



The Ask a Librarian Quality Assurance Workgroup is pleased to announce the **March and April 2024 Exemplary Reference Award Winners!**

## **March**

**Jenna M. (Santa Fe College)**

## **April**

**Carl D. (USF Libraries)**

**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.*

# March

## Jenna M. (Santa Fe College)

**Client Name:** Patron

**Initial Question:** I'm having trouble locating primary resources for a PICOT question I have in one of my nursing classes. Are there specifics I can add to my search queries to locate these resources and not just secondary resources?

**Jenna M:** Hello ---. I am a librarian at Santa Fe College.

**Patron:** Hello

**Jenna M:** It looks like you are coming through your college's discovery tool.

**Jenna M:** For nursing research, I often recommend that students start in CINAHL so they can use the specialized limits in that database

**Jenna M:** Are you familiar with CINAHL?

**Patron:** yes

**Jenna M:** awesome

**Jenna M:** What is your PICOT question?

**Patron:** The professor wanted us to use a general search, then narrow them down with certain terms and other specifics.

**Jenna M:** did your instructor specify that you had to use the discovery tool instead of a database?

**Patron:** My PICOT question is, For adult emergency room patients, does the use of hourly checks reduce the future risk of falls, compared to the current practice of intermittent rounding, during their stay?

**Patron:** No

**Jenna M:** okay

**Jenna M:** let's try searching in CINAHL then

**Jenna M:** What did you try for your general search?

**Patron:** I'm looking at CINAHL now

**Jenna M:** I'm not sure how CINAHL is configured for your college, but I recommend using the advanced search. It gives you three boxes for search terms and limits below

**Patron:** It does not give me any results for hourly rounding

**Jenna M:** okay

**Jenna M:** let me do some searching...

**Patron:** Yes, I use the advanced search

**Patron:** \*the

**Jenna M:** good

**Jenna M:** [Screensharing invitation sent.]

**Jenna M:** ignore that

**Jenna M:** I clicked Request screenshare by accident

**Jenna M:** it looks like patient rounds is a CINAHL subject heading

**Jenna M:** try putting patient rounds in the first search box and hourly in the second search box

**Jenna M:** and accidental falls in the third box

**Jenna M:** box

**Patron:** I realize I had "eee" in the author box when it returned no results. I see results now.

**Jenna M:** great

**Patron:** Is there a quick find of the primary sources as opposed to the secondary sources?

**Jenna M:** There are a couple of ways, depending on how your college has CINAHL set up

**Jenna M:** If you've already done your search, look for the "Limit to" box on the left side of the screen

**Jenna M:** In this box there should be a link labeled Show More

**Jenna M:** That pulls up all of the limits that were available at the bottom of the screen at the start of your search

**Patron:** Ok, I see those.

**Jenna M:** Scroll down in this list to see if you have an option for Research Article

**Patron:** I have some things limited already. The years, specifically.

**Jenna M:** Great

**Patron:** Yes, I added the research article as well

**Jenna M:** Okay. That should get you primary sources

**Patron:** Perfect! Thank you so very much.

**Jenna M:** another option would be to select primary source publication types from the publication type list

**Jenna M:** examples might be case study, clinical trial, randomized controlled trial, research

**Jenna M:** You can select multiple types in the list by clicking the first one, and holding CTRL (command on a mac) while selecting the others

**Patron:** Ok, I will start there.

**Jenna M:** when looking for primary vs. secondary sources, the primary sources should be someone's original research rather than someone reporting on what someone else has done or just providing a literature review. Even when using these limits, I recommend checking the document yourself to make sure it is truly primary

**Jenna M:** Hopefully the research articles limit will meet your needs

**Patron:** I think I was adding too much in the beginning.

**Jenna M:** a lot of students do :)

**Patron:** Thanks again. I thought I had it down, but this research stuff is no joke.

**Jenna M:** I always think of searching as being like an accordion--too narrow the accordion goes in and you get few results, too broad the accordion goes out and you get too much

**Patron:** Yes!

**Jenna M:** it's just a process of trying different keywords and limits until you find what you need

**Jenna M:** and we're always here to help with that process

**Patron:** Thank you! Have a great day!!

**Jenna M:** You're very welcome! I hope you have a great day, too

**Jenna M:** Is there anything else I can help you with first?

**Patron:** No, I just have to put my nose into these articles and get them read.

**Jenna M:** Happy reading!

**Patron:** I appreciate your assistance.

**Jenna M:** Glad to help :)

**Jenna M:** Bye!

**Patron:** Bye!

## April

### **Carl D. (USF Libraries)**

**Client Name:** Patron

**Initial Question:** I'm trying to find a good article on rent control in Florida - dealing specifically with evictions and crime

**Carl D:** Hi ---

**Carl D:** Can I ask if you are writing a paper, presenting, or something similar?

**Patron:** yes its a persuasive paper - my thesis statement is THERE SHOULD BE A CAP ON RENT CONTROL IN FLORIDA OR IN GENERAL IM OPEN TO CHANGING MY REASONS

**Patron:** IVE BEEN HERE 2 HOURS RESEARCHING AND THIS IS MY FIRST TIME - THESE WORDS ARE PRETTY BIG ITS HARD TO NARROW IT DOWN PLUS I HAVE TO CITE 3 REFERENCES

**Carl D:** Okay, great. That's really helpful. I'm looking into some of the resources you have access to at BC so I can direct you to some specific places to look.

**Carl D:** One tip I have is that while some of the Florida-specific information will be important for you to have, you will also find that some of the overarching issues are common problems everywhere. By looking at things in this way, you can drop "Florida" from your searches and you will find things that apply but aren't FL specific.

**Carl D:** I'll be right back.

**Carl D:** looking at your resources.

**Patron:** WONDERFUL I JUST REALIZED THIS :) I AM OPEN TO CHANGE TO MAKE IT WORK - ITS A UNIVERSAL P[ROBLEM

**Carl D:** Exactly!

**Carl D:** I also have a great resource for you

**Carl D:** Especially for persuasive papers where you need to address the opposing side

**Patron:** SHE SAID NO BLOGS/.COM - IM JUST SO LOST ITS MY FIRST TIME PLEASE HELP

**Carl D:** <https://libguides.broward.edu/az.php?q=Opposing%20viewpoints>

**Carl D:** Scroll down to the Opposing Viewpoints database

**Carl D:** You should be able to search that for "rent control"

**Carl D:** I can't access BC's version, but give me a second and I'll look at what I have here

**Carl D:** It looks like there are some things that might be helpful there.

**Carl D:** In particular there are some academic journal articles as well as "viewpoint" articles that should really help.

**Carl D:** Let me know if you are seeing the same.

**Patron:** I FOUND GREAT ONE WITH HOMELESSNESS- NOW I NEED TWO MORE ON WHATEVER I CAN READ ABOUT

**Carl D:** Nice! You should also be able to use the main search tool at your library's home page to get some info by searching for "Rent Control" AND crime

**Carl D:** Also try "Rent Control" AND eviction

**Carl D:** Once you are happy with that, try "Rent Control" Florida in Google Scholar. <https://scholar.google.com/>

**Carl D:** You'll find some things there, I think. You may be able to add your other concepts of eviction and/or crime here, as well.

**Carl D:** Most of what you find in Google Scholar should meet your prof's requirements.

**Patron:** OMG YOU ARE AN ANGEL I PROMISE NO ONE HAS HELPED ME LIKE THIS BEFORE ONLINE OR IN PERSON - i TRULY TRULY APPRECIATE YOUR TIME AND COMMITMENT - THANKS A MILLION - GIVE ME ONE MIN BEFORE YOU GO THANKS

**Carl D:** Aww, thanks!

**Carl D:** I'm happy that was helpful! I can stay on for a short time, but have a meeting soon.

**Carl D:** I have to go now, but you can come back and another librarian should be able to help if you have more questions.