



Example Transcripts of Difficult Questions – Overdrive, #1

Patron:	<@lx.org>	Status:	 
Assigned:	Jane Doe	Received:	15:27:04 2010/02/03
Wait Time:	30	Survey:	View (1: 2010-02-03 16:07:01.473)
Language:	English	Session Time:	1320
Referred by:	Nioga Library System	Assigned:	Assigned

[5254540] Chat Transcript: Do I need to anything special to download the audio books in IPOD format? I downloaded "The Appeal" by John Grisham and I can not get it to load in iTunes. I get an error message that states that I do not have the proper rights for iTunes. When I downloaded it, I did so as I normally do for my MP3 player--which I have never had a problem with. The Ipod does not seem to agree with it.

IP Address: 64.80.170.10

Referer: <http://www.questionpoint.org/crs/servlet/org.oclc.admin.BuildForm?&page=frame&institution=12534&type=2&language=1>

Browser/ OS: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.1.7) Gecko/20091221 Firefox/3.5.7 (.NET CLR 3.5.30729)

Category: WNP

Zip Code: 14416

Your Library: Byron-Bergen Public Library

Question History

Patron: 15:27:04 2010/02/03 Chat Transcript: Do I need to anything special to download the audio books in IPOD format? I downloaded "The Appeal" by John Grisham and I can not get it to load in iTunes. I get an error message that states that I do not have the proper rights for iTunes. When I downloaded it, I did so as I normally do for my MP3 player--which I have never had a problem with. The Ipod does not seem to agree with it.

Note 1: 15:27:04 2010/02/03 Patron's screen name: X

Jane Doe: 15:27:34 2010/02/03 Librarian 'Jane in NY' has joined the session.

Jane Doe: 15:27:49 2010/02/03 Hello, my name is Jane and I am in Buffalo, NY. None of your local librarians are available right now, but I will do my best to help you. I am reading your question and will be with you in a moment.

Jane Doe: 15:28:44 2010/02/03 John, not all the audiobooks are compatible with ipod. Let me check and see if "The Appeal" is one of them. Be right back.

Patron: 15:29:20 2010/02/03 It shows on the site that The Appeal is compatible

Jane Doe: 15:30:02 2010/02/03 Okay, let me see what the problem may be. Just a moment.

Patron: 15:30:19 2010/02/03 Thanks!!

Jane Doe: 15:31:54 2010/02/03 I may have found something...

Jane Doe:
15:31:57 2010/02/03 <http://nioga.lib.overdrive.com/1260D1A9-D61B-4B66-9B93-0D8E54298DA6/10/468/en/Help-Tech-Format25.htm>

Jane Doe:
15:32:07 2010/02/03 If you want to use the OverDrive Media Console v3.2 (or newer) Transfer Wizard to transfer content to an Apple device, the iTunes setting 'Manually manage music...' must be enabled for the device before you can complete the transfer. Adjust this setting as follows...

Jane Doe:
15:32:16 2010/02/03 1. Connect your device to your computer. 2. If it does not launch automatically, open iTunes (v9.0.2 or newer). 3. In iTunes, locate your device in the left vertical navigation panel (under heading 'DEVICES'), and click your device. The 'Summary' screen is displayed. 4. If it is not already checked, place a checkmark next to option 'Manually manage music...'. 5. Click the 'Apply' button. The iTunes 'Summary' screen refreshes, and your changes are saved. 6. If desired, close iTunes.

Jane Doe:
15:32:36 2010/02/03 Is this something you have already done?

Patron:
15:34:38 2010/02/03 I will give it a shot. Thanks!!

Jane Doe:
15:35:03 2010/02/03 You're welcome! Do you want me to wait while you try it, or would you prefer to sign off, and come back if you're still having trouble?

Patron:
15:36:32 2010/02/03 I am going to give it a try now. If you could wait a few minutes that would be great!

Jane Doe:
15:36:49 2010/02/03 Sure, no problem.

Patron:
15:42:39 2010/02/03 You are a genius. Thanks so much for the help. This is actually for my mother who is in the hospital--she will be so excited. Thanks Again

Jane Doe:
15:43:00 2010/02/03 I'm glad I was able to help. :) Anything else I can assist you with today?

Jane Doe:
15:48:54 2010/02/03 It looks like you may have already left, so I will disconnect. It has been a pleasure chatting with you. Thank you for using Ask Us 24/7!

Jane Doe:
15:49:04 2010/02/03 Librarian ended chat session.

Note 1:
15:49:09 2010/02/03 Set Resolution: Answered

Example Transcripts of Difficult Questions – Overdrive, #2

Patron: x <x@aol.com> Received: 2011/01/31 13:39:34
At: Buffalo & Erie County Public Library System Assigned: Unassigned
Status: Answered Type: Chat Sessions
Wait Time: 45 Session Time: 1874
Resolution: Answered
Language: English
Referred to/Covered by
Status: Answered
Your Library: Julia
IP Address: 69.204.35.27
Referer: <http://www.buffalolib.org/>
Browser/OS: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 6.0; Trident/4.0; FBSMTWB; GTB6.6; BTRS26706; SLCC1; .NET CLR 2.0.50727; .NET CLR 3.5.30729; .NET CLR 1.1.4322; .NET CLR 3.0.30729; .NET4.0C; InfoPath.2; AskTbDIC2V5/5.9.1.14132)
Cobrowse: Yes
Category: WNP
Zip Code: 14043

Question History

Patron: Chat Transcript: I was able to download a book to my computer but can't get it transferred to my KOBO e-reader,
13:39:34 2011/01/31

Librarian: Note: Patron's screen name: x
13:39:34 2011/01/31

Jane Doe: Librarian 'Jane in NY' has joined the session.
13:40:19 2011/01/31

Jane Doe: Welcome to Ask Us 24/7! I am reading your question and will be with you in a moment.
13:40:31 2011/01/31

Jane Doe: Thanks for waiting. Just a few questions so I can help you with your problem: are you using Adobe Digital Editions on your computer to try to transfer the ebook?
13:41:30 2011/01/31

Patron: yes
13:42:05 2011/01/31

Patron: but i do not see an option anywhere to transfer or sync
13:42:28 2011/01/31

Jane Doe: OK, is your Kobo plugged in to your computer and turned on?
13:42:51 2011/01/31

Patron: not at the moment
13:43:05 2011/01/31

Jane Doe: OK, go ahead and plug it in and turn it on. It should go to a "usb mode"

13:43:28 2011/01/31

Patron: ok

13:43:55 2011/01/31

Patron: done

13:43:56 2011/01/31

Jane Doe: When it is plugged in and turned on, open Adobe Digital Editions

13:44:03 2011/01/31

Jane Doe: Adobe Digital Editions should detect it and ask you if you want to register your device with the same Adobe ID that you used to register ADE

13:44:35 2011/01/31

Patron: should i click it over to manage library first?

13:44:40 2011/01/31

Patron: it is registered

13:45:01 2011/01/31

Jane Doe: As long as you are in "library view" you should be OK

13:45:07 2011/01/31

Jane Doe: OK, you should see an icon for your reader in the lower left of the ADE screen

13:45:25 2011/01/31

Patron: i mean on the kobo should i switch it to manage library then open adobe

13:45:58 2011/01/31

Jane Doe: Oh - if it is plugged into your computer it should be in a "usb mode." I don't think you should be able to get into your library on the Kobo if it is in this mode. This is the case with my Nook: once it is hooked up, it goes into a different mode and I can't get into any of my Library items.

13:47:44 2011/01/31

Patron: hmmmmm

13:48:25 2011/01/31

Patron: not sure what usb mode is

13:48:38 2011/01/31

Patron: ok

13:48:40 2011/01/31

Patron: when i download from borders

13:48:47 2011/01/31

Patron: i plug in kobo

13:48:54 2011/01/31

Patron: switch on the screen on the kobo to manage library

13:49:05 2011/01/31

Patron: then i click SYNC on borders thinger

13:49:21 2011/01/31

Patron: and I get the book

13:49:26 2011/01/31

Patron: done

13:49:36 2011/01/31

Patron: ok

13:49:40 2011/01/31

Patron: so lets see

13:49:44 2011/01/31

Jane Doe: When you download from borders, it is a direct transfer. With library books, you need to use Adobe Digital Editions to transfer. It's an extra step

13:49:47 2011/01/31

Patron: i plug in dont change anything on reader

13:49:53 2011/01/31

Jane Doe: Yes. Then open ADE

13:50:06 2011/01/31

Patron: right

13:50:08 2011/01/31

Patron: ok so i will open adobe then what

13:50:16 2011/01/31

Jane Doe: You should see an icon that says "media" or "device" in ADE when your Kobo is plugged in and turned on.

13:50:42 2011/01/31

Patron: where is ADE

13:51:00 2011/01/31

Patron: i clicked on library view and have the same book 4 times... :/

13:51:40 2011/01/31

Jane Doe: ADE is Adobe Digital Editions. Did you download it from the Downloads 2 Go site?

13:51:40 2011/01/31

Jane Doe: Well, that's better than zero times!

13:52:07 2011/01/31

Patron: LMAO

13:52:14 2011/01/31

Patron: ok well where should it say media or device

13:52:30 2011/01/31

Patron: i open the adobe reader and i get to my book

13:52:45 2011/01/31

Patron: 4 times...

13:52:50 2011/01/31

Jane Doe: LOL, well, click on Library View. Your kobo should display below Recently Read on the left

13:53:21 2011/01/31

Jane Doe: My Nook shows up as "media" and looks like a little iPhone

13:53:47 2011/01/31

Patron: will plug in again

13:54:05 2011/01/31

Patron: i dont see anything

13:54:08 2011/01/31

Jane Doe: OK, try closing ADE and reopening

13:54:24 2011/01/31

Patron: ok still nothing
13:55:19 2011/01/31

Patron: ok
13:55:20 2011/01/31

Patron: if i switch to manage library on the kobo
13:55:29 2011/01/31

Patron: a box opens
13:55:34 2011/01/31

Patron: auto play
13:55:42 2011/01/31

Patron: open folder to view files
13:55:54 2011/01/31

Patron: ok it says kobo reader
13:57:55 2011/01/31

Patron: what do i do
13:58:04 2011/01/31

Jane Doe: In ADE?
13:58:04 2011/01/31

Patron: in yes
13:58:12 2011/01/31

Patron: on the left
13:58:15 2011/01/31

Patron: under borrowed purchased etc
13:58:27 2011/01/31

Jane Doe: OK, now you can drag and drop the book into your reader
13:58:35 2011/01/31

Jane Doe: Here is a picture guide from another library, but the steps are the same:
13:58:54 2011/01/31 http://www.piercecountylibrary.org/files/library/book-download-guide_001_001.pdf

Patron: so click on it in my library and drag it to ok
13:59:39 2011/01/31

Patron: ok i drag and dropped
14:00:11 2011/01/31

Jane Doe: Yes, in "Library View" the title displays on the right side of the screen. Click and hold on
14:00:18 2011/01/31 the title and drag it over to your reader on the left and it should transfer the file.

Jane Doe: A little window should come up saying "copying files"
14:00:40 2011/01/31

Patron: k i think i did it
14:00:54 2011/01/31

Jane Doe: Great!
14:01:05 2011/01/31

Patron: i knew it was going to be something easy but couldnt figure it out
14:01:09 2011/01/31

Jane Doe: Aww yeah, most librarians do!
14:04:12 2011/01/31

Patron: LOL
14:04:21 2011/01/31

Patron: the font is so tiny
14:04:31 2011/01/31

Patron: can i change that
14:04:35 2011/01/31

Patron: like for reg preloaded books
14:04:43 2011/01/31

Jane Doe: Yes, I believe you can... Let me look up how to do it on the Kobo...
14:05:03 2011/01/31

Jane Doe: <http://kobo.zendesk.com/entries/170578-how-to-change-the-font-size-or-style>
14:05:53 2011/01/31

Jane Doe: Were you able to view the link I sent?
14:06:11 2011/01/31

Patron: yes ty ty
14:07:05 2011/01/31

Jane Doe: You are very welcome! You are my first question about a Kobo, so this actually helps me too!
14:07:34 2011/01/31

Patron: for some reason i cant get my kobo to turn back on though
14:07:35 2011/01/31

Jane Doe: That could be bad....
14:07:46 2011/01/31

Patron: ok there it goes
14:08:04 2011/01/31

Patron: whew
14:08:06 2011/01/31

Jane Doe: yes, whew!
14:08:17 2011/01/31

Patron: it was thinking FREE BOOK
14:08:22 2011/01/31

Patron: YUK
14:08:24 2011/01/31

Patron: it needed to get over it
14:08:30 2011/01/31

Patron: HA
14:08:32 2011/01/31

Jane Doe: That's why we probably have to do these extra steps - because they don't want us to get free ebooks!
14:08:51 2011/01/31

Patron: RIGHT
14:09:17 2011/01/31

Patron: I love my kobo
14:09:24 2011/01/31

Patron: so glad the library is set up for this
14:09:34 2011/01/31

Patron: its amazing!
14:09:37 2011/01/31

Jane Doe: I agree, I have a Nook and I love it too!
14:09:49 2011/01/31

Jane Doe: I just lack the time I need to do all the reading I want to do...
14:10:02 2011/01/31

Patron: well thanks so much for all your help
14:10:07 2011/01/31

Patron: right
14:10:12 2011/01/31

Patron: have a great day Jane
14:10:21 2011/01/31

Jane Doe: You too! Enjoy your ebook!
14:10:31 2011/01/31

Jane Doe: It has been a pleasure chatting with you. Thank you for using Ask Us 24/7!
14:10:39 2011/01/31

Jane Doe: Librarian ended chat session.
14:10:48 2011/01/31

Jane Doe: Note: Set Resolution: Answered
14:10:50 2011/01/31

Example Transcripts of Difficult Questions – Finding Articles on a Topic, #1

Question Detail 6200332

Patron:	X <X@utica.edu>	Received:	2010/12/03 13:10:08
At:	Utica College (WNYLRC-A)	Assigned:	Unassigned
Status:	Closed	Type:	Chat Sessions
Wait Time:	23	Session Time:	1769
Resolution:	Answered		
Language:	English		
Status:	Closed		
IP Address:	72.237.4.150		
Referer:	http://www.utica.edu/academic/library/forms/researchinst.cfm		
Browser/OS:	Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.2.3) Gecko/20100401 Firefox/3.6.3		
Cobrowse:	No		
Category:	WNA		
Status:	Student		

Question History

Patron:
13:10:08 2010/12/03
Chat Transcript: I need to find resources on great white sharks that are peer reviewed

Librarian:
13:10:08 2010/12/03
Note: Patron's screen name: X

Jane Doe:
13:10:31 2010/12/03
Librarian 'Jane' has joined the session.

Jane Doe:
13:10:52 2010/12/03
Hello.

Jane Doe:
13:11:08 2010/12/03
So, you are doing a paper on great white sharks and need some peer reviewed articles?

Patron:
13:11:12 2010/12/03
hello

Patron:
13:11:30 2010/12/03
yes i cannot find any that i understand

Jane Doe:
13:12:40 2010/12/03
Sometimes that does get hard. Some of the articles are written with other professionals in mind and not necessarily for students beginning a study in the field. What databases have you tried so far?

Patron:
13:12:59 2010/12/03
sciencedirect

Jane Doe:
13:15:18 2010/12/03
That is a good database. Academic Search Premier is another good database that sometimes contains articles that aren't quite so

Jane Doe:
13:17:43 2010/12/03 "specialized."
I am unable to access that particular database at your school because I do not have a password provided. I will try searching in Academic Search Complete, which my library has, and see what kind of articles I can find. Okay?

Jane Doe:
13:18:10 2010/12/03 What class is this for?

Patron:
13:18:16 2010/12/03 Thank you,that would be awesome
!

Patron:
13:18:22 2010/12/03 oceanography

Jane Doe:
13:18:44 2010/12/03 What aspect are you focusing on for this assignment?

Patron:
13:19:18 2010/12/03 showing how great white sharks are not human eating machines like the one the one shown in jaws

Jane Doe:
13:20:17 2010/12/03 Cool. So you are basically examining survival patterns, eating habits, temperament, etc.

Patron:
13:20:32 2010/12/03 yeah things like that

Jane Doe:
13:21:41 2010/12/03 I found an article entitled "Sociable Killers" by Aidan R. Martin and Anne Martin in the journal, Natural History. Can you locate that article?

Patron:
13:22:16 2010/12/03 hold on

Patron:
13:24:23 2010/12/03 yes i was able to locate this article

Jane Doe:
13:24:28 2010/12/03 There is also an article entitled "Swimming with Sharks" by Carol Patton and Mark Vogel in the journal, Optometry Times. Apparently it is about an optometrist who dived with sharks. I don't know how "academic" it is, but it may show the friendliness of sharks.

Jane Doe:
13:24:42 2010/12/03 It is a peer-reviewed article.

Patron:
13:28:22 2010/12/03 what database is that in?

Jane Doe:
13:28:55 2010/12/03 I found it through Academic Search Complete. Let me see if I can send the article to you here.

Jane Doe:
13:29:45 2010/12/03 <http://web.ebscohost.com/ehost/pdfviewer/pdfviewer?vid=5&hid=13&sid=8b1a1d6d-33fa-4d2c-9159-f50838f8970b%40sessionmgr11>

Jane Doe:
13:30:55 2010/12/03 If you are unable to see that article, you may be able to access it through the web site. www.optometrytimes.com

Jane Doe:
13:31:06 2010/12/03 The article was published in December 2009

Patron:
thank you

13:32:14 2010/12/03

Jane Doe:

13:35:06 2010/12/03

Jane Doe:

13:35:16 2010/12/03

Patron:

13:35:39 2010/12/03

Jane Doe:

13:37:55 2010/12/03

Jane Doe:

13:38:40 2010/12/03

Jane Doe:

13:38:48 2010/12/03

Patron:

13:39:15 2010/12/03

Jane Doe:

13:39:31 2010/12/03

Jane Doe:

13:39:37 2010/12/03

Jane Doe:

13:39:42 2010/12/03

It is a tough subject to find just general information on.

What do you think of what we have found so far?

i think this information will be very helpful

I am currently looking in Science Direct. I limited the search to "journal" and "white shark" (after doing a general search for "great white shark") I found an article entitled "Why great white sharks are like serial killers" in The New Scientist. Just judging by the title, though, it sounds like it may say the opposite of what you want but it might be worth reading.

Also, you can look at the reference listed in articles (look at what those authors read in order to get the information they needed to write their article). Sometimes if you follow the trail you can find good information.

Is there anything else I can help you with today?

no thats it thank you

Thank you for using our chat service and have a great day!

Librarian ended chat session.

Note: Set Resolution: Answered

Example Transcripts of Difficult Questions – Finding Articles on a Topic, #2

Question Detail 5190477

Patron:	x<x@mail.buffalostate.edu>	Received:	2010/01/15 15:54:24
At:	Buffalo State College (WNYLRC-A)	Assigned:	Unassigned
Status:	Closed	Type:	Chat Sessions
Wait Time:	31	Session Time:	1508
Resolution:	Answered		
IP Address:	71.243.165.182		
Browser/OS:	Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.1.7) Gecko/20091221 Firefox/3.5.7 (.NET CLR 3.5.30729)		
Status:	Student		

Question History

Patron: Chat Transcript: Hi! I'm looking for three articles (one of them being peer reviewed) on the effects of religion in the home.
15:54:24 2010/01/15

Librarian: Note: Patron's screen name: X
15:54:24 2010/01/15

Jane Doe: Librarian 'Jane in NY' has joined the session.
15:54:55 2010/01/15

Jane Doe: Welcome to the Ask Us 24/7 chat service. My name is Jane, and I'll be your librarian.
15:55:02 2010/01/15

Patron: Hi Jane how are you?
15:55:23 2010/01/15

Jane Doe: Hi X, (I'm well, how are you?) I read your question, and I'll show you some databases where you can find articles pertaining to religion in the home
15:55:43 2010/01/15

Jane Doe: in term of effects, are you looking for the impact on family dynamics, or ethics, or what?
15:56:14 2010/01/15

Patron: Yes, I'm working on a research paper for a sociology class, so I'm trying to find information on those areas you mentioned as well as it's effect on societal ethics as well - and whether or not these effects are positive or negative.
15:57:37 2010/01/15

Jane Doe: ok, so there are a couple different "ways" to view this: one would be through a religious lense, and the other would be sociological
15:58:44 2010/01/15

Patron: Basically trying to umbrella these things under a facet of human behavior
15:58:45 2010/01/15

Patron: ok
15:59:00 2010/01/15

Jane Doe: To find databases that will give us articles from these viewpoints, we can go to your library's databases

15:59:51 2010/01/15 page, and search for databases by the subjects: religion and sociology

Jane Doe: <http://library.buffalostate.edu/research/articles.php>

15:59:53 2010/01/15

Jane Doe: did that open for you?

15:59:56 2010/01/15

Patron: Yes!

16:00:30 2010/01/15

Jane Doe: from the drop-down box, you can select your research subject, and that will in turn show you the databases that will give you articles aimed at that topic

16:00:52 2010/01/15

Jane Doe: so if we start with sociology, for example

16:01:16 2010/01/15

Jane Doe: and view the databases available (read the info about each one to get an idea) I see a database called "Sociology: A Sage full text collection" that has peer reviewed articles

16:02:08 2010/01/15

Jane Doe: that one looks promising, and fulfills your peer-reviewed requirement

16:02:30 2010/01/15

Jane Doe: I can't join you in the search, but when you click on that link, it should take you out to that database where you can do a keyword search such as "religion" AND "family"

16:03:07 2010/01/15

Jane Doe: does that make sense?

16:03:26 2010/01/15

Patron: Yes, I'm following along so far. This is extremely helpful!

16:03:47 2010/01/15

Jane Doe: wonderful. now, are your keyword searches giving you any articles that look promising? if not, try different combinations of words, but keep in mind that the more words you use, the less results you will get

16:04:23 2010/01/15

Patron: I'm getting some results, but nothing that seems to be hitting the nail on the head yet.

16:05:49 2010/01/15

Jane Doe: another tip is to find out what subjects are attached or tagged to each article. then you can use their wording to really get at what you want

16:06:05 2010/01/15

Jane Doe: or try a keyword search within your results if theyre are too many

16:06:31 2010/01/15

Jane Doe: theyre=there

16:06:43 2010/01/15

Jane Doe: use synonyms or different combos of words... like "family" AND "ethics" or "religion" AND "ethics"

16:07:59 2010/01/15

Jane Doe: or "religion" AND "values"

16:08:22 2010/01/15

Patron: ok I'm attempting to reword my search criteria

16:08:36 2010/01/15

Jane Doe: the key is to find the right combo of words
16:08:59 2010/01/15

Jane Doe: plus, don't forget that there are other databases that might have different results
16:09:46 2010/01/15

Patron: some of these combinations are yielding the same results
16:10:27 2010/01/15

Patron: yeah that's true too
16:10:37 2010/01/15

Jane Doe: right, you will get overlap if the same terms are attached
16:10:41 2010/01/15

Jane Doe: Also, try out some of the religion databases to get a theological aspect of family dynamics, and their research of family dynamic impacts
16:11:23 2010/01/15

Patron: Where would I go for religious databases?
16:12:08 2010/01/15

Jane Doe: ok, well, remember where we started searching, and we selected "sociology" from the drop-down box?
16:12:40 2010/01/15 this time, select religion

Jane Doe: <http://library.buffalostate.edu/research/articles.php>
16:13:23 2010/01/15

Jane Doe: this should give you databases with religious articles in the databases
16:14:09 2010/01/15

Jane Doe: how are things going?
16:15:48 2010/01/15

Patron: not too bad... I think I pretty much have the idea of how to navigate my way through here, I just need to play around with it now and do some searching!
16:16:31 2010/01/15

Jane Doe: ok, so you're ready to fly solo?
16:16:49 2010/01/15

Patron: I think so, thank you so much for your time Jane!
16:17:04 2010/01/15

Jane Doe: you're very welcome X. good luck with your research
16:17:20 2010/01/15

Patron: Thank you very much have a wonderful day!
16:18:03 2010/01/15

Jane Doe: you too!
16:18:14 2010/01/15