Question:
I HAVE 2 DOLLS A BRU JNE11 AND A BRU JNE 13 AND LOOKING FOR AN ESTIMATE OF VALUE

name: 
from: 
confirm: 
location: HERMISTON,OREGON 
area: General Reference 
reason: TO FIND OUT VALUE OF ANTIQUE DOLL  
school: No 
sources_consulted: BROWSED A LONG TIME ON INTERNET CONSULTED SEVERAL ANTIQUE EXPERTS TO NO AVAIL

Greetings from ipl2!
Thank you for submitting your question on the value of the BRU JNE 11 and BRU JNE 13 antique dolls. I have found some sources that I think will assist you in estimating the value of your dolls.
According to what I have found, it appears your dolls could be worth between $10,000 and $20,000 depending on the condition and model of each doll.
1. DollReference.com describes the Bru Jne & Cie Company and the dolls they produced. Pictures are also included. This will give you some background on the company and a description of both your dolls. It also offers a link to Ebay.com so you can view what Bru Jne 11 and 13 dolls are selling for today.

http://www.dollreference.com/bru_jne_cie_dolls.html

DollReference.com is a guide consisting of over 5000 descriptions, photos and markings of dolls made in from all eras. It is the biggest online resource for identifying dolls. I chose to use this source because it offered the largest description of the Bru Jne dolls.

2. Antiques Roadshow offers a video of an appraisal on a Bru Jne doll. The appraiser gives a brief history and description of the Bru Jne doll. Although the doll has a hairline crack, she is still valued at $12,000 - $15,000.

Antiques Roadshow is produced for the Public Broadcasting Service. Antiques Roadshow features specialist appraisers from the top auction company’s in the United States. I chose to use this source because of its excellent reputation for accuracy in appraisal.

3. Warmans Companion: Collectible Dolls, written by Dawn Herlocher, offers a section dedicated to Bru Jne dolls broken down by doll model, name, material and size. The prices are based on dolls in good condition. However, the author provides you with a table that can help you estimate the condition of your doll and value it accordingly. The Bru Jne doll values in this book are between $3,000 - $40,000 depending on condition and model.


I chose Warmans Companion: Collectible Dolls because the author focuses on the top 100 dolls that collectors are most likely to discover. The author states that she is in constant contact with doll dealer, auctioneers, show promoters and brokers. This is a print resource that we are recommending to you. We encourage you to take this citation to your local library, which may have a copy of this publication and be able to provide this resource to you for free. Your library may also be able to obtain this resource through interlibrary loan services or some other means, or they may be able to recommend a similar resource. We suggest asking a local librarian for assistance.

To find a library you can try the sites listed on the ipl2's Library Locator page:

http://ipl.org/div/liblocator/

The first and second sources I found using the online search engine Bing.com. (Link Below)
www.bing.com
The first source was found by searching the phrase <BRU JNE Dolls>.
The second source was found by searching the phrase <values BRU JNE Dolls>.
The third source I located from a woman I know who collects antique dolls and makes reproduction antique dolls as a hobby. I hope that these sources help you in valuing your dolls. If you need more assistance, please don’t hesitate to write back. Thanks for visiting ipl2!
Hi, Abbey,

Thank you for answering this question. It sounds like you did a great deal of research to find applicable resources for the patron.

The resources that you found are very good and I am sure they will be helpful to the patron. I particularly like the Antiques Roadshow resource that you found. It was also very interesting that you consulted with someone you know who is an "expert" in the topic and had recommendations for sources from them. Your descriptions and summaries are excellent.

- For the future, it is generally a good idea to stay away from quoting prices of anything - particularly in the introduction as an "answer". First, just because someone is selling something for a certain price doesn't mean people are willing to pay that price, but also it isn't our area of expertise to quote prices.

- If you encounter a similar question in the future, one resource that could be helpful is the Pathfinder in the ipl2 collection:

http://www.ipl.org/div/pf/entry/48439

- If you want to go an extra step for print sources, you can find the URLs for the catalog entries on WorldCat for the books and provide those along with the citations and information about the books. That isn’t a requirement, but could be helpful to the patron to be able to see the book, some additional information about it, and also locate other nearby libraries that have the book if they want to do so.

- Your search description should include the complete URL for your search tool(s) (on a separate line with a blank line before and after so that the link becomes active in the response for the patron). Here is the section of the ipl2 Training Manual that talks about Search Descriptions:

http://training.ipl.org/backroom/refvols/students/module1.html#search

Thanks again!
Best,
Jennifer H., ipl2 staff

Log: ipl2 Question One
Sources I consulted and strategies I used:
I spent between three and four hours researching and answering this question. Finding reputable information on this topic was difficult. There are plenty of people who dedicate websites to antique dolls, but these sites mostly consist of pictures, opinions and experiences. There was little information on the value of the BRU dolls.

First I tried the ipl2 site, which didn’t result in any findings. Next, I searched Bing.com with several different terms:

- BRU JNE 11
- BRU JNE 13
- Antique dolls BRU
- BRU JNE antique dolls
- Value of BRU antique dolls
- Antique doll values

Through this search I was able to locate the DollReference.com and Antiques Roadshow sources. Next I consulted an acquaintance who collects and makes reproduction antique dolls. She offered me her latest doll value guides which offers estimated values of hundreds of antique dolls, including the BRU JNE dolls. I was hoping to not have to use a book, because I know this can be difficult for the patron to access, but it was my only option to answer the question accurately.

Critique indicating my level of satisfaction with my answer:
I am satisfied with the answer I provided. My first source I offered was a description of the different models of BRU JNE dolls. I thought this was important to provide so she could decipher which models her two dolls are. The model affects the value of the doll. I then provided two sources that valued BRU JNE dolls. Both sources quoted around the same dollar figure, so I felt confident in my answer.

What I would do differently in the future:
If I could answer this question again, instead of using two internet resources, I would use one followed by two book sources. I would have still used the DollReference.com to give the patron a history and description of the BRU JNE dolls. But then would have used two doll value guides. I would do this because I feel that the doll value guides are much more accurate in their value assessment than any of the sources I found online. I struggled with this even before I submitted my answer, but felt as though the patron most likely wanted sources she could view right away.
Question:
I would like examples of criteria that could be used to evaluate job recruitment methods? Behavioural, performance, etc.

name:
from:
confirm:
location: Ottawa, Ontario, Canada
area: Other
reason: School assignment
school: Yes
sources_consulted: tried to search on this site but without luck

Greetings from ipl2!
Thank you for submitting your question for examples of job evaluations, performance evaluations, and recruitment methods. I have found some sources that I think will answer your question.

1. Buzzle.com discusses how to effectively recruit employees. It offers a description of recruiting strategies and stages of recruitment. At the bottom of the article it there are links to take you How to Find and Hire the Right Employees and Biggest Hiring Mistakes Employers Make to help you further understand recruitment.

http://www.buzzle.com/articles/recruiting-strategies.html

Buzzle.com is an online resource that caters to quenching peoples thirst for knowledge. I chose Buzzle.com because they have over 5000 topics and serve people of diverse age groups and varied interests. They have a staff of writers that strive not just to inform but to inspire their readers.

2. Buzzle.com also offers an explanation of what an employee evaluation is. This article discusses how you can draft your own employee evaluation and gives several factors to consider including in your draft. At the bottom of the article there are links to take you to Employee Evaluation Templates, Performance Review Examples, and Employee Evaluation Criteria.

http://www.buzzle.com/articles/performance-evaluation-examples.html

This link is quite long and could break, so here is a shortened version for your convenience.
Buzzle.com is an online resource that caters to quenching people's thirst for knowledge. I chose Buzzle.com because they have over 5000 topics and serve people of diverse age groups and varied interests. They have a staff of writers that strive not just to inform but to inspire their readers.

3. Formsmax.com offers numerous sample templates for Performance Review, Performance Evaluation and Performance Appraisal. This website offers a visual example of criteria for performance reviews. You can alter these forms to fit your specific needs.

Formsmax.com offers a large collection of free downloadable templates for business, legal and personal needs. Their team dedicates thousands of hours to this the selection and organization of the website to save people time and money. I chose Formsmax.com because they have their own team of qualified editors consisting of software engineers and web designer.

The first and second sources I found using the online search engine Bing.com. (Link Below)

The first source was found by searching the phrase <job recruitment strategies>.
The second source was found by searching the phrase <job recruitment evaluation>.
The third source I found using the online search engine Google.com. (Link Below)

I hope that these sources help you with your school assignment on job evaluations, performance evaluations, and recruitment methods. If you need more assistance, please don’t hesitate to write back.

Thanks for visiting ipl2!

Hi Abbey,

You've done a good job providing two sources for the user's question about criteria for evaluating job recruitment method. The sources you chose were helpful, and you clearly communicated your reasons for choosing each source. Nice work!

While you clearly explained your reasons for choosing each site,
it would be helpful to give the user objective reasons for selecting each source, instead of subjective information like "staff of writers that strive not just to inform but to inspire their readers." How many visitors does Buzzle have each month? Has the site received any awards for quality or information? Who is the parent company that owns the site? Is it a well-known or reputable company? While the About section of a website can contain helpful information that will provide answers to these questions, it's not meant to be used without evaluation. Please see the Training Manual here for more information:

http://training.ipl.org/backroom/refvols/students/module5.html

Also, when you provide links to the search engines you used, the links you sent weren't live because the complete search links weren't provided. The links must have the < http:// > included with the rest of the URL to make them live, so users can click on them.

However, these are minor issues in an otherwise solid response. The tone of your answer was polite and courteous throughout, and the search descriptions you provided were clear and easy to follow. Good job!

Best,
Miki, ipl2 staff

Log: ipl2 Question Two

Sources I consulted and strategies I used:
I spent three hours researching answering this question. I was very surprised at how difficult it was to find good information on this topic. Most of the websites I visited only offered a few paragraphs of explanation. Needless to say they were not that informative.

First I tried the ipl2 site, which didn’t result in any findings. Next, I searched Bing.com with several different terms:

Employee recruitment methods
Employee recruitment strategies
Job evaluation
Performance evaluation
Performance evaluation templates
Performance evaluation samples
Employee performance evaluation templates
I searched Bing.com for the majority of the time that it took me to complete this question. After feeling as though I had exhausted the search I changed to Google.com. To my surprise I found the Formsmax.com website fairly quickly, which gave me what I was looking for. I felt it was important to provide free template examples in my answer. I considered using eHow.com but the information was not of the same quality as Buzzle.com. I even tried to search for articles from online newspapers and journals but couldn’t find anything of substance.

Critique indicating my level of satisfaction with my answer:
I am satisfied with the answer I provided. My first two sources offered an explanation of Job Recruitment methods and Employee Evaluation Methods. They also offered links to more articles on the subjects and templates to use. My third source offered several free downloadable templates for Performance Evaluations. I felt it was important to include templates so that my patron could visually see what an Employee Evaluation looked like and relate that to the explanations offered by the first two sources.

What I would do differently in the future:
I am a little disappointed I was not able to find three different sources for information. The first two sources came from the Buzzle.com website. However, this website was the most informative site I could find on this topic. After I submitted my answer, I thought about how I could have searched and possibly found real examples of employee evaluation processes from different companies. If I could do it over again I would have tried this.

Ipl2 – Reference Question Number Three

Question:
Where does the Indian Paintbrush name come from? Hint: This is a flower!

ame: k
from:
confirm:
location: newark nj unitedstates
grade: 6th
area: Literature
school: Yes
length: Other (6)
sourceschecked: duckster.com
50states.com
factmonster.com
dontuse: google.com

Greetings from ipl2!
Thank you for submitting your question about how the flower, the Indian Paintbrush, got its name. Here are several sources to help answer your question.
1. Wikipedia.com offers some general information on the plant species Castilleja, also known as the Indian Paintbrush. This link will tell you about the flowers ecology and what it is used for. This link also will show you pictures of the different Castilleja species and tell you their nicknames.

http://en.wikipedia.org/wiki/Castilleja

Wikipedia.com is a well-known online encyclopedia. It is quickly becoming one of the largest online reference sites. Wikipedia has over 4.5 million content articles and receives more than 470 million views per month.

2. MDC-Online provides a description of the Indian Paintbrush flower. It also tells you the flowers size and habitat. Towards the bottom of this link you will see a heading called Human Connections. This tells about the Native American legend of how the flower got its nickname.

http://mdc.mo.gov/discover-nature/field-guide/indian-paintbrush

MDC-Online is the Missouri Department of Conservation website. It is a reputable government information website.

3. The Legend of the Indian Paintbrush is about a young Native American boy who grows up to become a painter. This is a children’s book based on the Native American legend that gave the flower its nickname.


This is a print resource that we are recommending to you. We encourage you to take this citation to your local library, which may have a copy of this publication and be able to provide this resource to you for free. Your library may also be able to obtain this resource through interlibrary loan services or some other means, or they may be able to recommend a similar resource. We suggest asking a local librarian for assistance.

To find a library you can try the sites listed on the ipl2's Library Locator page:

http://ipl.org/div/liblocator/

Tommie DePaola is a distinguished writer of children’s books. He published over 200 books for children and has won many prestigious awards.
For the first and second sources I located using the online search engine Bing.com <Link Below>

http://www.bing.com

The first source was found by searching the phrase <INDIAN PAINTBRUSH FLOWER>
The second source was found by searching the phrase <CASTILLEJA FLOWER NICKNAME>

The third source I located using the online retailer Amazon.com <Link Below>

http://www.amazon.com

This source was found by searching the phrase <INDIAN PAINTBRUSH IN BOOKS>

I hope that these sources help you with your schooling and learning about how the Indian Paintbrush flower got its nickname. If you have more questions, please email me back! I would be happy to help.
Thanks for visiting ipl2!

Hi Abbey,

What an excellent response on the origin of the name of the Indian Paintbrush flower that you've provided to the user! The sources you selected gave a lot of information on the topic, and I'm certain the user was happy with this response!

Using Wikipedia as the first source in your answer, however, was not the best choice in terms of format. Because Wikipedia is a site with community-generated content, it's not as reputable as the other source you listed in your answer. Some users won't read all the sources you've provided, but instead only utilize the first source, so you always want to make sure it's your best and most reliable source.

Also, there is no disclaimer for Wikipedia in your answer. While Wikipedia might have the correct answer for the user (and is often a great initial source of information), because it can be edited by almost anyone online who creates an account, it needs to have a disclaimer alerting to the user of this fact. Please see the Training Manual here for more information:

http://training.ipl.org/backroom/refvols/students/module1.html#communitygeneratedcontent
However, you did a great job using the print disclaimer for the Tommi DePaola book you located. The disclaimer was used perfectly, and the book was also presented to the user in the correct MLA format.

One thing you might consider adding to future answers is a brief summary of the information you located, at the top of the answer for the user to review. Some users don’t want to click on links, but instead just want a quick answer to their question.

However, that’s a minor suggestion in an otherwise excellent response. The search description you provided was clear and easy to follow, and the tone of your response courteous and professional throughout. Great job!

Best, Miki, ipl2 staff

**Log: ipl2 Question Three**

*Sources I consulted and strategies I used:*

This by far was the hardest question I answered. It took be between four and five hours of searching and reading through websites trying to find a reference to how the flower got its nickname. It was even difficult to find good information on the castilleja flower itself.

First I tried the ipl2 site, which didn’t result in any findings. Next, I searched Bing.com with several different terms:

- *Castilleja and Indian Paintbrush*
- *Indian Paintbrush nickname origins*
- *Indian Paintbrush flower*
- *Castilleja Flower nickname*
- *Indian Paintbrush legend*

Through this search I was able to find the Wikipedia and MDC-Online sources. I wanted to first give an informative page on the flower itself. I thought it was important to give information about the flower, its name and its habitat. Wikipedia had the most information on the castilleja flower. I don’t normally use this website but it had the best information. The MDC-Online I found after several hours of searching. I felt very lucky to find it because it is a government source and it gives a brief explanation of how the flower received its nickname. The book by Depaola I remembered reading as a child. I couldn’t locate a free copy of the book online or at the public library to read through it again, so I was going by memory. I decided that since this was a youth question, it would in fact be worth including.
**Critique indicating my level of satisfaction with my answer:**
I am fairly satisfied with my answer. I really didn’t want to use Wikipedia, but the sources I was finding on the flower were short and not very informative. My second source, although brief, I was very pleased with because it was a reputable website and talked about how the flower got its nickname. The third source I thought was good because it was a youth question and would probably provide the most information in the most appropriate way for a youth.

**What I would do differently in the future:**
It’s hard to say what I would do differently with the question because of the lack of accessible information available. It’s possible there may be books about Native American legends that would have provided an answer, but I did not have access to books like this to find out. If I had more time and resources, I would have tried to locate books and encyclopedias. I don’t feel as though my sources were all that great, but they were the best I could find under the circumstances.

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**Final Reflection**

**How you think the interaction might have varied in an in-person encounter or a live chat encounter.**

I can’t see myself being able to answer the first and third questions quickly enough for a live chat encounter. These two questions took a lot of time. The first question especially because I borrowed books from an acquaintance to answer it. I would have had to ask the searcher if I could email them back within 24 hours to provide an accurate answer. The second question, however, I do believe I could have answered through live chat. This question didn’t take long to find results and all three were online sources I could have easily forwarded.

With all three of these question, I think an in-person encounter would have gone smoothly. Although I did provide book sources, I could have easily found the book information to give to the searcher the same way I did through the ipl2. The benefit of the email reference in the case of question number one is that I had time to locate the book myself and provide the answers from it. These books may have been difficult to find and most likely are expensive.

**How you think email reference will fit into the future of reference services.**

I think email reference will continue to grow and become a huge part of reference service. People want quick, easy and convenient answers which, unfortunately, sometimes means they aren’t coming into the library to retrieve them. By providing good digital reference service, librarians are able to show their patrons that the library is not obsolete.

Marcia Bates discusses the way people interact with information in her article, Information Behavior. She makes the point of the World Wide Web making it easy for people to access information and that searchers are putting the least amount of effort into seeking information out. (Bates. 2010. Pg. 2385). She further states that although the public or academic libraries have the information readily available, the searcher believes having to go find it is too much work. (Bates. 2010. Pg. 2385.) This shows that searchers are more apt to access an online reference medium then come to the reference desk.

It is important as library professionals that we do not impose any negative closures on our searchers. This is important not only with in-person encounters but through digital mediums as well. I believe it is just as easy to inflict these negative closures through digital mediums as it is in person. For example,
Ross and Dewdney’s negative closure number four, “The librarian tried to get the user to accept more easily found information.” (Ross and Dewdney. 1998. Pg. 155). This strategy could easily be used in an email or chat encounter simply by providing the first three sources that Google brings up. It would also be easy for the librarian to respond with negative closure strategy number nine, “The librarian claims that the information is not in the library or else doesn’t exist at all.” (Ross and Dewdney. 1998. Pg. 156).

I believe digital reference is where reference service is headed and we need to make sure we do not discourage searchers from using it.

**Overall, what you have learned from this project.**

I was surprised at how many questions were actually posted to the ipl2. I was also surprised at how difficult they were. There were some that I read through and knew I wouldn’t be able to answer effectively. I also noticed how there were no ready-reference questions. It is so easy using the internet to find quick answers that all reference questions posted were research related and they are on topics that are hard to find.

From what I have learned throughout this course and from our readings, I am not surprised that ready reference questions were not in abundance. Judging by the questions that I saw on the ipl2, I believe that reference is heading in the direction of searchers needing help finding and evaluating information, not just getting answers. The internet is redefining the reference service. As information professionals, it is important that we conform to what the searcher wants and needs to best assist them.

**How this experience will affect your future work as an information professional.**

This experience helped me to really look at what the searcher was asking for. Even though the questions are only a couple sentences long, I referred back to them regularly throughout my searches. By continuing to reference the actual question, I was able to narrow down the best sources. This will affect my future work as an information professional because it has taught me to pay close attention to what the searcher is looking for.

It also taught me to pay close attention in my evaluation of sources. In doing searches for myself, I tend to pick things based on how the source is put together and how the information is displayed. Answering questions for someone else taught me to go that one step further and check the credentials of the source. I would never want to provide bad information. By doing this project I trained myself to go that extra step.

References
