

## Transcript #2 Librarian from OCC; patron Northern Virginia Community College

Question: It must be less than two years old (Jan. 2008-present is acceptable).

- 2) It must have laboratory data OR a case study as part of the article.
- 3) It should pertain to some topic that was, or will later be, covered in the course (if you can't find at least a paragraph is not devoted to the main topic in your textbook, this would probably not be acceptable)
- 4) The article itself must be at least two pages long.
- 5) The article must be from a refereed journal AND contain references ("ADVANCE" or other similar "throw-away" journals, which are not refereed, are not acceptable)

Librarian 1: Hi, I'm a librarian at Oakland Community College in Michigan. There isn't a librarian from your school available right now, but I may be able to help you. Give me a moment to read your question...

Patron: hi there

Librarian 1: Hi <patron's name> Sounds like you need a scholarly article. Do you have a topic in mind already?

Patron: immunoglobins

Librarian 1: Can you tell me which class this is for? Is it biology?

Patron: immunology

Librarian 1: OK, I'll send you a list of the databases and we'll see which one might work...

Librarian 1: <http://www.nvcc.edu/library/databases.htm>

Patron: ok

Librarian 1: The section on Allied Health and Nursing should have something that works...

Librarian 1: Could we try Health Source/Nursing Academic?

Librarian 1: Will you please try to log into that database? If you are off campus, it may ask you for your password.

Patron: i did

Librarian 1: type immunoglobulin (no "s") on the first search box line and select subject in the dropdown box to the right.

Librarian 1: Then on the result page there should be a box on the left side where you can add limits.

Librarian 1: There you should check the box for "full text" and "scholarly peer reviewed".

Librarian 1: These will be the scholarly articles.

Patron: i know but can't see nothing

Patron: we could try something else, immune system

Librarian 1: That's a good idea. I'm not sure what happened. If this doesn't work for you, I can send a brief video to your email to demo how I found some results(?)

Patron: thats find

Patron: don't know why I can't see, what u see

Librarian 1: Immune system works well, but there are over 2000 articles so it would be good to combine with another idea too.

Patron: innate immunity

Patron: peer reviewed, 2008 and up

Librarian 1: Instead of innate immunity try "natural immunity"

Librarian 1: The latest articles will show up at the top of your results lists, so you should be able to spot the ones since 2008.

Librarian 1: peer reviewed will come up when you limit with the check box on the left to "scholarly peer reviewed".

Patron: it still says 0 results

Patron: I even went back to the link u gave me, but its still not giving anything

Librarian 1: I am getting results. So I will send you a demo video.

Patron: I have to go, I will watch the video and then see whats happening

Librarian 1: OK <patron's name> Meanwhile you might want to try the same basic search in a different database like CINAHL.

Librarian 1: I'll send you the video in about 15 min.

Patron: sure, thank u soo much

Librarian 1: Bye for now. --Ann

Patron: alright have a nice day

Librarian 1: You too!

Librarian 1: Librarian ended chat session.

Sent to Follow-up by Me

Later Answered:

Librarian 1: Hi <patron's name>-- This is the link to a video demo <http://screencast.com/t/c4vk9kDf4Fv>

There is audio, so use headphones or speakers for the sound. Best wishes