



The Ask a Librarian Quality Assurance Workgroup is pleased to announce the **November and December 2022 Exemplary Reference Award Winners!**

November

Emily N. (University of South Florida)

December

Robbie A. (Palm Beach State College)

Please join us in congratulating our winners as they set the bar for providing exemplary virtual reference services for Ask a Librarian!

As a reminder, with the change in chat transcript access rules to limit participating department-only viewing, the Quality Assurance Workgroup has adjusted the winning number of chats per month.

November

Emily N. (University of South Florida)

Client Name: Patron

Initial Question: for a biology research paper, how do I keep the theme biology related?

Emily N, USF: Hi ---, can you elaborate on the assignment your instructor assigned you?

Patron: okay so, basically is a research paper about infectious diseases, but he didn't elaborate any further. I want to make it HIV related, but I'm not sure what path

Patron: i should follow**

Emily N, USF: what is the course?

Patron: because i would like to do it about poor communities and HIV, but Im not sure if its gonna be related to biology enough

Patron: general biology

Emily N, USF: Thank you for the context! You're right that focusing on poor communities and HIV would be more of a public health focus rather than on biology.

Emily N, USF: For it to be biology focused, you would need to research the disease itself, such as how it is transmitted

Patron: hmm, I see

Emily N, USF: however, you could also include information about public health as it relates to the transmission, including research on how poor communities are more impacted

Emily N, USF: they might also want you to focus more on how the disease functions on the cellular level

Emily N, USF: HIV is interesting because it develops into AIDS

Emily N, USF: *interesting

Patron: oh, i did not think about that actually, it makes sense

Emily N, USF: perhaps your research could focus on the transformation from HIV into AIDS and what occurs in the body on the cellular level when that occurs

Patron: thats a good idea!

Patron: are there any specific databases that you would recommend?

Emily N, USF: I would try MedLine to start: [A-Z Databases: Health & Medicine \(fsw.edu\)](#)

Patron: got it

Emily N, USF: JSTOR is also a good general database

Patron: if i go to the fsw library and i type the JSTOR one, is it going to show up by itself?

Emily N, USF: it should, but it's also listed on the A-Z list of databases: [A-Z Databases \(fsw.edu\)](#)

Patron: found it!

Patron: okay well, besides that i don't think i have any more questions :D

Emily N, USF: great! your library does also have a guide to help navigate the various databases and tools on your website: [Home - The FSW Libraries' Research Tutorial - Research Guides at Florida SouthWestern State College](#)

Emily N, USF: ok! Best of luck with your research!

Patron: thank you soo much for your help!!

Emily N, USF: of course, have a great day!

December

Robbie A. (Palm Beach State College)

Client Name: Patron

Initial Question: Hello, I am writing a research essay and am paraphrasing sources. However, when I am using direct words that cannot be paraphrased and lists of items, is this considered a direct quotation?

Robbie A- Palm Beach State College: Hello. Leaning towards being on the safe side, I would say yes those are likely quotes.

Robbie A- Palm Beach State College: Usually several words (even as small as three) that are together from another work can require a quote.

Robbie A- Palm Beach State College: In many cases plagiarism software like Turnitin or Safeassign can pick up on just a few words together.

Patron: Okay, so in those situations I should place quotation marks around the list of words?

Robbie A- Palm Beach State College: Let me look at list. What format are you using?

Patron: I have structured some sentences to use paraphrasing and then used a list of words that cannot be paraphrased so I state that the research derives from blank (year) my paraphrase, then "direct words that cannot be paraphrased". That sort of formulation?

Patron: I am using apa and will provide an example

Patron: According to a review by Bläsing and Amelung (2018), there are multiple sources of microplastics in soil, such as irrigation deriving from either treated or untreated water, sewage sludge, litter, plastic mulch, and flooding.

Patron: This is the source <https://www.sciencedirect.com/science/article/pii/S0048969717320843>

Patron: Here is another example: Based on Zhang et al. (2020) research statistics on crop yield they evaluated that height decreased by 2% and root mass decreased by 5%.

Patron: This is the source for the second example: <https://onlinelibrary.wiley.com/doi/full/10.1111/gcb.15043>

Patron: Should I put direct quotes around the first one as follows: According to a review by Bläsing and Amelung (2018), there are multiple sources of microplastics in soil, such as "irrigation deriving from either treated or untreated water, sewage sludge, litter, plastic mulch, and flooding". Some of the words within the direct quotes are paraphrased or shortened

Robbie A- Palm Beach State College: Yes. If those are taken directly (I am still looking at the article) and it is not a bulleted list I would put those in quotes.

Patron: And for the second one: Based on Zhang et al. (2020) research statistics on crop yield they evaluated that "height decreased by 2% and root mass decreased by 5%". The same slightly applies other than the numerical components

Robbie A- Palm Beach State College: I would agree with the second one as well.

Robbie A- Palm Beach State College: Depends on the professor, but quotes can be a time to provide a page number or section/paragraph number.

Robbie A- Palm Beach State College: ex. (Gecht-Silver & Duncombe, 2015, Osteoarthritis section).

Robbie A- Palm Beach State College: or (DeAngelis, 2018, Musical Forays section, para. 4).

Robbie A- Palm Beach State College: <https://apastyle.apa.org/style-grammar-guidelines/citations/quotations/no-page-numbers>

Robbie A- Palm Beach State College: I don't think you would need quotations for a bulleted list.

Robbie A- Palm Beach State College: But I am still looking into that situation.

Patron: Okay that makes sense, thank you so much for your help. You have helped clarify that succinctly. Okay, I will try to include those. I appreciate you providing those examples and the resource.

Patron: I use purdue owl for apa guidelines, is that considered a credible?

Robbie A- Palm Beach State College: Yes, it is. One of the more popular citation websites and generally respected. If you need more in-depth answers APA Style is good.

Patron: Also, if I start the sentence by stating that the research belongs to blank et al. (year) then paraphrase then use direct quotes like the previous examples, would I include the page number or paragraph number in () at the end of the quote without the authors and year since I already stated those.

Patron: I just realized it would be easier to provide two different types to see which is better

Patron: Please give me one moment

Patron: Based on Zhang et al. (2020) research statistics on crop yield they evaluated that "height decreased by 2% and root mass decreased by 5%"(section blank, para blank).

Patron: or Zhang et al. (2020, section blank, para blank) research statistics on crop yield they evaluated that "height decreased by 2% and root mass decreased by 5%".

Robbie A- Palm Beach State College: I should have saved you some typing - the first one is correct.

Patron: It's completely okay, no worries. Thank you for being patient and helping answer all my questions, you have been awesome. Thank you so much. This is all the help I need today. Hope you have a great day!

Robbie A- Palm Beach State College: Nice of you to say. You have a great day as well

Patron: Thank you!