

## Question History

<b>Patron:</b> 15:27:08 2014/03/03 (GMT -0500)	Qwidget: Hi I am doing a argument of cause for the topic of genetic engineering of humans. I need one more academic article but am struggling to find one. Can you help?
<b>Librarian 1:</b> 15:27:08 2014/03/03 (GMT -0500)	Note: Patron's screen name: Library Patron
<b>Librarian 1:</b> 15:27:45 2014/03/03 (GMT -0500)	Librarian 'XXX' has joined the session.
<b>Librarian 1:</b> 15:27:52 2014/03/03 (GMT -0500)	Hello! My name is XXX and I am a librarian at YYY who has been trained to help you. I am reading your question and will be with you in a moment.
<b>Librarian 1:</b> 15:28:34 2014/03/03 (GMT -0500)	Hello. Sounds like you already have some articles and have done some searching. Where have you searched?
<b>Patron:</b> 15:29:14 2014/03/03 (GMT -0500)	Hi! I mainly used Google Scholar to find my first article and two books to use. I wanted to use some databases or something to find another academic article.
<b>Librarian 1:</b> 15:29:51 2014/03/03 (GMT -0500)	okay let me take a look at what your school library has to offer and then I can direct you better
<b>Librarian 1:</b> 15:29:55 2014/03/03 (GMT -0500)	Give me just a moment
<b>Patron:</b> 15:30:18 2014/03/03 (GMT -0500)	Ok sounds great! I appreciate you taking the time to help me
<b>Patron:</b> 15:30:46 2014/03/03 (GMT -0500)	I have looked at some of the databases but just can't seem to narrow it down enough to find what I need
<b>Librarian 1:</b> 15:33:14 2014/03/03 (GMT -0500)	okay, what databases did you try?

<p><b>Patron:</b> I tried the academic one file, credo, etc. I tried quite a few. I might not be narrowing it down enough or something  15:33:45  2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> do you need a peer-reviewed journal article?  15:33:57  2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Yes I do  15:34:06  2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> okay that helps  15:34:13  2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Okay  15:34:22  2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> genetic engineering is a big topic, are you looking for an article to support a specific point about that topic?  15:34:49  2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Well I am just arguing what the causes and effects are of genetic engineering and am not covering the whole topic, but focusing on human genetic engineering specifically  15:35:32  2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> okay that helps too, lets try this and will see what we get  15:36:24  2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> one minute  15:36:29  2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Okay thanks  15:36:39  2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> have you tried the search box on the library homepage?  15:38:17  2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Which one?  15:38:35  2014/03/03 (GMT -0500)</p>	

<p><b>Librarian 1:</b> the search box on the middle of the homepage  15:39:52  2014/03/03 (GMT  -0500)</p>	<p>https://www.yyy.edu/library/index.html</p>
<p><b>Librarian 1:</b> Search for everything?  15:40:06  2014/03/03 (GMT  -0500)</p>	
<p><b>Patron:</b> No I haven't tried that. Would that be a good place to look?  15:40:29  2014/03/03 (GMT  -0500)</p>	
<p><b>Patron:</b> I wasn't even sure that was there  15:40:40  2014/03/03 (GMT  -0500)</p>	
<p><b>Librarian 1:</b> haha...yes it can be easy to miss  15:40:54  2014/03/03 (GMT  -0500)</p>	
<p><b>Librarian 1:</b> I would try these search terms  15:41:08  2014/03/03 (GMT  -0500)</p>	
<p><b>Patron:</b> haha glad you pointed that out for me  15:41:13  2014/03/03 (GMT  -0500)</p>	
<p><b>Librarian 1:</b> "genetic engineering" humans  15:41:20  2014/03/03 (GMT  -0500)</p>	
<p><b>Librarian 1:</b> use the quotation marks and click the little peer review box  15:41:46  2014/03/03 (GMT  -0500)</p>	
<p><b>Patron:</b> Okay!  15:42:02  2014/03/03 (GMT  -0500)</p>	
<p><b>Patron:</b> Thank you so much  15:42:17  2014/03/03 (GMT  -0500)</p>	
<p><b>Librarian 1:</b> You will get a lot of results so we can narrow those if you want  15:42:26  2014/03/03 (GMT  -0500)</p>	

<p><b>Patron:</b> Okay! 15:43:08 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> look to the left of your search results and you will see something that says "refine results" 15:43:14 2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Okay 15:43:23 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> scroll down a bit and check the boxes for "full text (online and print) and also peer-reviewed" 15:43:41 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> go down a bit farther and limit to academic journals also 15:44:07 2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Okay! You are making it sound a lot easier :) 15:44:10 2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Thank you so much for your help XXX 15:44:58 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> You can also play with those limiters, especially if you open the subject one and click on a subject that kind of matches what your looking for 15:45:56 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> Does this get you headed into the right direction? 15:46:20 2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Okay you have made it a lot easier to understand 15:46:21 2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Yes ma'am 15:46:28 2014/03/03 (GMT -0500)</p>	
<p><b>Patron:</b> Thank you so much 15:46:37 2014/03/03 (GMT -0500)</p>	

<p><b>Librarian 1:</b> Awesome! Think you need more help or you wanna go and browse your results? 15:47:04 2014/03/03 (GMT -0500)</p>	<p>Glad I could make it easeir for you!</p>
<p><b>Patron:</b> I think I will go and try on my own! If I need more help I will get back on Research 15:47:46 2014/03/03 (GMT -0500)</p>	<p>Help Now and get someone to help</p>
<p><b>Librarian 1:</b> Yup...exactly, someone is always here to help! Have a great day and good luck 15:48:18 2014/03/03 (GMT -0500)</p>	<p>with your paper.</p>
<p><b>Patron:</b> Thank you XXX! You have a great day as well bye 15:48:33 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> Thanks, bye! 15:48:43 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> Librarian ended chat session. 15:48:45 2014/03/03 (GMT -0500)</p>	
<p><b>Librarian 1:</b> Note: Set Resolution: Answered 15:48:49 2014/03/03 (GMT -0500)</p>	

	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 2px 5px; text-align: center;">Answ er</div> <div style="border: 1px solid black; padding: 2px 5px; text-align: center;">Add Note</div> <div style="border: 1px solid black; padding: 2px 5px; text-align: center;">Change Patron E-mail</div> </div>		
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