

2018 Best Chat Transcript Awards

Michigan Academic Group

Committee:

Tanya Davidson, MC

Jim Ratliff, KVCC

Christine Tobias, MSU

Elizabeth Walker, SAU (chair)

Rubric:

RHN Best Chat Transcript Rubric – 2018

Transcript #: _____

Total Points: _____ (14 points maximum)**

	Opening / Tone - 3 Points	
1	Librarian greeted user professionally and courteously.	
2	Librarian used friendly tone and also responded to patron's cues (reassuring when student expressed panic, or using simple language with someone whose first language is not English).	
3	Librarian avoided or explained library jargon.	
	Question - 4 Points	
1	Librarian restated or clarified the question.	
2	Librarian asked/confirmed what resources user had already checked.	
3	Librarian engaged with patron, waiting to see responses to questions before moving forward.	
4	Librarian kept user informed of his/her progress and responded often.	
	Providing Information / Instruction - 4 Points	
1	Librarian used/suggested appropriate information resources to answer the question and address the user's needs.	
2	Librarian provided step-by-step instruction and or helpful tips to answer user's question.	
3	Librarian responses and explanations were clear and easy to read.	
4	Librarian asked if the user needed/wanted more information or help.	
	Closing - 3 Points	
1	Librarian asked if the user was satisfied with the information or instruction provided.	
2	Librarian asked if the user had any other questions.	
3	Librarian thanked the user and encouraged him/her to use the service again.	

** Each transcript can receive a max of 14 points (1 point for each criteria). You are welcome to award half points if you feel the librarian only partially met the criteria. If the librarian did not meet the criteria, award 0 points. **

Additional Notes:

Criteria:

- Must be a reference/research transaction
- No more than 5 submissions per institution

Process:

- Transcripts were anonymized by chair; distributed so that no one was judging a transcript from his/her own institution.
- Each transcript was scored 2x; each judge scored 16 transcripts
- Scores submitted to chair via a Google Form that matched the rubric
- Chair averaged each transcripts scores to determine winner(s)

1st Place:

Mindy Babarskis, LCC

Transcript #202

14:38PM 42338213080632662898981687@web.refchatter.net Hi, I am trying to find a peer reviewed journal for my sociology project and I can't seem to find anything

14:38PM 42338213080632662898981687@web.refchatter.net *STUDENT NAME*
STUDENT EMAIL

14:38PM [REDACTED] Hello, my name is *LIBRARIAN NAME* and I'm a *SCHOOL NAME* Librarian. How can I help you today?

14:38PM 42338213080632662898981687@web.refchatter.net Hi, I am trying to find a peer reviewed journal for my sociology project and I can't seem to find anything

14:39PM [REDACTED] Ok well lets see how we can find one!

14:39PM [REDACTED] Are you at the *SCHOOL NAME* library homepage? <https://>
SCHOOL RESOURCE

14:39PM 42338213080632662898981687@web.refchatter.net yes

14:40PM [REDACTED] Alright go ahead and click on Research Guides in the middle box on the page

14:40PM [REDACTED] then click on sociology

14:40PM 42338213080632662898981687@web.refchatter.net okay

14:40PM 42338213080632662898981687@web.refchatter.net Im there

14:40PM [REDACTED] awesome!

14:41PM [REDACTED] now click on *RESOURCE NAME* under Recommended Databases

14:41PM [REDACTED] Do you have a topic you are interested in learning about?

14:42PM 42338213080632662898981687@web.refchatter.net Yeah we have to find a meme and find a journal to either prove it is correct or incorrect

14:42PM [REDACTED] Do you have a specific meme in mind?

14:43PM 42338213080632662898981687@web.refchatter.net Yeah it won't let me put it in the chat but its " I don't always get a flu shot but when I do I get the flu" and im trying to prove it wring

14:44PM [REDACTED] so you're looking into the fact that getting the flu shot helps you avoid the flu?

14:44PM 42338213080632662898981687@web.refchatter.net yes

14:45PM [REDACTED] Cool! So let's try searching for articles using the keywords of that idea. If you could sum up your search in 3 words or less what would those words be?

14:46PM 42338213080632662898981687@web.refchatter.net Okay

14:47PM 42338213080632662898981687@web.refchatter.net yes

14:47PM 42338213080632662898981687@web.refchatter.net Sorry I totally read that wrong

14:47PM [REDACTED] oh no worries

14:48PM 42338213080632662898981687@web.refchatter.net Im not sure maybe "flu shot causes flu"????

14:49PM [REDACTED] you know we should probably use the full name of flu, influenza

14:49PM 42338213080632662898981687@web.refchatter.net Thats a good idea

14:50PM [REDACTED] we may want to try vaccine instead of shot too

14:50PM 42338213080632662898981687@web.refchatter.net Thats probably why I wasn't getting anything

14:51PM [REDACTED] That could be why

14:51PM [REDACTED] you will also want to check the full text and peer reviewed boxes

14:52PM [REDACTED] this will make sure that you are bringing up only scholarly journals (peer reviewed articles are always in scholarly journals) and full text means you will get full articles

14:52PM [REDACTED] lets try a search together and then refine it from there

14:53PM 42338213080632662898981687@web.refchatter.net okay so " Inﬂuenza vaccine prevents _____." Sickness or the ﬂu or inﬂuenza?

14:53PM [REDACTED] Let's try doing a search that looks like this: "inﬂuenza vaccine" AND prevention

14:54PM [REDACTED] the quotes makes sure the database brings up articles where those two words are right next to each other

14:54PM 42338213080632662898981687@web.refchatter.net okay should I change anything else before I search?

14:55PM [REDACTED] I think that should give you a good search

14:55PM [REDACTED] lets see what happens and we can always change it

14:56PM [REDACTED] I forgot to mention that the AND just tells the database that you only want articles that have both of the words you've typed in and if one of those is not there you don't want it

14:57PM 42338213080632662898981687@web.refchatter.net Im not really getting anything on how they prevent sickness im just getting how it effects different cultures and the rule they have

14:58PM [REDACTED] hmm interesting

14:59PM [REDACTED] lets try changing the search to "inﬂuenza vaccine" AND illness prevention

14:59PM [REDACTED] Do you like that search phrase or do you want to narrow it to inﬂuenza prevention

14:59PM [REDACTED] ?

15:00PM 42338213080632662898981687@web.refchatter.net No I think its good I just don't think there is a lot on just the prevention of illness

15:01PM 42338213080632662898981687@web.refchatter.net maybe I should change it

15:01PM 42338213080632662898981687@web.refchatter.net to something easier to find

15:01PM [REDACTED] Let's try a different database instead

15:02PM 42338213080632662898981687@web.refchatter.net okay

15:02PM [REDACTED] I know theres a lot out there on prevention of illness from vaccines, I just think this may not be the right search tool

15:02PM [REDACTED] go back to the sociology research guide we started at

15:03PM [REDACTED] and click *RESOURCE NAME* under need a topic? box

15:03PM 42338213080632662898981687@web.refchatter.net okay im there

15:04PM [REDACTED] wonderful now lets just start with inﬂuenza vaccine

15:04PM [REDACTED] in the search box

15:04PM [REDACTED] this database gives you the pro and con arguments for different issues

15:05PM [REDACTED] once we've searched that go ahead and click on academic journals on the right hand side under everything

15:06PM 42338213080632662898981687@web.refchatter.net okay

15:06PM [REDACTED] Are there any articles that look good

15:09PM 42338213080632662898981687@web.refchatter.net Not really. there all about preparing next years influenza pandemic and will the vaccines be available

15:10PM [REDACTED] Let's try search Influenza vaccine AND prevention in the search bar and then clicking on academic journals on the right hand side under everything

15:11PM [REDACTED] I found 2 articles and one of them looks fairly promising, let me know what you think

15:14PM 42338213080632662898981687@web.refchatter.net one second I will read them

15:14PM [REDACTED] Sounds good

15:18PM 42338213080632662898981687@web.refchatter.net Yeah I think one of these will work

15:19PM [REDACTED] Wonderful! If you change your mind, please feel free to contact us again on ask a librarian and we will help you find that article

15:19PM 42338213080632662898981687@web.refchatter.net okay thank you for your help

15:19PM [REDACTED] Do you want me to send you the transcript from this chat?

15:20PM 42338213080632662898981687@web.refchatter.net no thats okay

15:20PM [REDACTED] You're welcome! I'm sorry this was a tricky one! If you want to try a different database I also recommend Academic OneFile. Its on the sociology guide under the recommended databases too

15:21PM [REDACTED] There's other helpful resources in the guide (search tips and citation help, etc) so feel free to use that as a resource

15:21PM [REDACTED] Do you have any other questions for me?

15:22PM 42338213080632662898981687@web.refchatter.net nope that was it thanks again

15:22PM [REDACTED] You're welcome and thanks for contacting me through ask a librarian!

**Runner Up:
Jim Ratliff, KVCC
Transcript #104**

3/15/2018

11:37AM 66634627131715003885968409@web.refchatter.net Hi, I was wondering if I could have some help refining my search. I am looking for scholarly articles about back-end sentencing.

11:37AM 66634627131715003885968409@web.refchatter.net *STUDENT NAME*

11:37AM 66634627131715003885968409@web.refchatter.net *STUDENT EMAIL*

11:37AM [REDACTED] Hi, this is *LIBRARIAN NAME* a Librarian at *SCHOOL NAME*. I help when your institution's librarian is not available. I'm looking at your message and will reply soon.

11:37AM [REDACTED] Alright *STUDENT NAME*, let's see how I can help . . .

11:38AM [REDACTED] Could you please tell me some more about back-end sentencing so I understand what aspect you are interested in?

11:39AM 66634627131715003885968409@web.refchatter.net yeah of course. Back-end sentencing describes the process of being sent back to prison on the basis of technical violations of parole.

11:39AM [REDACTED] Yes, OK. so have you already looked into *SCHOOL NAME* library sources or just getting started.

11:40AM 66634627131715003885968409@web.refchatter.net I have looked quite a bit. I have found three articles that are very useful but the rest of the results don't seem to relate to the topic I am researching.

11:41AM [REDACTED] Is it easy for you to send me the citations or links to the 3 you have found so that I don't have you re-explore where you've already been?

11:42AM 66634627131715003885968409@web.refchatter.net I am working on an annotated bibliography so I could copy and paste my APA citations if that will help.

11:42AM [REDACTED] Perfect

11:42AM 66634627131715003885968409@web.refchatter.net Travis, J., Christiansen, K. (2006). Failed reentry: the challenges of back-end sentencing. *Georgetown Journal on Poverty Law & Policy*, 13, 249-260. Retrieved from [http:// *SCHOOL RESOURCE*](http://*SCHOOL RESOURCE*)

11:42AM 66634627131715003885968409@web.refchatter.net Travis, J. 2007. Back-end sentencing: a practice in search of a rationale. *Social Research: An International Quarterly*, 74, 631-644. Retrieved from [http:// *SCHOOL RESOURCE*](http://*SCHOOL RESOURCE*)

11:42AM 66634627131715003885968409@web.refchatter.net Lin, J., Grattet, R., Petersilia, J. 2010. "Back-end sentencing" and reimprisonment: individual, organizational, and community predictors of parole sanctioning decisions. *American Society of Criminology*, 48, 759-795. Retrieved from [http:// *SCHOOL RESOURCE*](http://*SCHOOL RESOURCE*)

11:42AM [REDACTED] Got them. Let me look.

11:43AM 66634627131715003885968409@web.refchatter.net Those are the three articles that I have so far. Thank you.

11:43AM [REDACTED] and I can see in the URL/addresses the databases you used so let me explore your options.

11:44AM 66634627131715003885968409@web.refchatter.net Thank you for the help. I appreciate it.

11:46AM [REDACTED] Here are some tips I'd offer you. . .

11:48AM [REDACTED] The J. Travis article is widely cited by several sources. In that Travis report, there are several see-also/reference notes at the bottom of the article. That would be a place to find older references. Also,

11:48AM [REDACTED] *SCHOOL NAME*'s library has access to ebooks and print books on this subject.

11:49AM [REDACTED] You can search for "Back-end sentencing" on the *SCHOOL NAME* Library search page and choose the e-books and books option to find those.

11:49AM [REDACTED] Can you open this link to the J. Travis article? [https://](https://*SCHOOL RESOURCE*)

11:50AM 66634627131715003885968409@web.refchatter.net No I would have to log into the institution that you work at but I have the articles printed out in front of me.

11:51AM [REDACTED] Ok, the reason I sent the link is that when you are in some of the library databases . . .

11:52AM [REDACTED] there might be links to "Related Items" and also links to the citations that the article used AND MORE IMPORTANTLY, future research that cited the article you have in front of you.

11:52AM [REDACTED] Let me send a screen shot of what I mean . . .

11:52AM 66634627131715003885968409@web.refchatter.net Thank you.

11:54AM [REDACTED] Let me know if you can open that .pdf

11:54AM 66634627131715003885968409@web.refchatter.net yes I can.

11:54AM [REDACTED] Look on the right hand side where it shows options for

11:54AM [REDACTED] Cited by (9) Documents with shared references (2050)

11:55AM 66634627131715003885968409@web.refchatter.net Oh, okay awesome! I will look in there for more sources.

11:55AM [REDACTED] Also search "parole violation" as another search term.

11:56AM 66634627131715003885968409@web.refchatter.net Okay, thank you.

11:56AM [REDACTED] Lastly, if you are not already familiar. . .

11:57AM [REDACTED] *SCHOOL NAME*'s Librarian *LIBRARIAN NAME* have created a page on Criminology Resources

11:58AM [REDACTED] [https:// SCHOOL LIBGUIDE*](https://SCHOOL LIBGUIDE*)

11:58AM [REDACTED] Take a look at that page and perhaps contact her if you want expert local help at *SCHOOL NAME*.

11:58AM [REDACTED] Anything else I can help with at this time?

11:59AM 66634627131715003885968409@web.refchatter.net Awesome, thank you. That is everything I can think of for now. Thanks. Can you send a transcript of the chat so I can look back at it in case I forget some of your advice?

11:59AM [REDACTED] Transcript sent to *STUDENT EMAIL*

12:00PM 66634627131715003885968409@web.refchatter.net Yes, thank you!

12:00PM [REDACTED] You are welcome! Thank you for using this chat service. Please visit us again, *STUDENT NAME*. Best regards on your studies.

Honorable Mention
(3-way tie):
Elizabeth Pepper, EMU
Transcript #101

12/6/2017

19:42PM 50143794396512905481430064@web.refchatter.net .

19:42PM [REDACTED] Hi, I'm *LIBRARIAN NAME*, a librarian from *SCHOOL NAME*. I'm reading your question right now and I'll be with you in just a second...

19:42PM 50143794396512905481430064@web.refchatter.net *STUDENT NAME*
STUDENT EMAIL

19:42PM [REDACTED] Need some help with research?

19:42PM 50143794396512905481430064@web.refchatter.net Read my mind.

19:43PM 50143794396512905481430064@web.refchatter.net I'm doing a paper regarding how our politics have lead to a climate of violence unseen before, but somewhat predicted by Karl Marx.

19:43PM 50143794396512905481430064@web.refchatter.net I need to find a database or articles that would cover marxist philosophy as a base for the paper.

19:44PM [REDACTED] May I ask which class this is for? Which department?

19:44PM 50143794396512905481430064@web.refchatter.net *COURSE NUMBER*:
COURSE NAME

19:46PM [REDACTED] That sounds like a really interesting topic. I'm not sure if you'll have more luck with a specific database, or with a more general search of *SCHOOL NAME*'s materials. Also, would you consider books or are you only interested in articles?

19:47PM 50143794396512905481430064@web.refchatter.net I would prefer an online source so I can find the specific talking points from Marxism. I could write this whole paper with just a few articles since November 8th last year and a copy of the communist manifesto, but the professor wants 5 academic peer reviewed sources.

19:48PM 50143794396512905481430064@web.refchatter.net It doesn't have to be super in depth, just something covering Marxist philosophy.

19:49PM [REDACTED] I'm thinking a book, maybe even an online book, would be more general. Journal articles tend to be more specific. (But I don't know that we'll be able to find 5 relevant books.)

19:50PM [REDACTED] Can you tell me more about the relationship between politics and violence and what Marx predicted?

19:53PM 50143794396512905481430064@web.refchatter.net Marxism, at its most simple form is the haves and have nots. The big guys crushing the little guys. The president rose on a title wave (allegedly) of disgruntled middle and lower class people who believed that the modern political construct, (ie Repubs and Dems) left them behind. When in reality, its led to the rise of the alt right, the current president, hate crimes galore, and ends up hurting the people who voted for him.

19:54PM 50143794396512905481430064@web.refchatter.net I.E. Trump was "standing up for the little guy!" as a ploy and has actually further aggravated violence in our society.

19:55PM 50143794396512905481430064@web.refchatter.net tidal* Just realized my error...

19:57PM [REDACTED] Regarding ebooks, I entered Marxism as a search term and got many, many results. It may help narrow the search if we enter Marxism AND _____ (whichever search term you'd like -- prediction of violence, etc.)

19:58PM [REDACTED] Here are the ebook results: https://*SCHOOL RESOURCE*/search?s.q=Marxism&utf8=%3F&s.fvf%5B%5D=ContentType%2CBook+%2F+eBook%2Cf&

spellcheck=true&keep_r=true#!/search?ho=t&fvf=IsFullText,true,f%7CLanguage,English,f&l=en&q=Marxism

20:02PM ██████████ For the articles, I searched Marxist philosophy AND politics AND violence. These are the results: [https:// *SCHOOL RESOURCE*](https://www.schoolresource.com/advanced#!/search?ho=t&fvf=ContentType,Journal%20Article,f%7CIsPeerReviewed,true,f%7CContentType,Newspaper%20Article,t%7CContentType,Book%20Review,t%7CContentType,Dissertation,t%7CIsScholarly,true,f%7CLanguage,English,f&l=en&q=(Marxist%20philosophy)%20AND%20(politics)%20AND%20(violence))

[/advanced#!/search?ho=t&fvf=ContentType,Journal%20Article,f%7CIsPeerReviewed,true,f%7CContentType,Newspaper%20Article,t%7CContentType,Book%20Review,t%7CContentType,Dissertation,t%7CIsScholarly,true,f%7CLanguage,English,f&l=en&q=\(Marxist%20philosophy\)%20AND%20\(politics\)%20AND%20\(violence\)](https://www.schoolresource.com/advanced#!/search?ho=t&fvf=ContentType,Journal%20Article,f%7CIsPeerReviewed,true,f%7CContentType,Newspaper%20Article,t%7CContentType,Book%20Review,t%7CContentType,Dissertation,t%7CIsScholarly,true,f%7CLanguage,English,f&l=en&q=(Marxist%20philosophy)%20AND%20(politics)%20AND%20(violence))

20:04PM 50143794396512905481430064@web.refchatter.net I found two articles that I could definitely use to establish the current economic and political climate that we are in.

20:05PM 50143794396512905481430064@web.refchatter.net It is quite a lot of digging. Lots of open tabs.

20:05PM ██████████ Right, right. Sometimes it's easier if there are fewer results.

20:06PM 50143794396512905481430064@web.refchatter.net I'm at four solid results that I could work with for the paper.

20:07PM ██████████ Fantastic! Do you have the information you need for now, or is there something else I can do?

20:07PM 50143794396512905481430064@web.refchatter.net I think I can find the last one from here.

20:07PM 50143794396512905481430064@web.refchatter.net You are absolutely awesome at your job. God bless you, and have a great rest of your night!

20:08PM ██████████ Thank you for the compliment and for using our service -- please visit us again if you have further questions!

20:08PM 50143794396512905481430064@web.refchatter.net Will do.

20:08PM ██████████ good night.

20:08PM 50143794396512905481430064@web.refchatter.net Good night.

Honorable Mention

(3-way tie):

Lisa Klopfer, EMU

Transcript #102

3/5/2018

13:47PM 55855835734983860114463391@web.refchatter.net Hello. I have an assignment and i have to "Each student will select either a journal article based on health policy or a proposed or enacted law" I am not sure where the best database or journal title is for this assignment

13:47PM [REDACTED] Welcome, I'm *LIBRARIAN NAME*, a librarian at *SCHOOL NAME*.

13:47PM [REDACTED] I'd be glad to help.

13:47PM 55855835734983860114463391@web.refchatter.net *STUDENT NAME*.
STUDENT EMAIL

13:48PM [REDACTED] Thanks, *STUDENT NAME*. Could you let me know, what class this is for -- nursing?

13:48PM 55855835734983860114463391@web.refchatter.net *COURSE NUMBER*, health admin major

13:48PM [REDACTED] ok, thanks!

13:48PM [REDACTED] so, I'm going to suggest that we start with a library guide, one moment...

13:50PM [REDACTED] *SCHOOL RESOURCE* this isn't for your class, but it will help point us in the right direction.

13:50PM 55855835734983860114463391@web.refchatter.net thank you!

13:50PM [REDACTED] so, in that guide, there's a tab for articles, and it will suggest some starting places.

13:51PM [REDACTED] in order to figure out which one, though, I need a little more info - - are you working on a particular health policy or law, or are you supposed to discover one?

13:52PM 55855835734983860114463391@web.refchatter.net we are supposed to just find one and write a 2 page summary on it

13:52PM 55855835734983860114463391@web.refchatter.net this is the assignment description

13:52PM 55855835734983860114463391@web.refchatter.net Heath Policy Analysis – 10% Each student will select either a journal article based on health policy or a proposed or enacted law and provide a double-spaced 1 – 1 ½ page summary of it. A copy of the journal article or piece of legislation must be submitted along with the summary. If it does not, the assignment will be unacceptable and the student will receive a 0 for the assignment.

13:53PM [REDACTED] I see - so you have to find an article and summarize it. Do you have a topic you're thinking about already?

13:54PM 55855835734983860114463391@web.refchatter.net it has to be on health policy

13:54PM 55855835734983860114463391@web.refchatter.net but no i dont have an idea yet

13:54PM [REDACTED] ok, so you don't have a policy in mind at all?

13:54PM 55855835734983860114463391@web.refchatter.net no lol

13:55PM [REDACTED] :-) ok!

13:56PM [REDACTED] well, we can think about some possible policies, or use the internet to help come up with some ideas.

13:56PM 55855835734983860114463391@web.refchatter.net im googling some right now!

13:56PM 55855835734983860114463391@web.refchatter.net what about this Policies prohibiting tobacco and alcohol use at the workplace.

13:57PM [REDACTED] ok! that sounds workable!

13:57PM [REDACTED] so, for a policy like that, I think a good starting place will be the database called *DATABASE NAME* or else the *DATABASE NAME* database.

13:57PM [REDACTED] conveniently, they are listed right at the top of the list in the guide.

13:58PM [REDACTED] The trick is to do a search in there in a way that makes sure the journal article will fit your assignment criteria.

13:59PM [REDACTED] for example, I went into the database for Business and did a search for smoking AND bans AND "work environment" -

14:00PM 55855835734983860114463391@web.refchatter.net okay!

14:00PM [REDACTED] you could try something similar - - looks like there are many possible articles to choose among.

14:00PM 55855835734983860114463391@web.refchatter.net thank you for your help!

14:01PM [REDACTED] You're welcome! Have fun searching, and feel free to pop in again if more questions arise.

14:01PM [REDACTED] Also, if you would like a transcript of this chat, click on the email (envelope) icon and enter your email address.

Honorable Mention
(3-way tie):
Mary Beeker, NMC
Transcript #703

14:53PM 39554935762685009718149121@web.refchatter.net Hi i need to research leadership skills where do i start?

14:54PM [REDACTED] Hi, this is *LIBRARIAN NAME* from *SCHOOL NAME*.

14:54PM 39554935762685009718149121@web.refchatter.net *STUDENT NAME*

14:54PM 39554935762685009718149121@web.refchatter.net *STUDENT EMAIL*

14:54PM 39554935762685009718149121@web.refchatter.net hello

14:54PM 39554935762685009718149121@web.refchatter.net nice to meet you

14:54PM [REDACTED] I can help you with your research.

14:54PM [REDACTED] Thanks you too!

14:55PM [REDACTED] Can you tell me a little more about what you are looking for?

14:55PM 39554935762685009718149121@web.refchatter.net great thank you i feel like i have had a hard time finding research for my leadership class

14:55PM 39554935762685009718149121@web.refchatter.net we have to do research on important skills in leaders

14:55PM [REDACTED] OK, and has the instructor recommended any resources for you?

14:56PM 39554935762685009718149121@web.refchatter.net no

14:56PM 39554935762685009718149121@web.refchatter.net we have the book but it doesnt really mention any

14:56PM [REDACTED] OK, please give me a couple minutes to see what resources you have at your library.

14:56PM 39554935762685009718149121@web.refchatter.net ok great thank you

14:57PM [REDACTED] While I do that, can you tell me about what you're studying in leadership?

14:58PM 39554935762685009718149121@web.refchatter.net Im a nurse practitioner student and we are studying leadership skills and what makes a great leader

15:00PM [REDACTED] OK, have you done any readings?

15:00PM [REDACTED] *have

15:00PM 39554935762685009718149121@web.refchatter.net yes

15:02PM [REDACTED] I'm looking at your library's catalog right now and your library has some great ebooks on leadership in nursing...

15:03PM 39554935762685009718149121@web.refchatter.net how do i access those

15:03PM [REDACTED] So you do have some resources available to you. Can you help me understand what you're looking for?

15:03PM 39554935762685009718149121@web.refchatter.net i feel like whenever i am research i get alot of articles that aren't relevant

15:03PM 39554935762685009718149121@web.refchatter.net we have to list a set of leadership skills and define them

15:04PM 39554935762685009718149121@web.refchatter.net why that would make a good leader

15:04PM [REDACTED] OK, are you on the library's website? Or in a database now?

15:04PM 39554935762685009718149121@web.refchatter.net yes

15:05PM [REDACTED] Under the "search" button in that horizontal menu...

15:05PM [REDACTED] Pull down and select "articles"

15:05PM 39554935762685009718149121@web.refchatter.net ok

15:06PM [REDACTED] Have you been directed to this page before?

15:06PM 39554935762685009718149121@web.refchatter.net yes i have been i just dont know if im searching the wrong terms or if i am searching the wrong database

15:06PM [REDACTED] What database are you in?

15:06PM 39554935762685009718149121@web.refchatter.net i did the *STYLIZED FEDERATED SEARCH TOOL* search

15:07PM [REDACTED] OK, and what search terms did you use?

15:07PM 39554935762685009718149121@web.refchatter.net leadership qualities

15:07PM [REDACTED] And were there good results?

15:08PM 39554935762685009718149121@web.refchatter.net no i didnt find anything that i really could use

15:08PM [REDACTED] What types of sources can you use?

15:08PM 39554935762685009718149121@web.refchatter.net anything she said just other resources

15:08PM 39554935762685009718149121@web.refchatter.net i feel like its alot of research studies when i think i need just more information

15:09PM 39554935762685009718149121@web.refchatter.net like list of leader qualities and why they make a good leader

15:09PM [REDACTED] If you imagine the perfect resource, what would it be?

15:10PM 39554935762685009718149121@web.refchatter.net i would think a book that has a list of leadership qualities in it or that would talk about what makes a good leader

15:11PM [REDACTED] Thanks. would it be about nursing leadership?

15:11PM 39554935762685009718149121@web.refchatter.net i dont think it has to be about nursing specifically

15:12PM [REDACTED] OK, thanks. I'm going to take you back to the *LIBRARY NAME* website....

15:12PM [REDACTED] Here's the link in case you need it: *LIBRARY HOMEPAGE URL*

15:12PM [REDACTED] We'll find some good leadership books

15:14PM 39554935762685009718149121@web.refchatter.net ok thank you\

15:14PM 39554935762685009718149121@web.refchatter.net i wasnt sure how to search for books in the database

15:14PM 39554935762685009718149121@web.refchatter.net i dont think i necessarily need research studies

15:14PM [REDACTED] Great. From the "search" pull down to select Books & More"

15:15PM [REDACTED] Exactly - you'll find more practical (easier to read) material in book

15:16PM 39554935762685009718149121@web.refchatter.net yes

15:16PM 39554935762685009718149121@web.refchatter.net ok

15:16PM [REDACTED] In the search box just type in what you did before

15:17PM 39554935762685009718149121@web.refchatter.net ok

15:17PM [REDACTED] leadership qualities

15:17PM [REDACTED] One ebook that looked good to me was "The intangibles of leadership [electronic resource] : the 10 qualities of superior executive perform "

15:18PM [REDACTED] Do you see that?

15:18PM [REDACTED] Or do you see other books that look useful?

15:18PM 39554935762685009718149121@web.refchatter.net yes i see that one

15:18PM 39554935762685009718149121@web.refchatter.net yes thank you so much

15:19PM 39554935762685009718149121@web.refchatter.net i think just having books is much easier then research articles

15:19PM 39554935762685009718149121@web.refchatter.net because i wasnt really looking for research

15:19PM [REDACTED] You're welcome. Can I also show you one other search?

15:19PM 39554935762685009718149121@web.refchatter.net yes

15:19PM 39554935762685009718149121@web.refchatter.net please

15:19PM [REDACTED] Yes, the research is good when you need scientific or best opractice clinical information

15:19PM [REDACTED] OK

15:20PM 39554935762685009718149121@web.refchatter.net yes

15:20PM [REDACTED] At the top of the search page, you'll see a box that says KETWORD

15:20PM [REDACTED] KEYWORD

15:20PM 39554935762685009718149121@web.refchatter.net yes

15:21PM [REDACTED] You can pull down and select SUBJECT then do a search on just the word leadership

15:21PM [REDACTED] That will give you a lot more results.

15:22PM 39554935762685009718149121@web.refchatter.net ohhhh ok

15:22PM 39554935762685009718149121@web.refchatter.net i see what you mean

15:22PM 39554935762685009718149121@web.refchatter.net that makes sense

15:22PM [REDACTED] Great! So, do you think you can find some good resources from here?

15:22PM 39554935762685009718149121@web.refchatter.net yes i do thank you so muxh for your help

15:22PM 39554935762685009718149121@web.refchatter.net i really really appreciate it

15:22PM [REDACTED] You can just play around and when you're not finding anything, just chat with us!

15:22PM [REDACTED] You're welcome

15:23PM [REDACTED] Is there anything else I can help you with?

15:23PM 39554935762685009718149121@web.refchatter.net no thats all thank you

15:23PM 39554935762685009718149121@web.refchatter.net i clicked on that one book and i cant figure out how to access it

15:23PM [REDACTED] You're welcome

15:23PM [REDACTED] Thank you for using our chat reference service.

15:23PM [REDACTED] If you need any further help, feel free to log back in for a new chat session

15:24PM 39554935762685009718149121@web.refchatter.net ok great thank you

15:24PM [REDACTED] Bye now!

15:24PM 39554935762685009718149121@web.refchatter.net bye