

Library Patron
Assigned:  Status: 
Wait Time: 22 Received: 11:49:39 2014/07/18 (GMT -0400)
Language: English Survey: [View \(1: 12:08:57 2014/07/18 \(GMT -0400\)\)](#)
Session Time: 1083

Question: [9718748] Qwidget: I am researching a paper on homeschooling vs. public school and I need to find a source for a moderate view. Perhaps and article talking about how the entire education system needs an overhaul. I'm having a hard time finding the right keywords for the online database.

Patron Institution: YYYY
IP Address: 76.112.0.43
Referer: https://www.....
Browser/OS: Mozilla/5.0 (Windows NT 6.1; rv:27.0) Gecko/20100101 Firefox/27.0
Cobrowse: No

Question History

Patron: Qwidget: I am researching a paper on homeschooling vs. public school and I need to find a source for a moderate view. Perhaps and article talking about how the entire education system needs an overhaul. I'm having a hard time finding the right keywords for the online database.
11:49:39
2014/07/18 (GMT -0400)

Librarian 1: Note: Patron's screen name: Library Patron
11:49:39
2014/07/18 (GMT -0400)

Librarian 1: Librarian 'XXXX' has joined the session.
11:50:01
2014/07/18 (GMT -0400)

Librarian 1: Hi, this is XXXX, a librarian at XYXY. I'm available to help when your librarians aren't available. I'm reading over the information that you've provided and will be with you shortly.
11:50:19
2014/07/18 (GMT -0400)

Patron: Great thank you. My name is YYYY.
11:50:44
2014/07/18 (GMT -0400)

Librarian 1: Hi YYYY. You're from XYXY, correct?
11:51:00
2014/07/18 (GMT -0400)

Patron: Correct
11:51:12

2014/07/18 (GMT
-0400)

Librarian 1: Just wanted to make sure. And just so I don't repeat anything you've done,
11:51:40 what databases have you searched so far and what keywords have you used?

2014/07/18 (GMT
-0400)

Patron: I've looked on JSTOR and Academic File One. I've searched things like
11:53:36 "education system overhaul" "education system problems" "school system
2014/07/18 (GMT changes needed" "parental concerns school systems". I think that's all of
-0400) them.

Patron: I'm looking for a scholarly source. I can include a non-scholarly source, but
11:54:36 it would make my life better to have a scholarly source.

2014/07/18 (GMT
-0400)

Librarian 1: Ok, thanks for the info. I think we should be able to find some scholarly
11:54:51 sources. Let's start by going to XYXY's database or "find articles" page:
2014/07/18 (GMT [http://....](http://...)
-0400)

Librarian 1: We may want to go into an education specific database...See the middle part
11:55:32 of that page where you can select a subject? Let's select Education

2014/07/18 (GMT
-0400)

Patron: Ok got it.

11:55:49

2014/07/18 (GMT
-0400)

Librarian 1: And do you see ERIC on that page? Let's go into that database....

11:56:03

2014/07/18 (GMT
-0400)

Patron: Alright

11:56:13

2014/07/18 (GMT
-0400)

Librarian 1: please hold, I have to login using a special username/password since I'm
11:56:20 from YXYX...i'll be right back

2014/07/18 (GMT
-0400)

Librarian 1: Ok, are you in ERIC?

11:57:23

2014/07/18 (GMT
-0400)

Patron: I am yes
11:57:29
2014/07/18 (GMT
-0400)

Librarian 1: Ok, so because you're looking for articles that compare public school and
11:59:36 homeschooled, let's enter those keywords first. I entered: "public school*" in
2014/07/18 (GMT the first box and homeschool* in the second box and left the dropdown as
-0400) AND so BOTH words are retrieved. I put "" around public school to have it
searched as a phrase, and the * searches for multiple word endings
(homeschool* searches: homeschool, homeschooling, homeschools,
homeschooled)

Patron: Ok I'll type that in one second
12:00:24
2014/07/18 (GMT
-0400)

Patron: Alright I've got that.
12:01:08
2014/07/18 (GMT
-0400)

Librarian 1: ok, and about how many results did you get?
12:01:18
2014/07/18 (GMT
-0400)

Patron: 51
12:01:30
2014/07/18 (GMT
-0400)

Librarian 1: hmmm, ok, I got 81, we must have entered something slightly differently,
12:02:18 but that's ok. how do these results look to you?
2014/07/18 (GMT
-0400)

Patron: I think I see some interesting options here!
12:03:05
2014/07/18 (GMT
-0400)

Librarian 1: oh great!
12:03:11
2014/07/18 (GMT
-0400)

Patron: Oh! I found what I did differently from you. I see 81 results now too.
12:03:49
2014/07/18 (GMT
-0400)

Librarian 1: You could also try a broader search for: homeschool* (first box) AND
12:04:05
2014/07/18 (GMT
-0400)

Librarian 1: reform* OR overhaul* (second box)
12:04:14
2014/07/18 (GMT
-0400)

Librarian 1: to see articles that are just talking about overhauling/reforming
12:04:31 homeschooling. that might give you some good options too.
2014/07/18 (GMT
-0400)

Patron: Sounds great. Thank you for your help!
12:05:09
2014/07/18 (GMT
-0400)

Librarian 1: You're welcome. Do you want to do any other searching together or do you
12:06:16 feel you have enough to get started?
2014/07/18 (GMT
-0400)

Patron: I think this is the boost I needed! Thanks!
12:06:57
2014/07/18 (GMT
-0400)

Librarian 1: Glad to help! If you have other questions or run into any problems, please
12:07:13 connect again!
2014/07/18 (GMT
-0400)

Librarian 1: Thanks for using our chat service - have a great day!
12:07:19
2014/07/18 (GMT
-0400)

Patron: You too!
12:07:25
2014/07/18 (GMT
-0400)

Librarian 1: Thanks - bye!
12:07:31
2014/07/18 (GMT
-0400)

Patron: Bye!
12:07:39
2014/07/18 (GMT
-0400)

Librarian 1: Librarian ended chat session.
12:07:42
2014/07/18 (GMT
-0400)

Librarian 1: Note: Set Resolution: Answered
12:07:44
2014/07/18 (GMT
-0400)