

Good Example of teaching moment TRANSCRIPT 1

Question Detail	
<b>Patron:</b> Patron name and email	<b>Received:</b>
<b>At:</b> University	<b>Assigned:</b> Unassigned
<b>Status:</b> Answered	<b>Type:</b> Chat Sessions
<b>Wait Time:</b> 84	<b>Session Time:</b> 2364
<b>Resolution:</b> Answered	
<b>Language:</b> English	
Referred to/Covered by	
<b>Referred to:</b>	<b>Assigned:</b>
<b>Status:</b> Answered	
<input type="button" value="Send to Quality Control"/>	

<b>phone:</b>	
<b>Library:</b>	
<b>zip code:</b>	
<b>connection:</b>	Hi-speed
<b>firewall:</b>	Yes
<b>IP Address:</b>	
<b>Referer:</b>	
<b>Browser/OS:</b>	Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US) AppleWebKit/534.7 (KHTML, like Gecko) Chrome/7.0.517.44 Safari/534.7
<b>Cobrowse:</b>	No
<b>Category:</b>	

Question History	
<b>Patron:</b> 12:25:41 (GMT-5)	Chat Transcript: I am trying to find info on employer reasonable accommodation for work place stress
<b>Librarian:</b> 12:25:41 (GMT-5)	Note: Patron's screen name: female
<b>Patron:</b> 12:26:44 (GMT-5)	I am trying to determine if an employer is obligated to allow a service animal in the work place based on a disabled employees stating that the dog helps her with the stress level
<b>(GMT-5)</b>	Librarian " has joined the session.
)	Hi, I'm a member of a group of libraries that works together to answer questions when your librarians are not available.
)	Is this for a paper? Are you looking for specific types of sources?
<b>Patron:</b> 12:28:48 (GMT-5)	yes, this is for a case study in my Human resource management class
<b>():</b> 12:29:45 2010/11/09	Thanks -- we have an HR program at my university, so I know this type of topic. I'm going to take minute to look at resources at your school.

<b>(GMT-5)</b>	
<b>Patron:</b> 12:30:04 (GMT-5)	great.. I would greatly appreciate it
	You have two databases that might have good articles ABI/INFORM Complete and Business Source Premier. Do you know how to access the databases?
<b>12:32:36 (GMT-5)</b>	You'll find the list here:
<b>(GMT-5)</b>	<a href="http://www.university.edu">http://www.university.edu</a>
<b>Patron:</b> 12:33:25 (GMT-5)	I went into Business Source and did not find much, but I can check ABI/Inform.
<b>(GMT-5)</b>	I like ABI/INFORM better myself -- and I'll help you with the search strategy.
<b>(GMT-5)</b>	I just tried here. This looks like it may be a difficult one! But, I like challenges-- so we'll try a few different things.
<b>Patron:</b> 12:35:43 (GMT-5)	great..
<b>(GMT-5)</b>	Here is a start: Stress is an official Subject in this database and so is Work Environment.
<b>A): (GMT-5)</b>	To execute this search, go to the Advanced form on ABI. Then enter Stress in top line and change pull down to Subject. Do the same in the next line with Work Environment.
<b>Patron:</b> (GMT-5)	okay I will try this and see what I come up with. Can I do this while chatting with you?
<b>(GMT-5)</b>	Yes
<b>Patron:</b> (GMT-5)	when I select abi/inform I am in proquest is this correct
<b>: (GMT-5)</b>	Yes -- ProQuest is the name of the company that creates the database.
<b>: (GMT-5)</b>	The databses name is way smaller than the company name on the screen -- drives me crazy!
<b>(Mich_A): (GMT-5)</b> 12:43:33	You can also add accommodation in the third line -- but don't change it to subject as it is not an official subject word. You don't get very many articles, but one looks right on target.
<b>Patron:</b> 12:45:36 (GMT-5)	Looks like I am going to have to play with this because I am getting some things but not specifically what I am looking for
<b>12:46:08 (GMT-5)</b>	Did you see this article: Job stress and the ADA
<b>Patron:</b> 12:46:23 (GMT-5)	no
<b>): (GMT-5)</b> 12:47:09	You can paste that title in with quotes to find it. It's a bit older, but seems on target.
<b>Patron:</b> 12:49:38 (GMT-5)	I found it and it does look like something I can work with. Yes it is very old, but hopefully I can get a lead from this to something recent. I went on the ADA site and there really wasn't anything I could find about stress.
<b>12:51:17 (GMT-5)</b>	I tried something for you. I looked that article up in Google Scholar to see if I could find a more recent article that cited that one. No real luck -- found only

	one and it was 1998 and something probably very hard to get.
<b>Patron:</b> 12:52:45 (GMT-5)	Yes, this is my dilemma. Well I am not going to hold you up and I really appreciate your help. At least I will have something to use as my guide for the case study. Thank you so very much
<b>12:53:50 (GMT-5)</b>	One more thing to try is to do the same search, but in the accomodation line expand the search from abstract to document text.
<b>12:54:35 (GMT-5)</b>	Actually -- it says "citation and document text" in the pull down.
<b>12:55:19 (GMT-5)</b>	Or try using ADA rather than accommodation.
<b>Patron:</b> 12:57:09 (GMT-5)	okay I will try that
<b>12:58:20 (GMT-5)</b>	You might also try this fovernment web site: <a href="http://www.disability.gov/">http://www.disability.gov/</a>
<b>13:03:05 (GMT-5)</b>	Do you think you have enough advice for now? This is a tough one -- it's a good thing that you have lot's of persistence! :)
<b>Patron:</b> 13:03:48 (GMT-5)	I think I have enough to search so I do appreciate your help.. You have great patience and sounds like a person perfect for this job.
<b>Patron:</b> 13:03:48 (GMT-5)	I think I have enough to search so I do appreciate your help.. You have great patience and sounds like a person perfect for this job.
<b>Patron:</b> 13:03:53 (GMT-5)	Take care
<b>13:04:10 (GMT-5)</b>	Thank you for using Research Help Now! Please visit us again if you have any other questions.
<b>Patron:</b> 13:04:30 (GMT-5)	I will....
<b>13:05:06 (GMT-5)</b>	Librarian ended chat session.
<b>13:05:09 (GMT-5)</b>	<b>Note: Set Resolution: Answered</b>