1. A young man approaches you at the San José King Library reference desk and says: “Hi! I was just diagnosed with diabetes and I need some information about diets. Are there different kinds of diets? How can I find some books that will help me get things under control?” (Note: be sure to help him find some useful subject headings to search under).

   First, I wanted to look for an article that gave an overview of diabetes. I did a search in the SJSU King Library in the Electronic Journal Index using the keyword “diabetes”. From that search I scrolled down to see if any terms were of any interest to the subject. I found “diabetes care” with articles in several journals – I chose PubMed. Once on PubMed, I did an advanced keyword search using “diabetes” AND “diet” using the all fields tab. The first article listed turned out to be the article I wanted for my patron. The article gives an in-depth overview of diabetes, including classification of types, causes, symptoms, various recommendations for control, other related illnesses that could occur without proper care, and diets. I gave the below referenced article to the patron so that he could read about all aspects of diabetes.

   PMCID: PMC2797382. [http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2797382/?tool=pmcentrez](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2797382/?tool=pmcentrez)

   Next, I searched the SJSU King Library Catalog for a variety of different types of diet books for the control of diabetes. Once again, I searched with the keywords, “diabetes” AND “diet”. With those keywords, I found a variety of diet books. Some of those books pertained to diabetes; although, some were related to other types of diseases, ailments, or weight loss. Out of the diet books listed, I advised the patron about the below referenced diet books so that he would have a variety of different books to look through.

   ISBN1561487309. [http://catalog.sjlibrary.org/record=b4163714~S1](http://catalog.sjlibrary.org/record=b4163714~S1)


   ISBN 9780373892181. Call Number 616.462 Shapiro. [http://catalog.sjlibrary.org/record=b3952829~S1](http://catalog.sjlibrary.org/record=b3952829~S1)


   ISBN 9781601630216. Call Number 616.462 Magee. [http://catalog.sjlibrary.org/record=b3827580~S1](http://catalog.sjlibrary.org/record=b3827580~S1)

   After giving him the information for the article and the books, including one electronic book, I advised him about some helpful search headings just in case he needs to locate further information. They were: diabetes, diabetes diet, glycemic index, diabetes care.

2. I’d like to locate a poem for a reading I am attending next week. We’re doing classic poetry from different countries. I heard something about a poem by Goethe talking about a man
riding a horse with his child in a fog. The only other thing I know is that the child dies at the end. Can you help me find it?

If the SJSU Library had online access to Columbia Granger’s World of Poetry index, I would point the patron to that website as it has over 250,000 poems listed so that you could search keywords within the index; however, it is restricted to users with a subscription. Since the SJSU library does not subscribe to it and users must have a password to enter and search, I had to locate the answer in another way.

Next, I tried to locate the poem on Litfinder; however, it only allows users with library cards. I also tried to enter this database through a Google search, but it too would not allow me access without a password or subscription. Then, I thought that I may be able to locate information about Goethe on Humanities Full Text and Essay & General Literature Index; although, neither of those databases included listings of poems. They mainly included articles pertaining to aspects of his life and how they related to such works. I also tried the SJSU Library catalog; however, I was only able to look inside some of the books (e-books) and none of them included any poems that related to the patron’s request.

Finally, I decided to search Amazon under the keyword, Goethe. From there, I scanned down to see if any of the books listed could help me. The fifth book down was entitled, “Selected Poetry of Johann Wolfgang von Goethe” and had a link to search inside the book. When I clicked on search inside the book I entered my search term of “child”. That search retrieved 14 results. Upon scanning those results, I noticed that on pages 43 and 45, there are terms that resemble the keywords listed by the patron. I entered those pages and found that this is the poem the patron wanted and it is called, “The Elf King” or by the German name, “Erlkönig”. This book lists the poem in both English and German.

3. A graduate student walks into the library, looking mildly panicked. The faculty member she’s working for as a research assistant has asked her to review the recent literature on owl monkeys. Be certain to find some articles by Weller. Please direct the student to an appropriate database, and help her find the full citations for three of Weller’s articles.

I would advise the graduate student about two science-related databases that can help assist in her search for owl monkeys: General Science Full Text and Web of Science. I attempted to search the electronic journal database with the keyword “owl monkey” to see if any other journals located the term; however, nothing showed up. From there, I just decided to go straight to the databases to try my searches. The first searched was completed by using the keyword “owl monkey” in the title of the General Science Full Text database. This search retrieved 52 articles with owl monkey in the subject; however, not one of them were written by Weller and some were from 10 years ago. I decided to refine my search to “owl monkey” in the keyword tab, “Weller” in the author tab, and the date range between 2008-2011; however, this retrieved zero articles. Even though there were no articles written by Weller, I felt that the patron could still make use out of some of the articles on this database, so I did another search using “owl monkey” in the keyword tab and the date range between 2008-2011. This search retrieved 17 recent articles that could be used for her research.
Next, I searched the Web of Science database with “owl monkey” as the topic and “Weller” as the author. This search retrieved 39 citations. I further refined my search by articles, which retrieved 29 citations. I attempted to refine my search further with the date range I specified in the General Science Full Text database (2008-2011) and it retrieved three articles written by Weller between the years of 2008-2011. The citations are listed below:


I advised the patron that even though I only gave her three of the most recent articles that Weller co-wrote, that the database contained more articles in previous years by him and other articles about owl monkeys not written by Weller were included as well. I would then tell her that if she needed any further assistance with this research issue to come to me and we can narrow or broaden the topic or go in a whole different direction if needed.

4. **The same student phones you the next day.** The professor has expressed special interest in the *Journal of Medical Primatology*, and she has been asked to find out: when did this journal begin publication? Where is it indexed? Is it peer-reviewed (refereed)? Does the SJSU library have any issues?

To answer her question, I searched the *Electronic Journal Index* for “Journal of Medical Primatology” under the title tab. This search revealed that the SJSU Library does have the journal. In order to locate information about the journal, I first clicked on the journal home page. There, I discovered that The Journal of Medical Primatology began publication via print in 1994; however, since 2011, the journal is now online-only. It consists of six publications (bi-monthly issues) each year since 1996. Next I reviewed the author guidelines section and noticed that each article within the journal is peer-reviewed by three reviewers in the same field as the research.

The journal is indexed in the Wiley Online Library; however, SJSU students can gain access to the journal through the link listed in the *Electronic Journal Index* by clicking on the link provided. Even though I was able to gain access to the journal through the SJSU website, I wanted to see if somebody who was not associated with SJSU could view the journal. So, I did a Google search using “Journal of Medical Primatology” in a basic search and I discovered that anybody could view the journal, even if not affiliated with SJSU or any other college.

5. **As you try to take your mind off owl monkeys, the phone rings again.** A woman says, “I am looking for a Dutch film – *De Vierde Man*. Do any libraries in California have this movie?”
First, I would get her name and phone number just in case we were cut off for some reason or if I needed to call her back with further information. Next I would ask her what area(s) in California she would want me to look at, as California is very large and has many libraries within all of the cities. I would tell her that I could look up all of the libraries within California that have the movie; however, it would be easier to find out the closest one(s) to her if she indicated where she would be coming from. The patron advised me that she would be coming from San Jose, California so I proceed to do my search from that point.

My search for *De Vierde Man* began at American Library Directory website (http://www.americanlibrarydirectory.com) as it lists information and statistics about libraries by state and city; however, I was only able to view what libraries were in certain areas and not what was in their collections.

Next, I decided to check WorldCat (http://www.worldcat.org) for the film which proved more successful. I typed in the keyword *De Vierde Man* in the DVD tab. I then entered San Jose, California and I retrieved 102 results; however, only 17 of the listings were located in California. Also, since we used San Jose, California as the starting point, I see that there are two libraries within 20 miles from San Jose, CA. They are:

- Mountain View Public Library - Mountain View, CA 94041 / 10 miles away
- Stanford University Library - STANFORD, CA 94305 / 15 miles away

I advised her of the library’s addresses and contact information and asked if she wanted the entire list of libraries sent to her just in case she needed libraries in other parts of California that are not as close to San Jose, CA. If she did, I would need either her email address, fax number, or address to get these over to her. I also advised her of the WorldCat (http://www.worldcat.org) website so that she can search items in libraries in the future.

6. A boy who seems to be about 10 or 11 years old walks up to your desk and says: “My teacher said to get some articles from the library for my report that’s due tomorrow. It’s on Jay Leno.”

The topic of Jay Leno is pretty broad, so I would need to narrow down his request a bit. I would ask the boy if there was a particular aspect about Jay Leno that he wanted to write about. I would ask questions like: What class is the report for? Does he need just a general biography about Jay Leno? Does he need to know about his comedy career before his late night talk show? Does he want to write his report on some other interesting aspect about Jay Leno? Once he told me a little more about the particular aspect about Jay Leno that he was to write about, then I could help to find him the proper information. If not, I may retrieve a lot of broad information and not enough about what he is really supposed to write about. Depending on his focus, we could then find the appropriate material. From what was learned from the reference interview, I would lead our research in that direction.

For a list of all of the movies and television shows that Jay Leno wrote for, starred in, produced, I would direct the boy to the IMDB website (http://www.imdb.com/).
For books within the SJSU Library, I searched in the *exact search* tab for Leno Jay – this retrieved 26 results; however, they did not all pertain to Jay Leno, so I modified my search: I used the keyword “Leno Jay” and used the *subject* search tab to search the *view entire collection* tab. This search query retrieved six materials all about Jay Leno. Out of those six retrieved materials, five of them were books; although, four of them were different titles with one title being in both physical form and in electronic form.


7. A friend who’s just begun the MLIS program at SJSU mentions to you that she’s thinking of writing a thesis for her “culminating experience.” She would like to get a sense of how many SLIS students have written theses in the past 5 years, and what kinds of topics they wrote about. Can you help her out? (And – do you see any recent theses related to reference work?)

I went to the Proquest – Dissertation & Theses database because it allows users to search theses and dissertations from different schools with different search queries. I searched a few different search queries and retrieved a varied amount of information.

The first search I did used the keyword “library science”, “San Jose State University, “theses”, “within the last 5 years” and it retrieved 23 theses. The “library science” theses in the database are varied in their topics, such as:

Archives:

Biographical library science figures:

Special Libraries:
Although this search produced a good amount of results, I wanted to look up the keyword “information science”, “San Jose State University”, and “within the last 5 years” as well since the degree also deals with information science. That search query retrieved 29 master’s theses; although, it retrieved the same theses as “library science”, with some additional theses that did not have anything to do with “Library and Information Science”.

I then wanted to combine the search term to be “library and information science”, “San Jose State University”, and “within the last 5 years” which only retrieved 8 theses. Each thesis that was within the “library and information science” search was in the “Library Science” search.

I thought that with each time I narrowed the search, I received less theses, so I decided to just search “library”, “San Jose State University”, and “within the last 5 years” and I retrieved 172 theses. This search retrieved the same theses from the “library science” search along with a few other theses relating to library science; however, most of the theses do not relate the library science; they just have library within the text.

When I sought to retrieve theses that were about related to library reference work, so I searched under the keywords “library” AND “reference”, “San Jose State University”, and “within the last 5 years” which retrieved 155 theses; however, most of them did not have anything to do with library reference work. Subsequently, since I wanted to find theses on library reference work, I decided to search the keywords, “library” AND “reference work”, “San Jose State University”, and results within “5 years” which retrieved 1 thesis:

Next, I tried to search the keywords “library” AND “reference service”, “San Jose State University”, and results within “5 years” which retrieved 2 theses:


8. A patron sends you this “chat” question: “hi – I need the original obituary of Dr. Thomas Gallaudet that appeared in the NYTimes in the mid 1850s – how can I get the fulltext please?”

I searched Library of Congress, Newspaper & Current Periodical Reading Room (http://www.loc.gov/rr/news/oltitles.html). I clicked on the link U.S. News Archives on the Web which brought me to a page that lists all of the states along with all the newspapers published within those states. Each newspaper has separate links to connect either the paper or the archive. I clicked on the New York Times Archive link and used the keyword “Gallaudet” in NYT Archive 1851-1980. I narrowed my search between the years of 1851-1860 and retrieved 90 results. I found the pdf version of the obituary for Dr. Thomas Gallaudet under what was titled “recent deaths” dated September 18, 1851.


9. Poor little Lindsay Lohan – the media simply won’t let this troubled celebrity alone! I wonder how many stories People magazine has published about her in the past year?

I first went to the Ulrich’s International Periodicals Directory (http://ulrichsweb.serialssolutions.com.libaccess.sjlibrary.org) and advanced searched in the keyword tab for “people”. I narrowed the results by clicking on the Magazines for Libraries review tab. From there I clicked on People (New York) published by Time, Inc. Although this brought me to some useful statistics about People Magazine, it did not help me find any particular articles.

So, I just went straight to the source – People Magazine (http://www.people.com). I searched the archive section under Lindsey Lohan articles and it retrieved 637 articles dating back to August 21, 2003.

10. A faculty member greets you in the library café and says: “I’ve been meaning to call you! I need the full text of this article written about 40 years ago by Robert Williges. I can’t remember the exact title – I have it somewhere! But it’s an article, about verbal communication and teamwork. Since we’re both here – can you help me out?”

First, I looked in SJSU Articles and Databases in Communication Studies section: Communication and Mass Media Complete Database: first looked under Verbal Communication (subject term) AND teamwork (subject term) which did not retrieve anything. Next I just looked for articles written by Robert Williges and then just Williges, which also retrieved nothing.

I figured that maybe my search was too narrow of a database, so I decided to search the subject terms within several databases at once. Communications studies cross search: no retrieved results either. I figured that these databases were limited to what was actually out there. So, I used Google Scholar (http://scholar.google.com/). The article was found:

11. A high school student poses the following question to you: “My parents are so lame! They’re scared that if I play violent video games it will make me violent. Is that really true?” Please select one appropriate subject-specific index from among those on the source list and carry out a search on this topic. Explain thoroughly the steps you take, in terms of analyzing the concepts in this question; selecting an appropriate database; identifying appropriate search terms; combining the search terms using Boolean logic; viewing a few search results; and revising your search (if needed) based on these results. Based on the material you find, what do you think is the answer to this student’s question? If you could choose one additional index to search, which one would you choose and why?

I chose the APA Dictionary of Psychology (http://www.apa.org) since it is a website that incorporates magazines, books, and video for the layperson and links to scholarly journals for more academic information. In some of the magazine articles, you can click onto the scholarly article that relates to it. I searched “video games” AND “violence” in the entire collection and I retrieved 138 materials.

Magazine Article:

Scholarly Article:
Dill, K. E (2000). Video Games and Aggressive Thoughts, Feelings, and Behavior in the Laboratory and in Life. 

There is a section within the retrieved results where you can narrow down the subject by certain concepts. Within my search, I can narrow by my search by 38 terms. Since my patron is in high school, I chose to refine my search with the topic of “teens” along with my original “video games” and “violence” search which retrieved 17 articles.


I then refined down further using “violence” along with “teens” and the original “video games” and “violence” search which retrieved 6 articles; however, these 6 articles were within the previous search so it was actually narrowed it down too far.

If I was to search a second index to locate information about the possibility of video games causing violence would be PyscArticles as it is a website filled with psychology related articles (http://web.ebscohost.com.libacess.sjlibrary.org/ehost/search/advanced?sid=ad9142fe-ba82-4551-b736-f2170a2e99dc%40sessionmgr114&vid=1&hid=126)

Through my research, I found that yes, video games can lead to violent behavior, but some people are more prone to it than others.