

**Maryland AskUsNow!
Training for New Staff**



A cooperative service
of Maryland libraries

Sample Session #1

Name: Brian
 Email:
 Library Card:
 Category: BALTIMORECOUNTY_MD
 Resolution Code: COMP
 Referer:
 UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)
 County: BaltimoreCounty
 Ippaddress: anonymous
 Librarycard: Yes
 Start Time: 2003-07-28 14:10:44 ET
 Service Time: 03:28

**What did the librarian do well?
What could be improved?**

Time	Name	Message
2003-07-28 14:10:45 ET	Brian	How much would I weigh on the moon if I weigh 100 pounds on earth?
2003-07-28 14:10:45 ET		A librarian will be with you in about a minute.
2003-07-28 14:10:55 ET		[MD Librarian - A librarian has joined the session.]
2003-07-28 14:11:47 ET	MD Librarian	Welcome to Maryland AskUsNow!. I am looking at your question now. It will be just a moment.
2003-07-28 14:13:22 ET	MD Librarian	I am sending you a web site with the answer.
2003-07-28 14:13:25 ET	MD Librarian	[Item sent] http://www.exploratorium.edu/ronh/weight/
2003-07-28	MD Librarian	You enter your Earth weight and the

14:13:57 ET		corresponding weight for the moon appears beneath a picture of the Moon.
2003-07-28 14:14:19 ET	MD Librarian	I hope that answers your question. Thank you for using MD AskUsNow!
2003-07-28 14:14:24 ET		Note to staff: COMP [MD Librarian - user has closed this session]

Sample Session #2

What did the librarian do well?
What could be improved?

Question Detail	
Patron: Anonymous Patron	
Wait Time: 73	Received: 15:10 2006/10/15 Session Time: 1176
Question: [0000000] Chat Transcript: i need an article about health ...any type of article.	
Referer:	
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)	
Cobrowse: No	
Category: MD_P	
County: Cecil	
librarycard: Yes	
Question History	
Patron: 15:10 2006/10/15	Chat Transcript: i need an article about health ...any type of article.
Librarian 1: 15:10 2006/10/15	Note: Patron's screen name: betty
Librarian 1: 15:11 2006/10/15	Librarian 'Librarian X' has joined the session.
Librarian 1: 15:12 2006/10/15	Hi Betty: Let me see what I can find for you. Please hold on a minute while I look for something to send you.
Librarian 1: 15:14 2006/10/15	Did you want me to email you a few articles for you to choose? I'd need your email address to do that. Otherwise you could just stay on the line while I find something to send right now. What would you prefer?

Patron: 15:15 2006/10/15	i'll wait for u
Librarian 1: 15:15 2006/10/15	Okay here is an article about women and heart disease. Is that the kind of thing you want?
Librarian 1: 15:15 2006/10/15	http://firstsearch.oclc.org/WebZ/FTFETCH?sessionid=fsapp12-36198-etbtg2sw-5444k0:entitypagenum=5:0:rule=100:fetchtype=fulltext:dbname=WilsonSelectPlus_FT:recno=6:resultset=2:ffformat=HTML:format=BI:isbillable=TRUE:numrecs=1:isdirectarticle=FALSE:entityemailfullrecno=6:entityemailfullresultset=2:entityemailffrom=WilsonSelectPlus_FT:
Patron: 15:16 2006/10/15	yes
Librarian 1: 15:16 2006/10/15	did you get that article?
Patron: 15:16 2006/10/15	no i didnt get it
Librarian 1: 15:17 2006/10/15	okay. I'll try to send it another way. just a sec.
Librarian 1: 15:17 2006/10/15	TITLE: Women's Wellness SOURCE: The Saturday Evening Post 278 no2 38 Mr/Ap 2006 COPYRIGHT: The magazine publisher is the copyright holder of this article and it is reproduced with permission. Further reproduction of this article in violation of the copyright is prohibited. To contact the publisher: http://www.satevepost.org/index.shtml Framingham Score Misses Women at Risk A widely used screening tool called the Framingham Risk Estimate (FRE) fails to identify approximately one-third of women likely to develop coronary heart disease, say researchers at Johns Hopkins Medical Institutions. "We wanted to verify if the Framingham score truly captured who was most at risk, but it turns out to have underestimated a large number of those who should be considered for preventive therapies," says study author Dr. Roger Blumenthal, an associate professor and director of the cardiology center at Johns Hopkins University School of Medicine and its Heart Institute. Based on findings, the team recommends cardiac CT scans for individuals with two or more risk factors, such as obesity, smoking or metabolic syndrome, plus a family history for heart disease. "Our best means of preventing coronary heart disease is to identify those most likely to develop the condition, and intervene with lifestyle changes and drug treatment before symptoms start to appear," says Dr. Blumenthal. "The goal is to strongly consider therapies, such as aspirin, cholesterol-lowering medications and, possibly, blood pressure medications for individuals at higher risk, so that heart attacks will be less likely to occur in the future." In one study, researchers calculated each woman's Framingham score and found that 98 percent were gauged to be at very low risk for future CHD. However, when the results were contrasted with CT-scan measurements of calcium buildup in

	<p>the arteries, they found that one-third of women originally classified as very low risk actually had coronary atherosclerosis, a hardening and narrowing of the arteries that can lead to heart attacks if not controlled with drug therapy along with diet, exercise and other lifestyle changes. In a related, second investigation comparing the FRE results to calcium scores. 84 percent (408 of 489) of the women classified as low risk by FRE actually had some coronary atherosclerosis. Twenty percent of those who were classified at intermediate risk by FRE had signs of advanced atherosclerosis. Sniffing Out Cancer Researchers in California report they have trained dogs to detect lung cancer in breath samples of cancer sufferers with near-perfect consistency. For breast cancer, the dogs--three Labradors and two Portuguese water dogs--accurately detected the disease in 88 percent of the samples. The intriguing findings demonstrate detectable differences in the breath of cancer patients, raising the intriguing possibility of developing noninvasive breath tests to screen for cancer in the future. Tumors release small amounts of odorous chemicals not found in healthy tissue. Additional studies will analyze and identify the mix of chemicals that the dogs are able to smell. Exercise Wards Off Dementia, Depression During a Post interview, the wife of one of the country's leading experts on aging told us that she combats the blues by running, adding, "No depression can stand a 5K run!" Her husband, Dr. Walter Bortz, is also a runner, completing numerous marathons across the globe from Boston to Athens, Dr. Bortz, widely recognized expert on aging and author of Living Longer for Dummies, stresses that the keys to successful aging are physical and mental activity, coupled with a healthy dose of humor. "If you are lucky, you will grow old," says Dr. Bortz. "The alternative is no fun at all." A videotaped interview with Dr. and Mrs. Botrz is available. For purchasing information, call Nancy at 800-558-2376 or log on to www.stevepost.Org. Click on "Health Show Videos" (listed under "Popular Items") and then on "Healthy Aging."</p>
<p>Librarian 1: 15:18 2006/10/15</p>	<p>Did you get it that way?</p>
<p>Patron: 15:18 2006/10/15</p>	<p>i got a page but not an article it looks like the article is where u type things'</p>
<p>Patron: 15:19 2006/10/15</p>	<p>and everytime i try to click on an article it says the page cannot be displayed</p>
<p>Librarian 1: 15:20 2006/10/15</p>	<p>I just sent you the entire text of the article entitled "exercise wards off dementia: did you get that in the text box?"</p>
<p>Librarian 1: 15:20 2006/10/15</p>	<p>TITLE: Women's Wellness SOURCE: The Saturday Evening Post 278 no2 38 Mr/Ap 2006 COPYRIGHT: The magazine publisher is the copyright holder of this article and it is reproduced with permission. Further reproduction of this article in violation of the copyright is prohibited. To contact the publisher: http://www.satevepost.org/index.shtml Framingham Score Misses Women at Risk A widely used screening tool called the Framingham Risk Estimate (FRE) fails to</p>

identify approximately one-third of women likely to develop coronary heart disease, say researchers at Johns Hopkins Medical Institutions. "We wanted to verify if the Framingham score truly captured who was most at risk, but it turns out to have underestimated a large number of those who should be considered for preventive therapies," says study author Dr. Roger Blumenthal, an associate professor and director of the cardiology center at Johns Hopkins University School of Medicine and its Heart Institute. Based on findings, the team recommends cardiac CT scans for individuals with two or more risk factors, such as obesity, smoking or metabolic syndrome, plus a family history for heart disease. "Our best means of preventing coronary heart disease is to identify those most likely to develop the condition, and intervene with lifestyle changes and drug treatment before symptoms start to appear," says Dr. Blumenthal. "The goal is to strongly consider therapies, such as aspirin, cholesterol-lowering medications and, possibly, blood pressure medications for individuals at higher risk, so that heart attacks will be less likely to occur in the future." In one study, researchers calculated each woman's Framingham score and found that 98 percent were gauged to be at very low risk for future CHD. However, when the results were contrasted with CT-scan measurements of calcium buildup in the arteries, they found that one-third of women originally classified as very low risk actually had coronary atherosclerosis, a hardening and narrowing of the arteries that can lead to heart attacks if not controlled with drug therapy along with diet, exercise and other lifestyle changes. In a related, second investigation comparing the FRE results to calcium scores, 84 percent (408 of 489) of the women classified as low risk by FRE actually had some coronary atherosclerosis. Twenty percent of those who were classified at intermediate risk by FRE had signs of advanced atherosclerosis.

Sniffing Out Cancer Researchers in California report they have trained dogs to detect lung cancer in breath samples of cancer sufferers with near-perfect consistency. For breast cancer, the dogs--three Labradors and two Portuguese water dogs--accurately detected the disease in 88 percent of the samples. The intriguing findings demonstrate detectable differences in the breath of cancer patients, raising the intriguing possibility of developing noninvasive breath tests to screen for cancer in the future. Tumors release small amounts of odorous chemicals not found in healthy tissue. Additional studies will analyze and identify the mix of chemicals that the dogs are able to smell.

Exercise Wards Off Dementia, Depression During a Post interview, the wife of one of the country's leading experts on aging told us that she combats the blues by running, adding, "No depression can stand a 5K run!" Her husband, Dr. Walter Bortz, is also a runner, completing numerous marathons across the globe from Boston to Athens, Dr. Bortz, widely recognized expert on aging and author of *Living Longer for Dummies*, stresses that the keys to successful aging are physical and mental activity, coupled with a healthy dose of humor. "If you are lucky, you will grow old," says Dr. Bortz. "The alternative is no fun at all." A videotaped interview with Dr. and Mrs. Botrz is available. For purchasing information, call Nancy at 800-558-2376 or log on to www.stevepost.org. Click on "Health Show Videos" (listed under "Popular Items") and then on

	"Healthy Aging."
Patron: 15:21 2006/10/15	im confused here?
Librarian 1: 15:21 2006/10/15	Did you get that?
Librarian 1: 15:22 2006/10/15	Okay. Let me try to find something else for you. Just one second please.
Patron: 15:22 2006/10/15	the thing with all the words where weve been typing or the page
Librarian 1: 15:23 2006/10/15	the thing with all of the words where we've been typing. But I also found a nice article and I'll send you the entire page. just a sec.
Librarian 1: 15:23 2006/10/15	http://www.nlm.nih.gov/medlineplus/news/fullstory_39754.html
Librarian 1: 15:24 2006/10/15	that was an article about women quitting smoking from Medline Plus. Did you get that?
Patron: 15:25 2006/10/15	no it says the page cant b displayed
Librarian 1: 15:27 2006/10/15	Well, I'll be glad to email you the articles. I've got several appropriate ones for you. Can you share your email address with me? I don't know why the articles aren't coming across the service this afternoon. It usually isn't a problem. If you give me your email I'll send you several articles.
Librarian 1: 15:29 2006/10/15	http://web.ebscohost.com/ehost/detail?vid=6&hid=118&sid=47f46647-1213-49b6-9533-aeb8a3f50e94%40sessionmgr107
Patron: 15:29 2006/10/15	Patron is no longer connected.
Librarian 1: 15:30 2006/10/15	Note: Set Resolution: Followup By Patron's Library

Sample Session #3

Name: anonymous
Email: anonymous
Library Card:
Category: MONTGOMERY_MD
Resolution Code: WCS-GONE
Referer: <http://www.montgomerylibrary.org/branchinfo/askusnow.asp>
UserAgent: Mozilla/4.0 (compatible; MSIE 5.5; Windows 98; YComp 5.0.0.0)
County: Howard
Ippaddress: anonymous
Librarycard: No
Virtcategory: MONTGOMERY_MD
Start Time: 2003-07-15 18:51:41 ET

**What did the librarian do well?
What could be improved?**

Time	Name	Message
2003-07-15 18:51:42 ET	anonymous	how do people have babes
2003-07-15 18:51:42 ET		A librarian will be with you in about a minute.
2003-07-15 18:51:57 ET		[MD Librarian 1 - A librarian has joined the session.]
2003-07-15 18:53:00 ET	MD Librarian 1	hello anonymous
2003-07-15 18:53:03 ET	anonymous	how do people have kids
2003-07-15 18:54:14 ET	MD Librarian 1	Just what people are you referring too? please be more specific
2003-07-15 18:54:52 ET	anonymous	do you know how they have kids

2003-07-15 18:55:28 ET	anonymous	anyone
2003-07-15 18:55:41 ET	anonymous	a guy and girl
2003-07-15 18:56:49 ET	anonymous	any one like a man and a woman
2003-07-15 18:57:22 ET	MD Librarian 1	please be more specific. goats have kids. just what is it you would like to know
2003-07-15 18:58:13 ET	anonymous	i am talking about a person, a woman and man
2003-07-15 18:58:30 ET	anonymous	how do they get a baby
2003-07-15 18:59:09 ET	anonymous	do u know
2003-07-15 18:59:29 ET	anonymous	how is it formed '
2003-07-15 18:59:56 ET	anonymous	does it just fall out of the sky r somin
2003-07-15 19:00:35 ET	MD Librarian 1	How old are you?
2003-07-15 19:00:40 ET	anonymous	so u dont know
2003-07-15 19:00:52 ET	anonymous	15
2003-07-15 19:01:25 ET	anonymous	cause i am going to be 16 in a week
2003-07-15 19:01:40 ET	anonymous	so i would like to know
2003-07-15 19:02:13 ET	anonymous	so are you going to tell me
2003-07-15 19:03:14 ET	anonymous	are you

2003-07-15 19:04:11 ET	anonymous	hello????
2003-07-15 19:05:02 ET	anonymous	your not talking
2003-07-15 19:05:52 ET	anonymous	should i end call
2003-07-15 19:06:19 ET	anonymous	because i really want to know\
2003-07-15 19:07:00 ET		[anonymous - has disconnected]
2003-07-15 20:02:20 ET		Note to staff: WCS-GONE [247 Ref Supervisor gd has closed this session]

Sample Session #4

What did the librarian do well?
What could be improved?

Question Detail	
Patron: Anonymous Patron	
Wait Time: 11	Received: 19:08 2006/10/12
	Session Time: 2979
Question:	[0000000] Chat Transcript: Hello. I need an explanation on Shakespeare's Sonnet #18 (also called Shall I compare thee to a summer's day). PLease. Thanks in advance!
Referer:	
Browser/OS:	Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)
Cobrowse:	Yes
Category:	MD_P
County:	St. Mary's
librarycard:	Yes
connection:	Hi-speed
Question History	
Patron: 19:08 2006/10/12	Chat Transcript: Hello. I need an explanation on Shakespeare's Sonnet #18 (also called Shall I compare thee to a summer's day). PLease. Thanks in advance!
Librarian 1: 19:08 2006/10/12	Note: Patron's screen name: Jennifer
Librarian 1: 19:08 2006/10/12	Librarian 'MD XYZ Librarian Roger' has joined the session.
Librarian 1: 19:08 2006/10/12	Welcome to Maryland AskUsNow! I'm reading over your question and will be with you in just a moment.
Patron:	Okay...terrific!

19:09 2006/10/12	
Librarian 1: 19:10 2006/10/12	Hi, Jennifer. It looks like you're a patron of the St Mary's County public library, is that right?
Patron: 19:11 2006/10/12	Yes. That's right.
Librarian 1: 19:12 2006/10/12	OK, great. When you say you're looking for an explanation of the sonnet, is there anything in particular you're looking for, or just some general commentary on the meaning of the sonnet?
Patron: 19:14 2006/10/12	Well, I'm having a difficulty understanding it, so I guess I just need something to just explain it and help me understand it, if that was any help at all.
Librarian 1: 19:15 2006/10/12	OK, sure. Let me see what I can find. I'm going to start by looking at your library's Web site to see if they might have some databases that could assist you.
Patron: 19:16 2006/10/12	Okay. Thank You! Your site has helped me several times, so I'm not going to doubt you! :-)
Librarian 1: 19:16 2006/10/12	Great. Hope I don't disappoint. :)
Librarian 1: 19:17 2006/10/12	http://www.stmalib.org/
Librarian 1: 19:17 2006/10/12	If you'd like to look along with me, I'm going to look at the Literature Resource Center database. Just click on "online research" on your library's homepage.
Patron: 19:18 2006/10/12	Okay. I did that.
Librarian 1: 19:19 2006/10/12	Alright, now click to let it know if you're in the library or not...
Patron: 19:19 2006/10/12	No. I'm not.
Librarian 1: 19:20 2006/10/12	then click on... "Click here if you are at home, school, office, etc..."
Patron: 19:20 2006/10/12	Okay...did that
Librarian 1: 19:21 2006/10/12	Good. now select the "literature" link
Patron: 19:22 2006/10/12	Okay...I did that also
Librarian 1: 19:22 2006/10/12	And once you're there, select the second link down the Literature Resource Center

Patron: 19:22 2006/10/12	Okay...
Librarian 1: 19:24 2006/10/12	Alright, when you're in the database, type "Sonnet 18" under "Enter the title of a work" and enter "Shakespeare" in the box under "narrow your search by author name"
Librarian 1: 19:24 2006/10/12	...then click search
Patron: 19:26 2006/10/12	It said that I didn't have access to the database.
Librarian 1: 19:26 2006/10/12	OK, just a sec...
Patron: 19:27 2006/10/12	Okay, sorry. Thank You.
Librarian 1: 19:27 2006/10/12	No problem. Did it prompt you for your library card number?
Patron: 19:29 2006/10/12	Yes, but once I typed it said it was invalid. I did it 3 times and still didn't work.
Librarian 1: 19:31 2006/10/12	Alright, for the moment what I can do is email you the two articles it found dealing specifically with sonnet 18 if you'd like to provide me with your email address
Patron: 19:32 2006/10/12	Yes that's fine it's xxxx@xxxx.net. I'm sorry for the inconvenience.
Librarian 1: 19:33 2006/10/12	No problem. Just a moment while I send those along to you. If you'd like to open up your email in another window, you can make sure you receive them before we finish up.
Patron: 19:35 2006/10/12	I didn't receive it yet.
Librarian 1: 19:36 2006/10/12	OK. YOU should be receiving two emails shortly. You may need to click "check mail" or some similar link on your email in order to receive it.
Patron: 19:36 2006/10/12	Okay...hang on one second...
Librarian 1: 19:36 2006/10/12	It can sometimes take a minute or two before reaching its final destination.
Patron: 19:38 2006/10/12	I didn't get it yet, but just in case I don't can you tell me the sites so that I can write them down, please?
Librarian 1: 19:40 2006/10/12	These two articles are available through this database, and are not on Websites you could get to without going through this database. I'm looking around online for some other commentary on this sonnet, just in case those emails don't work.
Patron:	Okay, thank you so very much!

19:40 2006/10/12	
Librarian 1: 19:40 2006/10/12	You might also contact your local library to see if they have any specific advice as to why your library card is coming up invalid for using the database.
Patron: 19:41 2006/10/12	Yes... thank you.
Librarian 1: 19:44 2006/10/12	I'm not finding anything much on the Web so far, so I've got another idea. Rather than emailing you directly from the database, which I tried to do before, I'm going to email the articles to you from my work email address. One moment while I get that ready...
Patron: 19:45 2006/10/12	Well, That should do it. Thanks for your help. You have no idea how much you've helped me. I will be returning soon. Have a blessed evening. God bless you and keep you is my prayer for you. Thanks again!
Librarian 1: 19:46 2006/10/12	If you'd like to stay on the line we can make sure you get that. Just a moment while I make sure I have your email still...
Patron: 19:47 2006/10/12	Okay...that's great!
Patron: 19:49 2006/10/12	Do you have the email address? It's xxxx@xxx.net just in case...
Librarian 1: 19:51 2006/10/12	Thanks. It just took me a minute to copy and paste. I've sent that along now (this time, both articles in just one email message). Have you gotten it yet?
Patron: 19:51 2006/10/12	I GOT IT!!!! YES!!!
Librarian 1: 19:52 2006/10/12	AT last! good. Take a look, do these look like they will help?
Patron: 19:54 2006/10/12	Oh my gosh yes! These are great! Thank you for going thru this headache just to get me what I needed. It shows me that you care. Thank you, thank you, and again, thank you!
Librarian 1: 19:54 2006/10/12	No headache. You're welcome (x3)...Thanks for using AskUsNow!
Patron: 19:55 2006/10/12	Thank you! Have a blessed evening!
Librarian 1: 19:55 2006/10/12	Same to you :)
Patron: 19:56 2006/10/12	Goodbye and thanks again!
Librarian 1: 19:56 2006/10/12	bye, now
Patron:	Bye-Bye!

19:57 2006/10/12	
Librarian 1: 19:57 2006/10/12	You can go ahead and click on End Session. Bye!
Patron: 19:57 2006/10/12	Patron ended chat session.
Librarian 1: 19:58 2006/10/12	Note: Set Resolution: Answered