

TRANSCRIPT 3

Patron: < email was provided>
At:
Status: Answered
Wait Time: 144
Resolution: Answered
Language: English

Received:
Assigned: Unassigned
Type: Chat Sessions
Session Time: 1966

Referred to/Covered by

Referred to:
Status: Answered
Assigned: Assigned

[Send to Quality Control](#)

IP Address:

Referer:

Browser/OS: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 6.1; WOW64; Trident/4.0; PBSTB 1.2; GTB6.6; SLCC2; .NET CLR 2.0.50727; .NET CLR 3.5.30729; .NET CLR 3.0.30729; Media Center PC 6.0; eSobiSubscriber 2.0.4.16)

Cobrowse: No

Question History

Patron: 23:28:12 (GMT-5)	Qwidget: Hii
Librarian: 23:28: (GMT-5)	Note: Patron's screen name: Library Patron
Patron: (GMT-5)	I was wondering if you could help me with something?
Librarian: (GMT-5)	Librarian 'xxxxxx' has joined the session.
Librarian: (GMT-5)	My name is xxx, and I'm a reference librarian with the xxxxx. Your librarians have asked our librarians to staff this service when they are unavailable.
Librarian: 23 (GMT-5)	What is your question this evening please?
Patron: 23:34: (GMT-5)	Im doing a paper on teen abortion and i need to find articles on it. Would you know how i could do this?
Librarian: (GMT-5)	What kind of articles- articles on the internet or in scholarly journal articles?
Librarian: GMT-5)	~Databases ?
Patron: (GMT-5)	OmniSelect Plus database
Librarian: 23 (GMT-5)	Ok, you are already searching a database then?
Patron: (GMT-5)	Yes, but i cant seem to find any ones with good information.

Librarian: (GMT-5)	What keywords are you trying?
Librarian: (GMT-5)	I have not heard from you in a while. Are you still there?
Patron: (GMT-5)	I tried Abortion the under it i put teenage
Librarian: (GMT-5)	What do you need to know about teenage abortion?
Patron: (GMT-5)	My topic on the paper is about Teenage Abortion is getting out of hand.
Librarian: (GMT-5)	What information do you need- specifically?
Patron: (GMT-5)	Pretty much anything about teenage abortion, like why do teenagers get them? what are their thoughts on it?
Librarian: (GMT-5)	It might be helpful to narrow your topic so you can create more specific keywords which will give you more results.
Patron: (GMT-5)	ok, Im just trying to get like background information on the topic first..
Librarian: (GMT-5)	Sure, but without even a bit more specifics in the keywords you'll continue to have trouble.
Librarian: (GMT-5)	What kind of background info?
Patron: (GMT-5)	Like why do teenagers get them? There feelings about them
Librarian: (GMT-5)	You might then want to try the search terms
Librarian: (GMT-5)	reasons for teen abortions
Librarian: (GMT-5)	teen agers and feelings about abortions
Librarian: (GMT-5)	reactions of teens and abortions
Librarian: (GMT-5)	Do those keywords make sense?
Librarian: (GMT-5)	I have not heard from you in a while. Are you still there?
Librarian: (GMT-5)	Librarian ended chat session.
Librarian: (GMT-5)	Note: Set Resolution: Answered