

Example of teaching moment TRANSCRIPT 2

Question Detail

Patron: Name email provided	Received:
At: university	Assigned: Unassigned
Status: Answered	Type: Chat Sessions
Wait Time: 23	Session Time: 1713
Resolution: Answered	
Language: English	
Referred to/Covered by	
Referred to:	Assigned:
Status: Answered	
<input type="button" value="Send to Quality Control"/>	

campus: Online
IP Address:
Referer:
Browser/OS: Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.12) Gecko/20101026 Firefox/3.6.12
Cobrowse: No
Category:

Question History

Patron: (GMT-5)	Chat Transcript: need a resource other than occupational outlook handbook
Librarian: (GMT-5)	Note: Patron's screen name: AAAA
5)	Librarian 'AAA' has joined the session.
At (GMT-5)	Hi! I'm AA, a librarian from XXXXXX. I'm part of group of libraries that staff this service, and am trained to help you.
Patron: (GMT-5)	Hello AAA
s (GMT-5)	OK Do you need to find information about about a certain type of profession?
Patron: (GMT-5)	yes I am thinking of becoming a paralegal assistant
(GMT-5)	OK So you've looked in the OOH. Have you looked anywhere else?
Patron: (GMT-5)	I am doing a project annotated bibliography
Patron: (GMT-5)	yes I have been in the ebsco research data base
(GMT-5)	Let me look at that database to see what kind of material it contains. Hold on while I look, OK?

Patron: (GMT-5)	ok
5)	I'm still looking...
Patron: (GMT-5)	okay
-5)	I went into your list of databases, and found one called "Legal Collection" that had a few articles on the work & role of paralegals. I simply went into "Legal Collection" then typed paralegal into the search box.
-5)	I'm checking a web site now.. One moment...
Patron:	great
(GMT-5)	I found this on US gov. web site called ONET. Here is the URL: http://www.occupationalinfo.org/onet/28305.html
Patron: (GMT-5)	how do I know if a source is a good source
(GMT-5)	Good question.
(GMT-5)	In the case of a web site, you make sure it's a .gov or a .org. The .gov is the better of the two because the site is handled & managed by a government body.
-5)	In the case of a .org, (like ONET) you check the information against what you've found other places. The sources may provide a few extra details, but they should reflect each other in basic content. A .org is managed by a non-profit organization, who is not normally out to make a profit, but may have some biased material in favor of their organization.
-5)	Do you have enough information?
Patron: -5)	one more question
Patron: -5)	when you google how do you ask the question to get a .gov site or a .org site
5)	I just found a great database at the very bottom of your database list called Vocation & Career Collection. I ran a search & it looks good.
Patron: 5)	thank you so much you have been extremely helpful and I appreciate your time.
-5)	When you go to www.google.com , click on the Advanced Search link just to the right of the long search box.
5)	Once in Advanced Search, Under Need More Tools? Look for the box called, Search within a site or domain. Type in .org, .gov, etc.
5)	You're welcome.
	Can I help you with anything else?
Patron: -5)	will this transcript be emailed to me?
(GMT-5)	If you gave your email at the beginning of the session, it will be emailed to you. If not, you could try to copy & paste it into a word processing document. I can help you with that if you need.

Patron:)	I did fill out the information, again thanks for your time and help. AAA oh I forgot to tell you I am from UUUU online college. Thanks again AAA
5)	I can see you email address, so you should get a copy.
Patron: -5)	thanks have a great day
(GMT-5)	It was nice to work with you, AAAA. Good luck with your research project.
Patron: GMT-5)	Patron ended chat session.
Librarian	Note: Set Resolution: Answered