

Getting in Synch with Screenagers: Virtual Reference and Sustaining the Relevance of Libraries

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Power Point Slides and handouts for today's presentation will be available at the *Seeking Synchronicity* web site: <http://www.oclc.org/research/projects/synchronicity/>

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Positive Transcript Example "Battle of the Somme"

1	User 07:17 2006/09/17	Chat Transcript: why was the battle of the somme regarded as such a military tragedy?
2	Librarian 07:18 2006/09/17	Hello - do I now have you in two sessions?
3	L 07:18 2006/09/17	As I mentioned, we answer the UK service when they are closed...
4	U 07:18 2006/09/17	oh sorry
5	U 07:19 2006/09/17	what is the name of the uk site?
6	L 07:19 2006/09/17	Also, if you enter an email address when you login you will receive a transcript of the sessions with all the site links we find...
7	U 07:20 2006/09/17	oh how can i give you my email?
8	U 07:20 2006/09/17	do i just type it in now?
9	L 07:20 2006/09/17	The UK service is called Enquire, and is part of the People's Network...
10	L 07:21 2006/09/17	I won't be able to access your session after we close, as it will be in the Enquire service's archive...
11	U 07:21 2006/09/17	what is the name of the website?
12	U 07:21 2006/09/17	oh ok
13	L 07:21 2006/09/17	This is the UK site: http://www.peoplesnetwork.gov.uk/
14	L 07:22 2006/09/17	On the left you see an orange Enquire button...
15	U 07:23 2006/09/17	but i clicked on it and it opened another conversation with you
16	L 07:23 2006/09/17	In Google and other search engines you can use quotation marks to search for phrases: "Battle of the Somme" - and you can add words to this search, such as - weapons
17	L 07:24 2006/09/17	Yes, that button is a login link...
18	L 07:24 2006/09/17	The UK service is closed now, so we answer it...
19	U 07:25 2006/09/17	oh i see... so tell me if this is right, when ever the uk service is open, i will be connected to them but then when it closes, i automatically connect to you? is that right?
20	U 07:26 2006/09/17	coz i was kind of confused b4 lol
21	L 07:26 2006/09/17	Yes, correct...

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Positive Transcript Example, *continued*

22	U 07:27 2006/09/17	kk lol fanx
23	U 07:27 2006/09/17	also another thing, how can i begin my introduction? how do i start it off?
24	U 07:28 2006/09/17	and what does content talk about?
25	L 07:29 2006/09/17	By "contents" I mean the web encyclopedia Wikipedia's table of contents...
26	L 07:30 2006/09/17	Here is a good site on how to write an introduction to an essay: [Page sent]
27	L 07:31 2006/09/17	The Wikipedia article begins by saying: "The 1916 Battle of the Somme was one of the largest battles of the First World War, with more than one million casualties, and also one of the bloodiest battles in human history."
28	L 07:33 2006/09/17	Although studies have found that overall Wikipedia can be quite reliable, articles are not reviewed and accuracy cannot be assured. Information may need to be checked in other resources...
29	U 07:33 2006/09/17	oh! i need one more paragraph. i am talking about weapons, life in the trenches,casualties,tactics/planning and i need one more to fit in before the conclusion so what can i talk in the last paragraph?
30	L 07:34 2006/09/17	Here is that writing site's section on writing a conclusion: [Page sent]
31	L 07:35 2006/09/17	An often used writing tip is: "Remember this rule of writing: Tell them what you're going to say; say it; then tell them what you said."
32	U 07:36 2006/09/17	cool
33	U 07:37 2006/09/17	so what can i talk about in the final paragraph?
34	L 07:37 2006/09/17	Yes, that's a useful short summary of a paper's structure...
35	L 07:38 2006/09/17	Well, you asked why the battle was such a tragedy - your conclusion can summarize why it was...
36	U 07:38 2006/09/17	oh ok
37	U 07:39 2006/09/17	well i am going now but if i need more help in the future, can i come back here again for help?
38	L 07:39 2006/09/17	You can also add some larger perspective, such as that quote from British historian Gary Sheffield: "The battle of the Somme was not a victory in itself, but without it the Entente would not have emerged victorious in 1918."
39	L 07:40 2006/09/17	This is another site with the same quote: [Page sent]
40	L 07:40 2006/09/17	Yes, you can use this service anytime...
41	L 07:41 2006/09/17	Try the UK service, and if they are closed, ours will answer, 24/7...

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Positive Transcript Example, *continued*

42	U 07:41 2006/09/17	oh ok thank you so much for all your help, im sure that i will use this service next time as it has been so useful. can you just remind me of the name of this site again
43	L 07:42 2006/09/17	You're welcome and good luck!
44	L 07:42 2006/09/17	The UK service is called Enquire...
45	L 07:42 2006/09/17	You can just search for that word and you will find it...
46	L 07:43 2006/09/17	[Page sent]

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Negative Transcript Example “Mental Illness”

1	U 19:30 2006/06/15	Chat Transcript: How manu pple have sufered from mental illness over the past 10 years and which age groups? Which kinds of mental illness are most prevalent in Australia?
2	L 19:30 2006/06/15	
3	U 19:33 2006/06/15	HELLO HELLO
4	L 19:33 2006/06/15	Hello, I am from [Library Name] - I will search for you
5	U 19:33 2006/06/15	U FIND ME SOME INFO ON THIS IN THE NEXT 30 MINUTES PLZ
6	L 19:33 2006/06/15	Have you done any looking yet yourself?
7	L 19:34 2006/06/15	Have you tried the Australian Bureau of Statistics?
8	U 19:34 2006/06/15	YEA BUDDY I AM LOOKIN NOW
9	U 19:34 2006/06/15	HAVE U
10	L 19:35 2006/06/15	Why do you require the information in the next 30 minutes?
11	U 19:35 2006/06/15	BECAUSE THAT IS WHEN MY CLASS ENDS
12	L 19:36 2006/06/15	Sending URL
13	L 19:37 2006/06/15	[Page sent]
14	L 19:38 2006/06/15	Sending URL
15	L 19:38 2006/06/15	Where have you looked so far?
16	U 19:41 2006/06/15	every where
17	L 19:41 2006/06/15	[Page sent]
18	L 19:42 2006/06/15	[Page sent]
19	U 19:42 2006/06/15	i have already found that info champ
20	L 19:43 2006/06/15	Your behaviour is not appropriate. I am terminating the session now.

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