

Transcript 2

Question History	
Patron: 20:39 2007/01/28 (GMT-5)	[Practice] Chat Transcript: Hi, I need some info on the social security controversy.
Librarian 1: 20:39 2007/01/28 (GMT-5)	Note: Patron's screen name: david powers
Librarian 1: 20:39 2007/01/28 (GMT-5)	Librarian 'Tom - Medaille College' has joined the session.
Librarian 1: 20:39 2007/01/28 (GMT-5)	Hello David, my name is Tom. I'll be with you in just a minute.
Librarian 1: 20:40 2007/01/28 (GMT-5)	I see that you are from Medaille So am I. We get questions from all over the country, it will be nice to assist a local student.
Patron: 20:40 2007/01/28 (GMT-5)	cool lol
Librarian 1: 20:40 2007/01/28 (GMT-5)	What do you mean by controversy?
Patron: 20:41 2007/01/28 (GMT-5)	I'm not really sure. It's an assignment from a professor in my Critical Thought class
Librarian 1: 20:41 2007/01/28 (GMT-5)	How in depth do you need the information to be?
Patron: 20:42 2007/01/28 (GMT-5)	First I think I need to figure out what is going on with social security.
Librarian 1: 20:42 2007/01/28 (GMT-5)	OK, it looks like you are looking for some background information.
Patron: 20:43 2007/01/28 (GMT-5)	perfect
Librarian 1: 20:43 2007/01/28 (GMT-5)	Are you familiar with the databases offered at Medaille?
Patron: 20:44 2007/01/28 (GMT-5)	My professor mention databases, but I'm not really sure what she meant by it.
Librarian 1: 20:45 2007/01/28 (GMT-5)	OK, David. Normally, I would be able to use some software to allow you to see the same screen that I am seeing, but it appears that our computers are not compatible. But I should be able to walk you through it.
Patron: 20:46 2007/01/28 (GMT-5)	cool, thanks.
Librarian 1:	First, start by going to the Medaille Library homepage

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Librarian 1: 20:46 2007/01/28 (GMT-5)	http://eres.medaille.edu/library/
Librarian 1: 20:47 2007/01/28 (GMT-5)	Databases are collections of articles, many of which you can view online. There are some very good databases at Medaille, but they are subscription databases.
Librarian 1: 20:47 2007/01/28 (GMT-5)	Do you have your user name and password, David?
Patron: 20:48 2007/01/28 (GMT-5)	I do have the user name and password that I use to log into computers.
Librarian 1: 20:48 2007/01/28 (GMT-5)	Great, do you see the homepage on your screen?
Patron: 20:49 2007/01/28 (GMT-5)	I don't
Librarian 1: 20:49 2007/01/28 (GMT-5)	I'll send it again
Librarian 1: 20:49 2007/01/28 (GMT-5)	http://eres.medaille.edu/library/
Patron: 20:49 2007/01/28 (GMT-5)	There it is
Librarian 1: 20:50 2007/01/28 (GMT-5)	Do you see the "Find It" box?
Librarian 1: 20:50 2007/01/28 (GMT-5)	Click on the link for Find Journal, Magazine articles.
Patron: 20:51 2007/01/28 (GMT-5)	Okay, I'm in
Librarian 1: 20:52 2007/01/28 (GMT-5)	I am going to show you a database called CQ researcher. It is a very good database for getting background information and current updates on "in the news" topics.
Patron: 20:52 2007/01/28 (GMT-5)	Okay, I'll click on that
Patron: 20:53 2007/01/28 (GMT-5)	I'm in CQ researcher
Librarian 1: 20:53 2007/01/28 (GMT-5)	I'm looking at the same screen you are. Do you see the quick search box?
Librarian 1: 20:54 2007/01/28	Try entering the search term "social security"

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Patron: 20:54 2007/01/28 (GMT-5)	Yes
Patron: 20:55 2007/01/28 (GMT-5)	I've got a list of results. Which one should I check?
Librarian 1: 20:56 2007/01/28 (GMT-5)	Do you see Social Security Reform? This one has a current date and should be quite useful for you.
Patron: 20:56 2007/01/28 (GMT-5)	I clicked on it, it looks like there is a ton of info in there.
Librarian 1: 20:57 2007/01/28 (GMT-5)	Check it out for a minute or two and see if it is going to work for you. I'm scrolling through it as well.
Patron: 20:59 2007/01/28 (GMT-5)	Yea, this is awesome. There is definately enough in fo inthere to get me going.
Librarian 1: 20:59 2007/01/28 (GMT-5)	OK, glad I can help. Is there anything else I can I help you with today?
Patron: 21:00 2007/01/28 (GMT-5)	No this should do it.
Librarian 1: 21:01 2007/01/28 (GMT-5)	I see that your e-mail address has not been entered. When you close out, it will ask you for your address and you will receive a transcript of this whole session.
Patron: 21:01 2007/01/28 (GMT-5)	Thanks Tom
Librarian 1: 21:01 2007/01/28 (GMT-5)	David, if you need more help after reviewing the resources we've already provided, please contact us again. Thank you for using Ask Us 24/7!
Patron: 21:02 2007/01/28 (GMT-5)	Patron ended chat session.
Librarian 1: 21:02 2007/01/28 (GMT-5)	Note: Set Resolution: Practice