Question 1:

Research Question
Needed by: 9/30/2011

Question:
Where can I find information about the Conservation Reserve Program and what motivates volunteers to join the program?

location: New Brunswick, NJ
area: Other
reason: My roommate needs this information for her public policy graduate classes. I am doing the research for her for my MLIS class project.
school: Yes

by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

Greetings from ipl2!

Thank you for your question about the Conservation Reserve Program.

I have compiled a list of a few sources that I think might be helpful to you.

The first source comes from the U.S. Department of Agriculture’s Farm Service Agency. It is an informational section called Conservation Reserve Program. A link to the source is provided below.


This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/2vtgdl

I chose this source because the Conservation Reserve Program is run through the United States Department of Agriculture, and I thought it would be a good place to start. It gives an introduction to the work done by the Conservation Reserve Program as well as its objectives. It has been very recently updated just over two weeks ago, so the information is current.

I found this source through ipl2

http://ipl.org/

I clicked on the link for Resources by Subject, then the Science & Technology heading. From the left hand menu I chose Agriculture & Aquaculture. This source was the 20th result entitled U.S. Department of Agriculture. I used the search bar near the top right of the page with the term "conservation reserve program" (the quotation marks are not necessary in the search) I selected the first result which was “Conservation Reserve Program.”
The second source is a report from the U.S. Department of Agriculture’s Economic Research Service entitled “The Conservation Reserve Program: Economic Implications for Rural America.” A link to the source is provided below.

http://www.ers.usda.gov/Publications/aer834/aer834_researchbrief.htm

This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/3e4cm9n

I chose this source because it is also distributed by the USDA, which is a reliable source that seeks to implement and evaluate programs that promote or enhance agriculture in the United States. This particular article includes an examination of the economic impact of the program in rural communities. Though there is the possibility of bias as the research was conducted from within the USDA-from which the CRP is run, this seems like a useful look at the way CRP impacts communities and the way that the USDA conceives of and understands the program.

I used Google Scholar:

http://scholar.google.com/

To find this source. I used the search term “Conservation Reserve Program” (again, the quotation marks are not necessary in the search). After the results were displayed I changed the publication date to “since 2001” to ensure that the all articles listed were no more than 10 years old. This can be done by clicking on the drop down menu that says “anytime” along the green bar near the top of the screen. I used the 6th result on the first page.

The next source is an article written by Dr. Sarah Jacobson called “How Does Subsidized Conservation Change Later Land Use?” A link to the article is provided below.


This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/3odu33b

I chose this source because it offers a different perspective on the Conservation Reserve Program. This looks to the consequences of the work that Conservation Reserve Program does, particularly in terms of the use of land after the Conservation Reserve Program has been involved. Though not yet published in a peer reviewed journal, the paper is under review and comes from a published author of other papers and an expert in the field of environmental economics.

This source was also found through the Google Scholar search. It was the eighth entry on the fourth page of results.

The next source is from Ducks Unlimited. It is an informational section called “Conservation Reserve Program: Cropland & wetlands go hand in hand.” A link to the source is provided below.

http://www.ducks.org/conservation/public-policy/crp

Published by Ducks Unlimited, an international non-profit organization dedicated to wetland preservation. I chose this source because it is a highly regarded organization that is interested in the conservation of wetland ecosystems and is not affiliated with the Conservation Reserve Project. This particular source comments on some of the benefits brought by the program with regards to wetland wildlife and ecosystems. It also offers a brief history of the Conservation Reserve Program.

I found this source through a Google search:

(www.google.com)

Using the search term “Conservation Reserve Project” (once again the quotation marks are not necessary in the search). I chose the 6th result.
We found answers to your question by using the Google Scholar search engine.

http://scholar.google.com/

We have provided the citations for the resources provided and outlined the steps taken in Google Scholar to show you how we retrieved them. If you are unable to reach them on your own computer, please take the citations to the nearest library for assistance. You may need to contact your particular library. If you need help finding your library's website, try the online directories provided on the ipl2's Library Locator:

http://www.ipl.org/div/liblocator/

Some publishers also allow you to purchase individual articles. Many of them include a link for purchase alongside the abstract. For more information about Google Scholar, see their "About Google Scholar" page.

Thank you for visiting ipl2! Please feel free to contact us again for any future questions or more information.

Re: Quota: MSC: Where can I find information about the Conservation Reserve Program (need by 9/30/2011) Post-A-Note message (only visible to IPL librarians) Sun, 16 Oct 2011 16:06:05 by John Pyle (john.pyle@drexel.edu)

Abigail,

You did a good job with this question. You provided good sources, gave good explanations of their value, and gave links for the steps of the searches. It is also very important that you explained the accessibility issues the user might face using Google Scholar, and how they can access the articles via their local library.

Keep up the good work, and let me know if you have any questions!

Thank you, from the ipl2.

Question 1 Log

1. **Time Spent**: 2.5 hours
2. **Sources Consulted**: Having never heard of the Conservation Reserve Program, I began with a basic web search to find a jumping off point for more in depth searching. I searched through Google, using the term <conservation reserve program wiki> to find the appropriate Wikipedia article. From the Wikipedia article I learned that the program is run through the USDA and works with a wide range of environmental and agricultural concerns. I began searching through the resources on the ipl2 site. Using the “resources by subject” section I was able to find the first source within the “science and technology” heading. I also tried browsing through the government subject section, selecting “U.S. federal government,” but I was unable to find anything useful. I then used the search function on ipl2 with the term <conservation reserve program> and scrolled through a few pages of results with little luck. Next I tried the term <“conservation reserve program”> which yielded no results. I then conducted a search through Google using the same search term that I used on the ipl2 website, experimenting with using quotation marks and with leaving them off. I followed up the Google search with a search on Google Scholar using the same phrases and filtering the results to allow only those written within the last ten years to ensure the currency of the information begin returned.
3. **Critique:** I am fairly satisfied with the response that I provided. I think that the each of the sources were useful and credible. The user and the user’s roommate who would actually be using the information were both in graduate school so I knew that scholarly articles would be a familiar format and the content would probably seem accessible rather than overly technical.

4. **What I would do differently in the future:** The layout of my answer looks a little bit bulky and hard to navigate. I think that in the future I should definitely number my sources so that it is easier for the user to find where they begin and end. Looking back through the training manual-I think that I probably should not have provided the search process before the explanation of why I chose the source-in the future I will do this in the opposite order. To be perfectly honest, I was a bit uncomfortable with the question as the user explained that the research was for an MLIS course project and would be benefiting another student as well. However, it might have been useful to contact the user to find out what kinds of sources had already been consulted to provide a more useful answer.

---

**Question 2:**

Research Question  
Needed by: 10/24/2011

Question:  
I need to know how much money is donated to St Jude Children's Hospital for childhood cancer. How is the money donated? Estimate of how many children St. Jude help in a year.

location: shreveport, la  
area: Other  
reason: I have a speech to do for class.  
school: Yes  
sources_consulted: Internet

Re: Quota: MSC: how much money is donated to St Jude Children's hospital (need by 10/24/2011) (sent to patron) Sun, 23 Oct 2011 09:43:14  
by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

Greetings from ipl2!
Thank you for your question about St. Jude Children’s Research Hospital. I was happy to research it for you and I have found a few sources that I think will give you the information that you are looking for.

1. The first source I would recommend in the St. Jude Children’s Research Hospital website.

I would recommend consulting this website because they give a lot of information about how much money they receive and where it comes from as well information about what they do and who they help. Because your question is about St. Jude Children’s Research Hospital, it is a good idea to start here so that you can find information directly from the organization.

I found this source by searching Google with the term <St Jude Hospital>.

http://google.com
I chose the very first result to access the St. Jude Children’s Research Hospital home page. I’ve included a direct link below.

Http://www.stjude.org/

If you begin at the home page and click on “About St. Jude” along the top of the page, you will be able to choose a category titled “Facts & Figures.” I would recommend exploring all of the information in this section to find the answers to your questions. You may want to explore other areas of the website to supplement your knowledge about the organization’s goals and programs.

2. The second source I would recommend is a review by the Better Business Bureau.

I chose this source because the Better Business Bureau evaluates organizations and businesses to make sure that they have fair and trustworthy policies and practices. This review also gives you a pretty good overview of how much money St. Jude Children’s Research Hospital receives in a year and where that money comes from as well as how it is used.

I found this source by searching Google with the term <St Jude Hospital Review>.

http://google.com

I selected the third result with the title “Charity Review of ALSCA/St. Jude Children’s Research Hospital.” I have provided a link to the website below.


This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/ygctedt

3. The third source that I would recommend taking a look at is the Wikipedia article associated with St. Jude Children’s Research Hospital.

I chose this source because it gives a nice overview of the information you were looking for as well as other covering other areas that might be of interest to you. The information is all on one page and is a little bit easier to access than the information on other websites where you have to click through menus to find what you are looking for.

To find this source I started at the Wikipedia homepage and searched for <St Jude Children’s Research Hospital>.

Http://www.wikipedia.org

The search led me directly to the article about the hospital. There is a small box titled “Contents” at the beginning of the page to help you find the information you are looking for. I have included a link to the Wikipedia article below.

http://en.wikipedia.org/wiki/St_Jude_Children%27s_Research_Hospital

This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/6df753u

A community of users maintains or edits this source. Because membership in this community may include non-experts, information taken from this source should be verified using other, more reliable sources.

I hope that this has fully answered your question and provided you with the information you were looking for. If you need more information or have another question please feel free to ask at any time.
Thank you for using ipl2!

Re: Quota: MSC: how much money is donated to St Jude Children's hospital (need by 10/24/2011) Post-A-Note message (only visible to IPL librarians) Sun, 23 Oct 2011 09:45:46 by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

This is my second question and I just want to make sure that I'm going about it in the right way. Thanks!

Re: Quota: MSC: how much money is donated to St Jude Children's hospital (need by 10/24/2011) Post-A-Note message (only visible to IPL librarians) Mon, 24 Oct 2011 14:53:42 by Kathleen Otto (kathleen.otto@drexel.edu)

Hi Abigail,

You did a great job answering this patron's questions! You gave good explanations on how you found the information and why you chose the sites you did. You also used the appropriate disclaimer for the wikipedia source.

One suggestion though, you did not provide the direct link to your first source. You provided the link to St. Jude's hospital and gave a good explanation on how to find the source, but you want to provide the patron with the actual link. It is also a good idea to provide the links with the answers before the links for Google, Wikipedia, or any other type of search engine site you may use. The patron is usually expecting their answer first, so it is best to give them the sources you found followed by an explanation of why those sources were chosen and how you found them.

I hope this feedback helps you! You did a great job! Keep up the good work!

Question 2 Log

1. **Time Spent:** 2 hours
2. **Sources Consulted:** I began by browsing the ipl2 resources by subject. Selecting the “medical research” heading within the “Health and Medical Sciences” section. I had no luck so I attempted to use the search feature on the ipl2 site. I tried four search terms: <st. jude>, <“st. jude”>, <st. jude children’s research hospital>, and <“st. jude children’s research hospital”>. I browsed through a few pages of each term without quotation marks (as the terms including quotation marks did not return any results), but had little luck. I then moved on to using Google to find the first two sources and Wikipedia for the third.
3. **Critique:** I am very happy with the answer I provided. I think that the sources I included will completely answer the user’s question and will assist them with their speech writing assignment. I tried to lead them to the information rather than just providing a direct answer because it is for a school assignment, and I think that I did so successfully. I considered including a fourth source, but I thought that the three I suggested covered the desired information adequately and that an additional source would not be necessary. The formatting (as indicated by the ipl2 administrator) left something to be desired, but I think that the content of the answer was satisfactory.
4. **What I would do differently in the future:** I will definitely take the advice of the ipl2 administrator in the future with regards to formatting. I should have provided a direct link to the source at the beginning rather than the end and I will do so in the future. I realize now that it is a little bit difficult to tell which link actually leads to the source. Beyond this formatting issue, I don’t believe that I would do anything different when answering this question.
Question 3:

Bounced Question
Question:
What started the Boston massacre?
What was The fight all about?
What happened after the Boston massacre?

area: History
reason: For a project about the Boston Massacre.
school: Yes

by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

Greetings from ipl2,

Thank you for your question about the Boston Massacre. I was happy to research the incident to find an explanation of the causes and effects of the incident.

The Boston Massacre was a rather small but violent event that occurred in Boston, Massachusetts in 1770, five years before the American Revolutionary War began. I have compiled a few sources below that will provide you the information that you are looking for.

1. The March 5th entry in the “Today in History” section of the Library of Congress’ American Memory collections provides a nice overview of the Boston Massacre. I have provided a link to it below.

   http://memory.loc.gov/ammem/today/mar05.html

   I chose this source because it is produced by the Library of Congress, which is the largest federal library and is a very reliable source. It provides a brief overview what took place during the massacre as well as exploring its effects and influence through the events that followed leading up to and during the American Revolutionary War. This source also examines the events that led up to the Boston Massacre and its possible causes.

   To find this source I began at the ipl2 homepage and entered “Boston Massacre” into the search box. I selected the first result and it brought me straight to the March 5th page. The link for the ipl2 homepage is below.

   http://ipl.org/

2. I selected the Boston Massacre Historical Society website as another good source of information for you. I think that that the “Overview” page will answer your question and I have provided a link to it below. However, I would suggest that you explore the rest of the site to get more information. There is a menu on the right side of the page that is title “Categories,” you may select any of the headings underneath to find more information that might be useful such as “Alternate View” or “Unknown Facts.”

   http://www.bostonmassacre.net/plot/index.htm

   To find this source I searched the term “Boston Massacre” without the quotation marks through Google.
I selected the second result and it led me to the Boston Massacre Historical Society homepage. Then I selected “Overview” from the menu on the right side of the page that is labeled “Categories.”

3. I would also recommend taking a look at the Wikipedia article titled “Boston Massacre.” This offers a lot of information about the background and events that followed the Boston Massacre in a format that is easy to follow. It also offers links to a few more sources that you might be interested in reading. The link to the article is below.

http://en.wikipedia.org/wiki/Boston_Massacre

In order to find this source I repeated the search through Google using the term “Boston Massacre.” The Wikipedia article was the first result.

http://www.Google.com

A community of users maintains or edits this source. Because membership in this community may include non-experts, information taken from this source should be verified using other, more reliable sources.

I hope that this has your question fully and provided the information that you were looking for. If you need more information or have another question please feel free to ask at any time. Thank you for using ipl2!

**Question 3 Log**

1. **Time Spent:** 2.5 hours
2. **Sources Consulted:** I began my search for information about the Boston Massacre in the “resources by subject” section of the ipl2 website. I browsed through the historical resources by era and by region, but I was not finding the kinds of results that I was looking for. I suspected that the user was a k-12 student based on the question as it appeared to be a prompt for a paper or worksheet. As a result I also browsed through the resources for kids and for teens but did not find relevant information. At this point I conducted a search through the ipl2 website which led to the Library of Congress source that I provided. From there, I moved to a Google search which supplied to two remaining sources.
3. **Critique:** I am fairly satisfied with this response. I made an effort to provide information that was not too dense so that it would be accessible to a child or teen, and I think that I was mostly successful in doing so. I debated against using the Wikipedia article but I decided that it offered a good overview as well as a few promising citations to follow at the end. I think that the sources adequately cover all aspects of the user’s question as well as providing additional information that could be relevant and useful. I suggested browsing through different areas on the Boston Massacre Historical Society website to supplement the information on the page I listed as a source. I made this suggestion because I thought that it might help the user gain a more complete understanding of the Boston Massacre and its legacy as well as the events leading up to it.
4. **What I would do differently in the future:** I think that the formatting of the second source in my response could have been done a bit better. It might have been better if I had made the suggestion to browse further in the site after I gave the link to the page that I was recommending. If this question had not bounced I might have been useful to contact the user to find out exactly what they meant by “what started the Boston
Massacre?” I think that the sources I provided included information that explained the immediate events leading up to it as well as exploring the effect of the political and social atmosphere in the decades before. However, it might have been useful to tailor the sources more specifically to the information wants and needs of the user.

Question 4:

Research Question
Needed by: no need by

Question:
Hi,
I have a copyright question for you. I'm working on setting up iPads for my choir students. Many of the apps rely on PDF sheet music. I know I can scan my choir score into a PDF file and I have one hard copy for each student. Would it be legal for me to sync copies of their concert music into the iPad?

location: Phoenixville, PA
area: Music
reason: To help sync music classes up with new technology.
school: No

Re: MUS: Hi I have a copyright question for you I’m working on se (no need by) Post-A-Note message (only visible to IPL librarians) Sun, 06 Nov 2011 09:00:41
by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

I am still working on this question but I do not think I will be able to finish it within my 24 hour time limit. Would it be possible to get a 24 hour extension?

Thanks!

Re: MUS: Hi I have a copyright question for you I’m working on se (no need by) (sent to patron) Mon, 07 Nov 2011 09:17:05
by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

Greetings from ipl2!

Thank you for your question about copyright. I was happy to research it for you. While I could not find information explicitly dealing with this scenario because the technology is so new, I tried to find relevant information for comparable situations. From what I have found it looks as though creating a digital copy of a musical score could be considered copyright infringement. I have provided a few sources below with relevant information.

1. The first source comes from the U.S. Copyright Office. It is a publication titles “Reproduction of Copyrighted Works by Educators and Librarians.” A link is provided below.


I chose this source because the U.S. Copyright office is the authority on copyright regulations and any information they offer is likely to be the most accurate and up-to-date. This publication includes information that would be particularly relevant to you as a choir teacher. Initially I thought that your scenario might qualify for a Fair Use exception. A section on Fair Use begins on page 3 of this publication. Because of the nature of the work, being a musical score, it does not appear to qualify for Fair Use.
To find this source I began at the U.S. Copyright Office homepage. A link is provided below.

http://www.copyright.gov/

I then selected the “Publications” heading. From there I selected “Circulars and Brochures.” From the list that appeared I chose entry 21 “Reproduction of Copyrighted Works by Educators and Librarians.”

2. If you feel that anything in the first source did not make sense, you might want to contact the U.S. Copyright Office directly for clarification or further information. Below, I have included a link that includes contact information.

http://www.copyright.gov/fls/sl09a.pdf

I think that this might be helpful if you still need more information or are unsure about whether or not your situation qualifies as fair use. To find this source I began at the U.S. Copyright Office homepage. A link is provided below.

http://www.copyright.gov/

I then selected the “Publications” heading. From there I selected “Factsheets.” From the list that appeared I chose entry SL 9a “Call the Copyright Office Toll Free 1-877-476-0778.”

3. Another source that might be useful to you is an essay titled “Music Copyright Law in the USA.” A link is provided below.


I chose this source because it was written by Dr. Ronald B. Standler, a practicing attorney in Massachusetts. I thought it would be useful to read an analysis of copyright law as it relates to music from a legal perspective. It was most recently revised in 2009 and so may not be completely up-to-date. However, I think that the information within is still quite relevant.

To find this source I performed a search using the term “USA music copyright law” (without the quotation marks) through Google.

http://www.google.com/

I chose the third result “Music Copyright Law in the USA,” and it took me directly to the essay.

4. A final source that might be useful to you is a publication from the National Association for Musical Education titled “United States Copyright Law: A Guide for Music Educators.” A link is provided below.

http://www.menc.org/resources/view/united-states-copyright-law-a-guide-for-music-educators-part-1#use

This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/cj9v8kt

I chose this source because the information contained is specific to music education. It also comes from a reputable source which provides important information and resources to music educators. The content includes information about what is and is not acceptable in terms of reproducing sheet music, which should help clarify the answer to your question.

To find this source I performed a search using the term “USA music copyright law” (without the quotation marks) through Google.
http://www.google.com/

I chose the eighth result “United States Copyright Law: A Guide for Music Educators,” and it took me directly to the information.

I hope that this answers your question. If you need any further information or clarification or have any other questions, please don’t hesitate to contact us again.

Thank you for using ipl2!

Re: MUS: Hi I have a copyright question for you I’m working on se (no need by) Post-A-Note message (only visible to IPL librarians) Mon, 07 Nov 2011 09:18:37  
by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

I had some difficulty in finding a clear-cut answer to this question, so I just want to make sure that my response is adequate. Thanks!

Re: MUS: Hi I have a copyright question for you I’m working on se (no need by) Post-A-Note message (only visible to IPL librarians) Mon, 07 Nov 2011 18:31:27  
by Carlyn Hudson (carlyn.hudson@drexel.edu)

Hi Abigail,

Good job tackling such a hard question. Copyright laws in the digital age are dicey. We are not legal experts by any stretch of the imagination and you provided the best answer that you could have considering the circumstances. You let the patron know that you were unsure of the answer and from your best guess it was answer x, but it was in her best interest to contact an expert. In some cases that’s all you can do. Your answer was clear cut and your sources all reputable. so you did a great job in answering a tough question. Keep up the good work!

Carlyn
Reference Administrator

Question 4 Log

1. **Time Spent:** 8.5 hours
2. **Sources Consulted:** I answered this question while reading about copyright in INFO 520, so I first took a second look at each of the week’s materials for that class to see if anything would provide a clear answer. It appeared that the situation would not qualify for fair use so I started searching the internet to see if I could find anything explicitly related to creating digital copies of sheet music at a one-to-one ratio with previously purchased physical copies. I thought that the U.S. Copyright Office would be the most logical place to start so I began by browsing through various publications until I found the first source. After this I conducted several searches on Google as well as Google Scholar. The term <USA music copyright law> yielded the last two results that I suggested. However I also tried terms such as <fair use musical score pdf> and <copyright musical score digital> as well as various other combinations of the words “copyright,” “music,” “musical,” “ipad,” “pdf,” “infringement,” and “fair use.” I was hoping to find a result that dealt with creating digital documents for use with an iPad, but unfortunately I was unable to find any.
3. **Critique:** I am reasonably satisfied with my response to this question. While I was unable to give a completely decisive answer, I think that I explained adequately the conclusion I had come to and how I had done so. I was a little bit unsure about whether or not I should include the article by Dr. Standler, but I eventually decided that it offered a useful perspective and might help the user in the future with other copyright concerns as well. I also think that the final source I provided will be useful to the user both now and in the future as it lets her know that there is an organization that has written copyright guidelines for music teachers.

4. **What I would do differently in the future:** If I had more time I might have contacted the U.S. Copyright Office myself to find a decisive answer. I do not think that it was necessary for my response, but it could have been a nice service to offer the user. However, I think that providing the contact information was a reasonable alternative. Beyond this I don’t think that there is anything I would have changed in the response because I do not think that I could have provided a more decisive answer.

**Question 5:**

Research Question
Needed by: no need by

**Question:** I just finished reading Zeitoun by Dave Eggers and was interested in finding more information about the lapses in civil rights during Hurricane Katrina. I would also be interested in more information about Camp Greyhound.

**location:** St Louis, MO  
**area:** Humanities  
**reason:** Personal interest  
**school:** No  
**sources_consulted:** Wikipedia

**RE: HUM: Lapses in civil rights after Hurricane Katrina, Camp Greyhound (no need by) (sent to patron) Sun, 13 Nov 2011 10:02:58**

by Abigail Lorraine Cox (abigail.lorraine.cox@drexel.edu)

Greetings from ipl2!

Thank you for your question about civil rights violations during Hurricane Katrina. I was happy to do some research on the topic and I have compiled a few sources that I think might be helpful to you.


   This article by Trymaine Lee examines the role of race in acts of violence after Hurricane Katrina hit New Orleans. It also highlights instances of police misconduct toward citizens which I think would be of interest to you. I chose this source because the New York Times is a widely circulated and well-regarded publication and is generally considered to be up-to-date and accurate.

   To find this source I conducted a search on Google.com using the term `<hurricane Katrina civil rights abuses>` (without the brackets) and found this article listed as the third entry on the second page of results.
2. Criminal Justice Collapse: The Constitution After Hurricane Katrina

http://scholarship.law.duke.edu/cgi/viewcontent.cgi?article=1296&context=dlj&sei-redir=1&referer=http%3A%2F%2Fscholar.google.com%2Fscholar%3Fhl%3Den%26q%3Dhurricane%2Bkatrina%2Bcivil%2Brights%2Babuses%26btnG%3DSearch%26as_sd%3D0%252C47%26as_ylo%3D2005%26as_yhi%3D2011%26as_vis%3D0#search=%22hurricane%20katrina%20civil%20rights%20abuses%22

This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/8yhuyep

The second source that I selected is an article printed in the Duke Law Review Journal in 2006. It was written by Brandon L. Garrett, an Associate Professor of Law and the University of Virginia School of Law, and Tania Tetlow, an Associate Professor of Law at the Tulane University School of Law. I chose this because it provides a lot of information about failures and abuses of the criminal justice system in Post-Katrina New Orleans, and does so from a legal perspective. Though it can get a bit technical at times, much of the article is written in a very accessible way.

To find this source, I conducted a search on Google Scholar using the search term <hurricane Katrina civil rights abuses> (without the brackets). It was the first entry on the second page of results. To access it I clicked on the link that said <[PDF] from duke.edu>.

http://scholar.google.com

3. Down in New Orleans: Reflections from a drowned city


ISBN: 978-0520251496

This book is written by a lawyer-activist, Billy Sothern, as an insider’s perspective on post-Katrina New Orleans. I thought that this source would be useful to you because the author seems to be particularly concerned with instances of injustice and civil rights abuses and is able to bring his training as a lawyer into his analysis.

To find this source I repeated the search on Google Scholar using the term <"camp greyhound” Katrina> (include the quotation marks but exclude the brackets). It was the first entry on the second page of results. After find this entry I searched for the book on Amazon.com for a review. To perform this search I changed the search menu at the top of the page to “books” and searched using the phrase <down in New Orleans reflections from a drowned city> (without the brackets).


This link is quite long and could break, so here is a shortened version for your convenience.

http://tinyurl.com/6om6vu9

I searched the St. Louis Public library online catalog and found that they do have a copy if you are interested in the book. To find the entry in the catalog, begin at the library homepage. Click on “catalog” at top of the page. Enter <Down in New Orleans> (without the brackets) into the search field under “Quick Search.” Change the drop down menu to the right of the search field to “Title.” The book is the second entry. A link to the library’s homepage is listed below.

http://www.slpl.org/
This is a special themed issue of a scholarly journal. It focuses on various aspects of post-Katrina New Orleans. In particular, it examines issues of racial inequalities both during and after the disaster. I think multiple articles in this edition might be useful to you and would suggest looking at the following: “Justice Mocked”: Violence and Accountability in New Orleans by LaKisha Michelle Simmons; Beyond Disaster Exceptionalism: Social Movement Developments in New Orleans after Hurricane Katrina by Rachel E. Luft, and Second Lining Post-Katrina: Learning Community from the Prince of Wales Social Aid and Pleasure Club by Joel Dinerstein. The above link will direct you to the table of contents from which you can select any of the articles in the issue.

To find this source I performed a Google Scholar search using the term “camp greyhound Katrina” (without the brackets) and selected the second result on the first page, titled “We Know this Place”: Neoliberal Racial Regimes and the Katrina Circumstance. From there I clicked on the link to the full issue, which reads Volume 61, Number 3, September 2009 and is listed just under the author’s name and above the abstract of the article.

We found answers to your question by using the Google Scholar search engine.

We have provided the citations for the resources provided and outlined the steps taken in Google Scholar to show you how we retrieved them. If you are unable to reach them on your own computer, please take the citations to the nearest library for assistance. You may need to contact your particular library. If you need help finding your library’s website, try the online directories provided on the ipl2’s Library Locator:

Some publishers also allow you to purchase individual articles. Many of them include a link for purchase alongside the abstract.

For more information about Google Scholar, see their "About Google Scholar" page.

I hope that these sources provide you with the information that you are looking for. If you need any more information or have any other questions, please do not hesitate to ask again.

Thank you for using ipl2!

**Question 5 Log**

1. **Time Spent:** 6.5 hours
2. **Sources Consulted:** I began by browsing through the ipl2 website. I conducted searches using the term "hurricane Katrina" both with and without quotation marks. However, the results that were returned were not quite what I was looking for. At this point I looked up the book that the user had mentioned, *Zeitoun* by Dave Eggers to read a description of it. After this I performed a Google Scholar search to find other works written by Eggers, but did not find anything useful. I also browsed through works that cited and were cited by *Zeitoun*, but again I could not find what I was looking for. I conducted well over ten searches on Google and Google Scholar that were all sort of variations on a central theme. The basic search was “Hurricane Katrina human rights abuses.” I also tried “civil rights” rather than “human rights,” and substituted “violations” for “abuses.” I also tried various searches incorporating “hurricane Katrina” and “Camp Greyhound.” A couple of
these searches were fruitful, as indicated by the response that I sent, however, the majority were not so useful. It was very difficult for me to find sources that were directly related to the user’s question.

3. **Critique:** Though I spent a long time on this question, I am not completely satisfied with my response. The sources I provided varied wildly, and though this was intentional on my part it seems kind of disjointed after a second review of the response. I had trouble finding sources that would deal with the user’s question precisely. Instead most of the information I found was analyzing the racial aspects of the hurricane Katrina aftermath. While this was certainly related to the user’s question, I felt that it was not the focus or perspective that was he was looking for. I did not know how to conduct and more precise and focused search to yield the desired results. I think that the answer I provided is useful and does provide the information the user asked for, but I think that it could have been done in a more thorough and precise way if I had known how to do so.

4. **What I would do differently in the future:** After reading back through my answer I think that it might have been beneficial to conduct more of a reference interview with the user to find out exactly what kind of information was being sought. I tried to provide a wide variety of sources, but it probably would have been more useful to find out exactly what the user was looking for and cater the answer to those information needs. It also could have been helpful to ask for help on this question. The ipl2 administrators might have been able to offer suggestions for search strategies. In the future I would definitely make use of that resource. I think that I also would provide more complete citations for all of the sources other than the book—which is fully cited.

**Reaction**

I really enjoyed this project, and I thought it was an excellent introduction to providing reference services. Using email service to facilitate a first experience with reference services is useful because it allowed us to try different search strategies without feeling pressured to complete the interaction in a very short time frame. This is my first quarter in the MLIS program and I have not yet had courses that offer in-depth instruction in finding appropriate resources, so there was a lot of trial and error involved in the experience. I think that in an in-person, live chat, or telephone encounter would have been much more difficult. It would have been necessary to provide an answer much more quickly with less option for experimentation within the search strategy. The pressure to provide an answer to the patron might have been overwhelming and likely would have resulted in a less in-depth search and potentially less accurate or relevant information. I believe that, in any of these kinds of situations, the answers I would have provided would have been very superficial due to my inexperience and lack of knowledge about these kinds of processes. However, I feel as though I did learn a lot through this practical experience and my search strategies improved with each question, though not to the point that I would be comfortable engaging in a synchronous reference transaction.

On the other hand, an in-person or otherwise synchronous reference interview also would have had some benefits over the email interaction. It would have been possible to get immediate feedback to the direct the search. A real reference interview would have been much more convenient and easier to engage in. This would have made it possible to pin down exactly what kind of information each user was looking for and what formats of information they were willing to access from books to academic articles and blog-posts. It would be easy to find out
exactly what resources they had already consulted and what search strategies they had employed. Additionally, it would have been significantly easier to follow up the reference interview to make sure that all the necessary information had been accessed and that no remaining questions were left unanswered. Through email, this is much more difficult. It can be difficult to get users to respond to requests for clarification about their questions and it seems that one is even less likely to get a response to the actual findings presented in the answer provided.

Another aspect of in-person and synchronous reference transactions that would be useful is the ability to provide locally accessible resources. If done in-person, I could direct the patron to the section of the collection that would be useful or browse subscription based journals and databases for relevant information. Throughout this project I tried to avoid providing sources that required a subscription, and instead made a point to only recommend publicly accessible sources to ensure that they would be useful. If I knew which journals they had access to through a public or academic library I might have suggested other sources. With synchronous reference transactions this kind of information would be much easier to obtain and could drastically alter search techniques.

I think that email will continue to become an increasingly important part of reference services. As more information users become comfortable using the internet, and even dependent upon it, e-mail and live chat reference will become more useful to more people. E-mail may be even more useful because it is easier to keep a record of the exchange, and it does not require the information user to dedicate a large amount of time to the reference transaction all at once. Rather, the transaction may be ongoing but only require brief periods of attention for each exchange. I think that e-mail is also becoming increasingly useful as more sources are available online or in digital formats. It is easier to provide links to information through e-mail than it is through an in-person conversation or over the phone. Even when not being used exclusively, e-mail reference is a valuable complement to other forms of reference services. It can be combined with any of the synchronous kinds of reference exchanges to provide more in-depth service and follow-up.

This project has been a very valuable learning experience. It has provided the opportunity to engage in reference transactions with actual information users without the pressure of a very limited time frame in which to complete the transaction. Through every question I learned a little bit more about what kinds of search strategies work for different kinds of queries. Through this project I have discovered gaps in my knowledge about resources and search strategies and can now work to correct them. It also provided a valuable opportunity to begin developing the skills used in providing reference services. The training and practice question were especially useful and I think that the six mandatory elements listed by the ipl2 administrators will be useful in guiding reference transactions in my future career. I hope to find more opportunities to engage in this kind of practical experience throughout the degree program so that I may continue to sharpen my skills for my future career in librarianship.

I certify that:

- This paper/project/exam is entirely my own work.
- I have not quoted the words of any other person from a printed source or a website without indicating what has been quoted and providing an appropriate citation.
- I have not submitted this paper / project to satisfy the requirements of any other course.

Signature Abigail Cox
Maine Question 1 was a people's veto referendum that appeared on the June 12, 2018 statewide ballot. It sought to reject a law passed by the Maine Legislature that suspended the implementation of ranked choice voting, authorized by Maine voters in a previous referendum, for use in Maine elections until and if an amendment to the Maine Constitution is passed to expressly permit it; failing that, the law would be automatically repealed in 2021. It qualified because supporters of the original referendum