



The Ask a Librarian Quality Assurance Workgroup is pleased to announce the **January and February 2022 Exemplary Reference Award Winners**

January

BRIEF CHAT- Ciara H. (Valencia College)

DETAILED CHAT- Beth J. (Sanibel Public Library)

February

BRIEF CHAT- Alyssa D. (St Petersburg College)

DETAILED CHAT- Diana M. (Santa Fe College)

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

January

Brief Chat: Ciara H. (Valencia College)

Client Name: Patron

Initial Question: Hello, I am looking for a couple of nursing articles that are peer reviewed from the years 2017-2022 about neonatal or perinatal.

Ciara H: Hi!

Ciara H: I think we got disconnected earlier.

Ciara H: I'm happy to help you! Do you know how to get to the library's databases?

Patron: Yes. We did sorry about that and I think I do

Ciara H: No worries at all, it happens all the time

Ciara H: Can you go to the CINAHL Complete database?

Ciara H: Here is the link...you may be prompted to log in with your Atlas info first

Ciara H: <https://search.ebscohost.com/login.aspx?profile=ehost&defaultdb=ccm&authtype=shib&custid=vcc>

Patron: Okay I am in.

Ciara H: Great!

Ciara H: Are you researching something specific about perinatal or neonatal?

Patron: no. Just general advancements in the field.

Ciara H: Sounds good! Here is what I recommend:

Ciara H: Type perinatal or neonatal in the first search box

Ciara H: Before you press search, scroll down and tweak a few of the filters: Click the box next to Full Text, adjust the Publication Date to your date range, then click the box next to Peer-Reviewed

Ciara H: Any luck with the results?

Patron: Sorry I was just tweaking the filter box but yes I got some results. Thank you.

Ciara H: You're welcome! Come back to Ask a Librarian if you need more help later on

Patron: Thank you so much Ciara!

Ciara H: You're welcome! Have a wonderful day and good luck with your research :)

Detailed Chat: Beth J. (Sanibel Public Library)

Client Name: Patron

Initial Question:

Beth J-Sanibel Public Library: Hi, my name is Beth. How can I help you today?

Patron: My father died in Punta Gorda 1986. I am trying to find the day of his passing. I was advised tht you may have access to such a database for this info.

Beth J-Sanibel Public Library: It looks like your library does have access to Ancestry Library Edition, which would help you find genealogy records such as these, however, it can only be used inside the library

Patron: I am in VA.

Beth J-Sanibel Public Library: But you have a St Petersburg library card, correct?

Patron: No. I live in Virginia.

Beth J-Sanibel Public Library: If you give me the full name of your father I can use our database here to see if I can find anything- otherwise you may have to visit your local library in Virginia or call the St Petersburg library directly

Patron: Carl Richard Blumenstein born Sept 3, 1917 passed February, 1986. I don't have the day. There was an obit placed in the Fort Myers paper.

Beth J-Sanibel Public Library: Ok- I'll check back in with you in a few minutes to see if I find anything :)

Patron: Thank you!

Beth J-Sanibel Public Library: Attached a

file: https://tblc.libanswers.com/chat_file.php?i=1127&f=321127&preview=true

Beth J-Sanibel Public Library: I found what I believe to be his Obituary published on February 15, 1986 in the Fort Myers Press. Does this help?

Beth J-Sanibel Public Library: It looks like your father was also fond of writing letters to the editor that frequently got published, as well

Patron: Yes he was. The paper is dated the 15th, but does not mention his date of death. We think it was a couple of days before the 15th. Is there anyway to confirm this?

Beth J-Sanibel Public Library: You can order a certificate of death from the Florida Department of Health if you have his social security number, that would contain the exact date of his passing. More information can be found at <http://www.floridahealth.gov/certificates/certificates/death/index.html>

Patron: Okay, thank you so much for your help. I'll see if they can help. I don't have his SS #. Listen, you have a great day!

Beth J-Sanibel Public Library: If you give me your email address, I can keep searching on my end for something more concrete. If I find something, I can shoot you a message if you'd like

Patron: -----@aol.com Thanks again!

Beth J-Sanibel Public Library: No problem, ----- I'll be in touch if I find anything. Take care!

February

Brief Chat: Alyssa D. (St Petersburg College)

Client Name: Patron

Initial Question: Hello! I'm trying to find 2 resources that will explain how "The Love Suicides at Amijima" by Chikamatsu Monzaemon affected 18th century Japan. I've tried a variety of keywords ("Love", "Amijima", "Suicide", "Significance", "Chikamatsu", etc.) but have only found one that's really relevant. Do you have any suggestions about what to do/search for?

Alyssa D: Hello ----, can I please have your student ID?

Patron: -----

Alyssa D: Thanks for that, one minute and I'll gather some information for you

Patron: ok, thank you!

Alyssa D: OK, try some of the following keyword searches in the main library search box on the home page:

Alyssa D: The Love Suicides at Amijima AND Japanese culture

Alyssa D: suicide AND Japanese culture

Alyssa D: suicide AND honor AND Japanese culture

Alyssa D: Chikamatsu Monzaemon AND Japanese culture

Alyssa D: Chikamatsu Monzaemon shaping Japanese culture

Alyssa D: Chikamatsu Monzaemon AND culture AND Japan

Alyssa D: Chikamatsu Monzaemon AND suicide

Alyssa D: Japanese culture AND suicide AND 18th century

Alyssa D: it comes up with quite a few results in the search, you can then use the refining tools to the left to refine your search further

Alyssa D: by creation date, subject, resource type, etc.

Alyssa D: I think you were focusing too much on finding a very specific article that fits your exact needs, when this often doesn't exist.

Alyssa D: rather you should focus your search on finding content that discusses Japanese culture and ideas from the work you are writing about that you have pulled from that work

Alyssa D: does that all make sense?

Patron: Oh ok, that does make sense. thank you so much for the help!

Alyssa D: does that answer your questions? Is there anything else I can help you with today

Alyssa D: another tip/hint...focus on few themes throughout the work and relate those to Japanese culture

Patron: that does answer my question. thank you for the tip! I don't have anything else I need help with.

Alyssa D: for example....the theme of suicide in Japanese culture is very prevalent even today in modern society of Japan. there is even a "suicide forest" in Japan

Alyssa D: you are welcome! Thank you for contacting SPC Libraries and have a great day!

Patron: thank you! have a good day

Alyssa D: Aokigahara

Detailed Chat: Diana M. (Santa Fe College)

Client Name: Patron

Initial Question: I am writing a research essay on the implications of Tinder, the dating app and how there should be more awareness and education about the dangers of Tinder and like dating services. I am looking for reliable articles, magazines, and news stories to use as my sources.

Diana M: Hello, my name is Diana M and I am a librarian at Santa Fe College.

Patron: Hello!

Diana M: Let's see what types of articles we can find for you!

Patron: Great, thank you!

Diana M: So, I am going to suggest three different databases for us to look at: Academic Search Complete, NewsBank, and APA PsycArticles

Diana M: I can go over each of these databases with you, starting with Academic Search Complete

Diana M: I see that you came in from our A-Z Databases list, so you are probably already on our list of databases

Diana M: (<https://sfcollege.libguides.com/az.php> in case you navigated elsewhere)

Patron: That's correct, still on this page

Diana M: Academic Search Complete is in the left area under Recommended Databases, so you can click the name of the database

Diana M: It will open in a new window

Patron: Got it

Diana M: If you are not already logged in via Office 365, it will ask you to log on

Diana M: otherwise, it takes you straight to the database

Patron: I am logged in

Diana M: this database is really good because it has a whole lot of articles from a variety of disciplines

Patron: Great!

Diana M: So, I suggest putting the word **Tinder** in one of the search boxes and then **dating** in the second search box

Diana M: since 'tinder' can refer to like fires etc too

Patron: Got it

Diana M: So when I do that and I click Search, I see 122 results

Patron: I do as well

Diana M: So all these articles are full text

Diana M: If you want to limit to more recent articles, you can either limit by date to the left, or you can click the little drop down that says Relevance in the upper right of the search results to Date Newest

Diana M: These will be a variety of article types, some academic journal articles and a lot of magazine articles

Diana M: The icons will let you know what is what

Diana M: Periodical means magazine

Diana M: You might also consider broadening your search to online dating overall, because some of the issues in Tinder are also going to be seen in other dating websites or apps

Patron: I see lots of promising options

Diana M: Excellent!

Diana M: When you're ready, there are those full text links

Diana M: and then when you are looking at the full text, there's a bunch of icons that will show up in the far right to let you email or cite an article

Patron: Okay, I see that

Diana M: Why don't you keep that tab open and then we can look at the other two databases too?

Patron: Sounds great

Diana M: So our next database is APA PsycArticles

Diana M: It's going to be in the full list of databases

Patron: Got it

Diana M: <https://sfcollege.libguides.com/psycarticles>

Diana M: Excellent

Diana M: you will notice a strong sense of deja vu here....

Diana M: looks exactly the same, lol

Patron: Haha yes

Diana M: it's from the same company, but this one focuses COMPLETELY on psychology related sources

Diana M: so, you can search the same way

Patron: That is exactly what I'm looking for

Diana M: The full text etc work the same way too

Patron: Perfect

Diana M: There's only one result for Tinder and dating, BUT this is where you can look more generally too

Diana M: Perfect opportunity to look up "**online dating**"

Diana M: If you use the quotation marks, it keeps that phrase together

Diana M: Does that make sense?

Patron: Oh okay, great

Patron: Got it

Diana M: Perfect

Diana M: Okay, our last database is going to focus only on newspapers

Diana M: since you mentioned news stories too

Diana M: that's NewsBank

Diana M: also under the Recommended Databases area

Patron: Okay, I have that opened

Diana M: So, we are going to search a specific way

Diana M: There is a **More Search Options** link under the search box

Diana M: click that

Patron: Got it

Diana M: now, type **Tinder** in the search box, and then change the drop-down box to say **Lead/First Paragraph**

Diana M: that means it has to find the word Tinder either in the headline or in the first paragraph

Diana M: it leads to MUCH more relevant results

Patron: Got it

Diana M: That leads to more than 8,000 results 

Diana M: by default, it's newest on top

Patron: Options are good!

Diana M: Lots of stuff on the "Tinder Swindler" which maybe perhaps inspired this project?

Patron: Actually, no. I've been a victim to the dangers of Tinder, and I want to spread awareness to young adults who might fall into this as well.

Diana M: Ah, got it!

Diana M: That was the most recent one I knew about in the news

Patron: I hear it's popular on Netflix lol

Diana M: very much so

Diana M: we do love our crime dramas with a side of popcorn

Diana M: so, this database has lots of articles throughout the U.S.

Diana M: it actually has the Gainesville Sun too, which might provide a local angle!

Patron: Is there a way to leave out a certain word in my search, like don't show results for Tinder Swindler?

Diana M: yes!

Patron: Oh yes, I love that

Diana M: so the next line down says AND in the drop-down

Diana M: change that to NOT

Diana M: so:

Diana M: NOT - "tinder swindler" - All Text

Patron: Oh got it!

Diana M: I recommend putting tinder swindler in quotation marks

Diana M: you can also click the little plus button up there to add a new line and do:

Diana M: AND - "gainesville sun" - Source

Diana M: if you wanted local articles

Patron: Got it

Diana M: So how is this looking overall?

Diana M: We also have a criminal justice database if you wanted to see that?

Patron: Looking good! I've got a great start.

Diana M: I don't want to overwhelm you 😊

Patron: I might compile what I have now, and if I need more I will definitely reach out again!

Patron: Thank you so much for your help!

Diana M: Excellent!

Diana M: Absolutely, happy to do so!

Diana M: Good luck with your assignment!

Patron: Thank you very much, have a wonderful day!

Diana M: you too, bye!