thanks for your help.

[11/4/09 4 8:59:13 PM] Janet Hansen: you're very welcome. I hope he has a great visit. Bye.

[11/4/09 4 8:59:23 PM] morinbaker: Bye.

[11/8/09 8 4:10:35 PM] morinbaker: Hi Janet

[11/8/09 8 4:12:13 PM] Janet Hansen: Oh, hi Wait, I'm switching desks. Sorry!

[11/8/09 8 4:12:24 PM] morinbaker: Okay no worries

[11/8/09 8 4:14:30 PM] Janet Hansen: okay, I'm here. NOT sue what's up with my sound...checking. But we can start.

[11/8/09 8 4:15:12 PM] morinbaker: Okay. Shall I be the librarian first?

[11/8/09 8 4:15:53 PM] Janet Hansen: sure

[11/8/09 8 4:16:05 PM] Janet Hansen: Where is your card catalog?

[11/8/09 8 4:16:42 PM] morinbaker: We have a number of lookup stations throughout the library that are reserved for use of the online catalog. Is there any specific type of help you would like with the card catalog?

[11/8/09 8 4:17:10 PM] Janet Hansen: But where are the cards?

[11/8/09 8 4:17:48 PM] morinbaker: It sounds as if it has been some time since you last used our library catalog? Is this correct?

[11/8/09 8 4:18:59 PM] Janet Hansen: Yes. I don't like to come down here. There's too many homeless people. But now I am worried about Swine flu, so I thought I'd better check out a book on it.

[11/8/09 8 4:20:52 PM] morinbaker: That's absolutely fine. Since the last time you visited our library we have changed over to an online/computer-based catalog system. We have a number of computers on each floor of the library that are reserved for our patrons to look up information on books. The basics for the search are similar to the card catalog and I'd be happy to help you with your search for information on the swine flu.

[11/8/09 8 4:21:22 PM] Janet Hansen: I don't know anything about computers.

[11/8/09 8 4:23:32 PM] morinbaker: That's okay I can help you with your search today. Then I would suggest that we sign you up for one of the weekly training sessions run by one of the librarians on how to use our online catalog. I understand that this is a big change for you but I know that we can help you to learn how to use our new catalog.

[11/8/09 8 4:23:52 PM] morinbaker: How does this sound to you?

[11/8/09 8 4:24:52 PM] Janet Hansen: Well, if you could help me find a swine flu book, that would help. I'm not sure about the class. I have lots of activities. I don't want my identity stolen.

[11/8/09 8 4:28:56 PM] morinbaker: I will absolutely help you locate a book on the swine. I also want to assure you that you have nothing to worry about with regards to

your identity. The library has a policy on protecting the information of our patrons. We do not share patron information. I can print out a copy of our patron policy for you to review at your leisure. As for our class on "how to use" the online catalog, I am sure that we can find a time that would fit into your busy schedule. Another option is that on your next visit to the library I can set you up with a self-paced tutorial which explains how to use our catalog. That way you can fit in the training when convenient for you. I or a colleague would always be available for any questions you might have on the tutorial.

[11/8/09 8 4:30:48 PM] Janet Hansen: Well, you are very nice and helpful, and I appreciate that. I will think about if I want to get involved with the computer training. Right now I would just like a book with all the latest information on how not to catch it, where to get vaccines, where it is spreading, and all that.

[11/8/09 8 4:33:28 PM] morinbaker: Okay. Let's look for your information. Let me turn my computer screen so that you can see how I am using the online catalog to locate your information. I simply type in "swine flu" and it appears that we have a few options to choose from. I've noted down their locations. Would you like to come with me and can locate these books.?

[11/8/09 8 4:34:03 PM] Janet Hansen: yes, thanks, everything is so rearranged in here!

[11/8/09 8 4:36:15 PM] morinbaker: I know but we try to make changes to help our patrons better locate their information. I'm sure one of these books will have the information you require. If not, then I can help you locate information on the Internet from the CDC(Centers for Disease Control) website that you can read from one of our computers and I can help you print out an relevant information from their website.

[11/8/09 8 4:36:32 PM] Janet Hansen: Ok, whatever you say

[11/8/09 8 4:37:30 PM] morinbaker: Here are the books that we have on the swine flu at this branch. Please take some time to review. If you still require more help or information, then please just come see me at the reference desk.

[11/8/09 8 4:38:17 PM] Janet Hansen: ok, thanks. I will go find a table and look at these. Is this where you will be if I don't find what I want?

[11/8/09 8 4:38:50 PM] morinbaker: Yes. I will be here for the next 3 hours. If you don't happen to see me, then one of my colleagues will also be happy to help you.

[11/8/09 8 4:39:00 PM] Janet Hansen: Thank you; goodbye.

[11/8/09 8 4:39:09 PM] morinbaker: Your welcome.

[11/8/09 8 4:39:24 PM] Janet Hansen: [I'm not getting sound...any skype suggestions?

[11/8/09 8 4:40:32 PM] morinbaker: Have you tried going to the Skype -> Preferences? In their preferences there is an audio button and you can see if you audio in/output going through your headphone

[11/8/09 8 4:41:15 PM] morinbaker: Hi! Can you help look for Bach's Cantata No. 36?

[11/8/09 8 4:41:43 PM] Janet Hansen: Sure! Can you tell me a little more about what you're going to do with this piece?

[11/8/09 8 4:43:03 PM] morinbaker: Sure I am getting married soon and am looking into music for the ceremony. Someone told me that this was a good choice to have but I have no idea about it. I'm not sure if this is the right type of music for a wedding.

[11/8/09 8 4:43:43 PM] Janet Hansen: So would you like to listen to it before deciding?

[11/8/09 8 4:44:13 PM] morinbaker: Yes and if possible I'd like to download it to my iPod so I can have my fiancee listen to it too.



[11/8/09 8 4:49:03 PM] Janet Hansen: Unfortunately, at this branch we only have that cantata on an LP! However, if you can wait a few days I see that several other libraries in the Bay Area have this on CD. If you have time to wait I will borrow it for you. Then we can easily download the music from the CD onto your ipod.

[11/8/09 8 4:49:27 PM] morinbaker: That would be great. I can wait while you look.

[11/8/09 8 4:55:59 PM] Janet Hansen: Our best bet seems to be the SF Library, which has a copy due November 22. I can order it for you so they'll send it as soon as it comes in. Of course, depending on your finances, we can certainly find a copy on itunes, which you could then order in your own account

[11/8/09 8 4:57:24 PM] morinbaker: I think I can wait until Nov. 22nd. In the meantime I will look at other music options. Can you help me to get the Bach Cantata sent from the SF library?

[11/8/09 8 4:58:32 PM] Janet Hansen: Certainly. We can do that right now

[11/8/09 8 4:58:42 PM] morinbaker: Great thanks for your help.

[11/8/09 8 4:59:52 PM] Janet Hansen: Do you have anything on Confucius?

[11/8/09 8 5:00:16 PM] morinbaker: We have a lot of different materials on Confucius in the library. I may be able to help you better if you could tell me more about how you plan to use this information.

[11/8/09 8 5:01:40 PM] Janet Hansen: Well, I have to be Confucius in my Social Studies class. I have to dress like him, and I have to speak on his main ideas of his philosophy. I know that Confucius is an important Chinese thinker. That's about all I know.

[11/8/09 8 5:03:51 PM] morinbaker: I'm sure we can find out information that will help you to portray an accurate Confucius. I am going to check the library's catalog first for possible books to help you.

[11/8/09 8 5:04:33 PM] Janet Hansen: ok, good, and maybe one with a good picture, and not too hard, because my English is not that good yet.

[11/8/09 8 5:07:06 PM] morinbaker: Okay. I think I've found just the right book for you called 'Confucius: the golden rule' by Russell Freedman. It has information about the man and has colored pictures too. Would you like me to help you locate the book in the library?

[11/8/09 8 5:07:24 PM] Janet Hansen: Sure, thanks!

[11/8/09 8 5:08:31 PM] morinbaker: We may also be able to locate a book on Confucius in your native language too. Would tell me what is your native language?

[11/8/09 8 5:09:06 PM] Janet Hansen: I speak Spanish, but I don't read very well in Spanish. The English book is good, if not too hard.

[11/8/09 8 5:10:27 PM] morinbaker: Okay I will help you locate the English book and we can look at it together to see if the reading level is just right. I'd also like to suggest that you check on the Internet, while you are here in the library, for additional pictures of Confucius that help you for costume ideas.

[11/8/09 8 5:10:48 PM] Janet Hansen: Ok, I'd like to do that.

[11/8/09 8 5:11:38 PM] morinbaker: No problem. Here's the book I mentioned. Let's see if it's a good fit. What do you think?

[11/8/09 8 5:12:07 PM] Janet Hansen: I think this looks good for me. Can I check this book out? I have a library card.

[11/8/09 8 5:13:10 PM] morinbaker: Yes, I can check it out for you or you can check yourself out at any of our self-serve stations. Do you need any help using Google to search for pictures of Confucius?

[11/8/09 8 5:13:47 PM] Janet Hansen: Well should I just type in Confucius?

[11/8/09 8 5:15:18 PM] morinbaker: Just go to [www.google.com](http://www.google.com), click on the 'images' link in the top left-hand corner fo the page and then type in confucius. This should bring you back alot of different pictures. Would you like help?

[11/8/09 8 5:16:14 PM] Janet Hansen: Oh, jsut to do the image search. I know how to do that. I'll go try it, because I don't have a computer at home. Thanks a lot.

[11/8/09 8 5:16:40 PM] morinbaker: Good luck. Just let me know if you need any further help. I'm at the reference desk until 7pm.

[11/8/09 8 5:17:04 PM] Janet Hansen: Wow. That's late. What time did you come to work?

[11/8/09 8 5:17:42 PM] morinbaker: I get in around 10am.

[11/8/09 8 5:18:10 PM] Janet Hansen: Oh well, not so bad. My dad foes to work at 6! bye now!

[11/8/09 8 5:18:16 PM] morinbaker: Bye.

[11/8/09 8 5:18:56 PM] morinbaker: Hi there. Can you help me locate some information on San Jose State University?

[11/8/09 8 5:20:18 PM] Janet Hansen: Sure; we have so much good info on SJSU, because they are our sister library! Can you tell me what you want to do with this information, so I can take you right to what will be most useful/

[11/8/09 8 5:21:44 PM] morinbaker: I have a son who is a Junior in High School and we are just starting to look into Universities and Colleges. I am trying to get some general informaiton on the different CSU and UC schools. General informaiton about what degrees they offer, sports and living accomodations. Not to mention any scholarship possibilities

[11/8/09 8 5:24:13 PM] Janet Hansen: Well, for this information the Internet is going to be your best friend. Do you have a few minutes to look at a few websites with me?

[11/8/09 8 5:24:37 PM] morinbaker: Yes. Any information would be great. We are just getting started.

[11/8/09 8 5:25:59 PM] Janet Hansen: [ttp://www.calstate.edu/search\\_find/campus.shtml](http://www.calstate.edu/search_find/campus.shtml)

[11/8/09 8 5:26:15 PM] Janet Hansen: Oops , didn't mean to send that! \

[11/8/09 8 5:27:25 PM] Janet Hansen: So, if you can look at the monitor here, fist I'm going to show you the overall website for the CSU campuses. It has a link to each campus, and each website has so much information--about scheduling tours, about offered majors, most questions can be answered there.

[11/8/09 8 5:27:50 PM] morinbaker: That's just what I need. Is there one for the UC system too?

[11/8/09 8 5:30:12 PM] Janet Hansen: Yes, the same sort of information is available at <http://www.universityofcalifornia.edu/campuses/>--we can click right there and you can look around.

[11/8/09 8 5:31:23 PM] morinbaker: That is a great start. Now I can have my son look at these sites too. Thanks for the guidance.

[11/8/09 8 5:33:08 PM] Janet Hansen: There is also another kind of good information available on dome of the admissions guidance sights, such as this one--Peterson's

<http://www.petersons.com/>. There he can see what the typical SAT's etc. are for any campus, public or private. We can look at SJSU just by entering it in the search window. You can also buy paper guides, but I think this is an area where the online info is more up to date, and might be easier for your son to use also. I just did this with my youngest, so I really know how important that good information is!

[11/8/09 8 5:33:55 PM] morinbaker: Great. I just need to write down these websites so I can share with my son when I get home.

[11/8/09 8 5:35:01 PM] Janet Hansen: Or, if you have email, we can send all the links to your home so he can just click on them.

[11/8/09 8 5:35:31 PM] morinbaker: Sure that's even better. My email address is [rita.morin@sbcglobal.net](mailto:rita.morin@sbcglobal.net). Thanks again for your help.

[11/8/09 8 5:36:35 PM] Janet Hansen: You're very welcome. I'm here every weekday afternoon and I'm very interested in the college admissions process. Have your son come in and ask for me (Janet) if he wants more help.

[11/8/09 8 5:37:06 PM] morinbaker: That would be very helpful. Thank you.

[11/8/09 8 5:37:22 PM] Janet Hansen: You're welcome

[11/8/09 8 5:38:59 PM] Janet Hansen: Can you tell me anything about writer's alcohol abuse?

[11/8/09 8 5:39:40 PM] morinbaker: I'd be happy to help you. What did you want to know about writer's alcohol abuse?

[11/8/09 8 5:41:16 PM] Janet Hansen: Lots of writers seem to be alcoholics. I have to do a paper on literature for my freshman college American lit survey class. I thought that might make an interesting topic. It's a 10 page paper. I'm not sure where to go with it though.

[11/8/09 8 5:42:35 PM] morinbaker: Okay I would suggest that you might want to take a look at our online database of journals for articles on this topic. Would you like some help navigating our online databases?

[11/8/09 8 5:43:43 PM] Janet Hansen: well, Can't I just type in alcoholic American writers?

[11/8/09 8 5:46:14 PM] morinbaker: That is definitely an option but if you knew of specific writers that are of interest this would help to return more relevant information on your topic.

[11/8/09 8 5:46:39 PM] morinbaker: I'd be happy to help you or at least point you to where on the library website you can locate our databases.

[11/8/09 8 5:47:42 PM] Janet Hansen: Ok. I don't know certain writers though. I want like an overview of writwrs who drank a lot. Can we put that in the database? I might need some help with that. Those things don't seem to work right the way Google does.

[11/8/09 8 5:49:26 PM] morinbaker: Your right these databases dont' always work the way a Google search does. If you can just bare with me a second I will see the best way to issue a search on your topic.

[11/8/09 8 5:49:52 PM] Janet Hansen: Sure, Better you than me!

[11/8/09 8 5:52:42 PM] morinbaker: Okay. If you'd like to watch my screen as I show you how to access our libraries online databases.

[11/8/09 8 5:52:53 PM] Janet Hansen: Okay, great.

[11/8/09 8 5:55:31 PM] morinbaker: From the libraries homepage you will see a link on the left-hand side of the page called SJPL Research Guides. Click on this link and you

will see the various research guides available. For our initial search I would suggest that we access the 'SJPL Articles and Databases' link on the right hand side of the page. This will require that we input your library card # and PIN. Once inputed we are brought to the EBSCO Host online database of journals.

[11/8/09 8 5:55:54 PM] Janet Hansen: ok...got the card right here

[11/8/09 8 5:56:51 PM] morinbaker: It is at this point that we can then input your search terms. I would suggest that you try a combination of search terms. Would you like to spend some time with this database and see if you can locate any useful articles?

[11/8/09 8 5:57:22 PM] Janet Hansen: Well, do you have some suggestions for what I should enter?

[11/8/09 8 6:00:04 PM] morinbaker: We could try the terms 'alcoholism' and 'writers'. You will see that this brings back 647 records but we can then limit the results by using the 'Narrow Results by' window pane to the left. You could choose to limit to 'periodicals' or 'books' or under the 'Subject' section you can click on the 'MORE >>' link and see that you can narrow down to 'Authors'.

[11/8/09 8 6:01:30 PM] Janet Hansen: oh, wow, that's a lot> Well, I should be able to find some good sources in there. Now my professor said the sources had to be reputable. Does being in your database mean it is reputable?

[11/8/09 8 6:03:52 PM] morinbaker: I believe what your professor is looking for is that you look at 'scholarly or peer-reviewed' articles. What this means is that the source for your information comes from a valid source and can be relied on for its accuracy. So to make sure you only look at this type of information, on the right-hand side of your screen there is a box for 'Scholarly (Peer Reviewed) Journals. Just make sure to "tick" that box.

[11/8/09 8 6:04:47 PM] Janet Hansen: Oh, that makes it easy. Ok. I guess I can't get you to read all these for me, right? I still have to look through them myself...

[11/8/09 8 6:06:45 PM] morinbaker: Yes. I'm afraid it does require that you read through the article abstracts to see which best suit your requirements. I would suggest that you look at this website, <http://tutorials.sjlibrary.org/tutorial/index.html>, which has a list of online tutorials that provide instruction on basic research tools provided by the library and how to use them. There is one called 'Find Article' that would be quite helpful for you on this assignment.

[11/8/09 8 6:08:08 PM] Janet Hansen: Ok, I was just kidding. I'm going to sit here right now and look in these for a few that might work. I think some will. Thanks. The Databases are hard to use!

[11/8/09 8 6:10:53 PM] morinbaker: The databases may seem a bit difficult at first but the more you use them the easier it will become. You will continue to have more assignments that will require use of these databases. Definitely take a look at the online tutorials. There is a section just on the "Essential Research Skills for SJSU Students" that I highly recommend. There is also a Freshmen Library Course that you can take that will help step you through how to use all that the library has to offer for our University students.

[11/8/09 8 6:12:19 PM] Janet Hansen: Ok thanks. I can look at those on my laptop tomorrow too. I guess I need to get on top of all this research!

[11/8/09 8 6:13:44 PM] morinbaker: Good luck and remember you can always come back to the Reference Desk whenever you have a question. We even offer online options

for asking a reference librarian a question. This webpage has all of our options.

<http://library.sjsu.edu/services/reference/index.htm>

[11/8/09 8 6:14:08 PM] Janet Hansen: great; thanks

[11/8/09 8 6:15:18 PM] morinbaker: Hi. Where are your newspapers

[11/8/09 8 6:16:27 PM] Janet Hansen: 8I'll be happy to help you find the newspapers you need. Can you tell me a little more about what you want to use the newspaper for?

[11/8/09 8 6:17:52 PM] morinbaker: I am doing a report for school on big earthquakes in the Bay Area. So, I thought it would be cool to see what the newspapers had to say about all the big ones that happened around here. Like the 1906 and 1989 earthquakes.

[11/8/09 8 6:23:43 PM] Janet Hansen: I think that will be very cool. Have you ever visited our CALifornia room, up on the Fifth floor? I can show you where it is, if you want. In there they have microfilm of older newspapers that you can look at and print out. They also have files of clippings from local newspapers, not from 1906, but for sure from 1989, and those you can look at and photocopy. They also have local history books that would have reprints of photos and headlines from the older papers.

[11/8/09 8 6:24:32 PM] morinbaker: Cool but I've never even used microfilm. Can someone help me? I also might need to make some copies, is that okay?

[11/8/09 8 6:27:35 PM] Janet Hansen: Yes, my colleague on the 5th floor will be happy to show you how to work the microfilm, and you can print screens from that. If we find you some of the books with older articles in them, you can photocopy directly from those. Would that be better?

[11/8/09 8 6:30:27 PM] morinbaker: Yes that sounds perfect.

[11/8/09 8 6:30:38 PM] morinbaker: I can't wait to see the old fashioned papers

[11/8/09 8 6:30:59 PM] Janet Hansen: Okay--here's great book: Nolte, Carl.

Title The San Francisco century : a city rises from the ruins of the 1906 earthquake and fire / by Carl Nolte and the San Francisco chronicle staff.

Publication Information San Francisco, CA : San Francisco Chronicle Press, c2005.

Permanent Link for this Title

LOCATION	CALL NUMBER	STATUS
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King California Room 5th Floor	REF CAL 979.461 Nolte	
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[11/8/09 8 6:31:48 PM] Janet Hansen: You can photocopy out of that, so I'll introduce you to another librarian who can help you find that, and also use the microfilm. Do you have time to walk up there now?

[11/8/09 8 6:32:19 PM] morinbaker: I have time, that would be great.

[11/8/09 8 6:32:45 PM] Janet Hansen: Okay--I like to have a chance to visit up there! This way.

[11/8/09 8 6:32:56 PM] morinbaker: Cool.