



We're excited to feature reference questions shared by our QuestionPoint community. If you have an interesting question and want to share your experience, tell us about it!

**What's your story?**

(<https://www.surveymonkey.com/r/ReferenceStories>)

## A better answer

A chat session is often much more than answering a question. It's a teaching moment. To show the way. Even just talking with a librarian can boost someone's confidence to dig deeper for resources (and ask more questions), which ultimately, gets to a better answer.

### Question:

**What are the pros and cons of animal cloning?**

**Answer:** Actually, this chat didn't get to an answer. The discussion focused on the research path. Paul's goal was to fill in the gaps and broaden the patron's research horizons. Some resources included .gov and .org websites, and Paul also introduced him to interlibrary loan. The patron was surprised that not only were print resources relevant, but he could get them from libraries well beyond his county. (Lesson about better research and the value of the library. Check!)

**Source:** Various sources including:

U.S. Food and Drug Administration's Animal Cloning website (<https://www.fda.gov/animalveterinary/safetyhealth/animalcloning/default.htm>)

The Mouse Genomes Project (<http://www.sanger.ac.uk/science/data/mouse-genomes-project>)

Opposing viewpoint books suggested for interlibrary loan



### Paul Chasen

Statewide Coordinator,  
Maryland AskUsNow!  
Enoch Pratt Free  
Library/Maryland State  
Library Resource Center  
(<http://www.askusnow.info>)  
QuestionPoint member library

"At the time, I was relatively new to reference, especially virtual reference. I cherished student questions because they were trying to find out who could help them with their research beyond the teachers, family and peers. I refer back to this chat experience often. I continue to believe students may be reluctant at first, but they truly do want to become information literate, and apply the chat experience on their own later."

## Love the question

### Evgeniya Naydina

Head of Reference & QP Administrator  
Russian State Library (<http://www.rsl.ru/>)