

*The following are the transcripts of questions I've answered for the **Internet Public Library Ask a Librarian Reference Service**. I have included reflections on time spent, sources consulted and my overall satisfaction with my work. Patron responses are included where appropriate.*

Question 1:

Pl forward the critical analysis of Tennyson's Home They Brought Her Warrior Dead.

area: Literature

reason: to study for my exam

school: Yes

sources_consulted: free essays

Answer:

Greetings from the IPL!

Thank you for your request for literary criticism on Alfred Lord Tennyson's poem "Home They Brought Her Warrior Dead." "Home They Brought Her Warrior Dead" is part of a larger piece written by Tennyson entitled "The Princess."

Here is a link to a chapter that analyzes "The Princess" in a book that is available online, Tennyson's Major Poems: The Comic and Ironic Patterns written by James Kincaid:

<http://www.victorianweb.org/authors/tennyson/kincaid/ch4.html>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/yznggzo>

I chose this essay because James Kincaid is a professor in English and has written many books on Victorian literature.

You mentioned you needed this information in order to study for a test. I found a full-text copy of Tennyson's The Princess accessible through Google Books that has an introduction aimed at helping students study the text. It is accessible here:

<http://books.google.com/books?id=WoIAAAAAYAAJ&ots=1WLpMTD9-6&dq=princess%20AND%20tennyson&lr=&pg=PP1#v=onepage&q=&f=false>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/ybuzm7r>

Pages xi to xiv has the "Suggestions for Students" section and a Criticism of the work follows on pages xiv to xxxvi. Page xxxviii talks specifically about "Home They Brought Her Warrior Dead" and the passage itself can be found on page 141.

I chose this text because the introduction and notes were written by a Professor of English at Yale

University, Albert S. Cook.

I would also like to recommend a book that may be available at your local or school library, entitled Alfred Lord Tennyson by Harold Bloom. In order to check this book's availability in your area, you can check World Cat's catalog by clicking this link:

http://www.worldcat.org/oclc/11865938&referer=brief_results

Here is a shortened version of that link:

<http://tinyurl.com/ykh6xv9>

You can enter your zip code to see which library near you has the book available for loan.

I chose this book because it is part of the Modern Critical Views series, which is written to help students better understand literature.

To find the chapter written by Kincaid, I accessed the IPL's Literary Criticism Collection (<http://www.ipl.org/div/litcrit/>) by clicking on Arts & Humanities on the main page for the IPL (www.ipl.org), then I clicked Literature, and then Criticism. I searched by Author's name to find the IPL collection on Tennyson, available here:

<http://www.ipl.org/div/litcrit/bin/litcrit.out.pl?au=ten-34>

This linked to Kincaid's book, Tennyson's Major Poems: The Comic and Ironic Patterns

<http://www.victorianweb.org/authors/tennyson/kincaid/contents.html>

Here is a shortened version of that link:

<http://tinyurl.com/yju27eb>

I used the table of contents to find the chapter on the Princess:

<http://www.victorianweb.org/authors/tennyson/kincaid/ch4.html>

To find the copy of The Princess on Google Books, I searched Google Scholar (<http://scholar.google.com/>) for <Tennyson AND Princess AND criticism>

To find the book by Harold Bloom, I searched World Cat (<http://www.worldcat.org/>) for books on <Tennyson AND criticism> and looked for books that were aimed towards students.

I enjoyed looking for resources to help you study for your test. I hope my suggestions are helpful.

Thank you for using the IPL, please do come back if you have any further questions! Good luck on your test!

Time Spent: 4 hours

Sources Consulted/Strategies Used: I like to start my research with IPL resources, so I consulted their directory of Literary Criticism. Unfortunately, it took me quite a while of searching without results to realize that the poem the patron requested was part of a larger work (“The Princess”). After I found that out, I was able to better consult the different websites listed on the IPL. I also wanted to find a copy of the Princess online because I knew from my own literature classes that many books contained critical essays in their prefaces. I used Google Books because I knew that they would have a large selection of books online that the patron would be able to use for free.

Critique/Level of Satisfaction: I was surprised by the difficulty I had with this question. Since the poem is a part of a larger work, it was hard to find any essays that focused specifically on that verse. I found a lot of great literary criticism on the larger piece, but had to discard them because they did not address the section the patron wanted. In the future, I would spend more time looking up the poem first, to make sure that I understood its context before beginning to search for related items.

Question 2:

What are the benefits of vitamins in the prevention of leg cramps? I need to cite specific studies that give a scientific basis for this. I also need it for the herbs cramp bark, ginger and ginko. Thank you.

location: Dade City, FL

area: Health

reason: I am writing an article on what to take for leg cramps. I need to cite specific studies.

school: No

sources_consulted: Medline Plus, Mayo Clinic and Drugs.com

Answer:

Hi Kathryn,

Thank you for using the Internet Public Library!

I enjoyed researching articles that would provide scientific evidence for the efficacy of ginger, ginko biloba and cramp bark for the treatment of leg cramps. I tried my best to find full text articles that were available to read online without a subscription and hope the resources I found will help you with your article. I have also provided some citations that may be of interest to you that you may request from your local library.

The first study I found is "Systematic reviews of complementary therapies – an annotated bibliography. Part 2: Herbal medicine" from BMC Complementary and Alternative Medicine 2001, 1:5, which is available online at the following link:

<http://www.biomedcentral.com/1472-6882/1/5>

This article is literature review of studies on the efficacy of herbal treatments and reviews six studies that specifically tested ginko biloba as a treatment for intermittent claudication (leg cramps). BMC Complementary and Alternative Medicine is an open access peer reviewed journal that focuses on the use of herbs in medicine.

Here is another study about ginko biloba and intermittent claudication, "Ginkgo biloba for intermittent claudication" from Cochrane Database of Systematic Reviews, Issue 4, 2009. Unfortunately, the full text is not available online. But there is a good plain language summary of the results available here:

<http://mrw.interscience.wiley.com/cochrane/clsysrev/articles/CD006888/frame.html>

That link is very long and may break so I have provided you with a shortened link:

<http://tinyurl.com/ygw5yaj>

The Cochrane Database of Systematic Reviews provides summaries of evidence-based medicine studies and is aimed at being used by medical professionals as well as laypersons.

Unfortunately, despite my searches, I was unable to find any scientific studies on the use of cramp bark

for leg cramps. Drugs.com has a profile of cramp bark which states: "No clinical studies examining efficacy in humans have been performed."

You can access the Drugs.com profile of cramp bark here:

<http://www.drugs.com/npp/cramp-bark.html>

Drugs.com is a website that pulls its information from independent medical information suppliers, which ensures its reliability and objectivity.

I did find an article on HowStuffWorks.com titled "Cramp Bark: Herbal Remedies" which was written by Jennifer Brett, ND which talks about the dosage necessary to properly treat leg cramps with cramp bark. You can access the article here:

<http://health.howstuffworks.com/cramp-bark-herbal-remedies.htm>

Here is a shortened version of that link:

<http://tinyurl.com/5g2pt2>

HowStuffWorks.com is a compilation of instructions written by experts. I chose this source because the author of this article has the title ND, which stands for Doctor of Naturopathic Medicine.

While I did not find any studies using ginger for leg cramps specifically, there is a well established history of research done on the use of ginger for arthritis and pain. There is a full text article available online that reviews the role of nutrition on osteoarthritis titled, "Osteoarthritis and nutrition. From nutraceuticals to functional foods: a systematic review of the scientific evidence" which is from *Arthritis Research & Therapy* 2006, 8:R127. The section on "Ginger and Tumeric" cites three studies, two of which found ginger to be more effective than a placebo at reducing pain and handicap in patients with osteoarthritis. The article can be accessed here:

<http://arthritis-research.com/content/8/4/R127>

I chose this article because it is published in *Arthritis Research and Therapy*, which is an international peer reviewed journal.

Another good place to check for articles to request from your local library would be HerbMed. Here is the HerbMed collection of clinical trials dealing with the efficacy of ginger:

<http://www.herbmed.org/Herbs/Herb138.htm#Category1Herb138>

That link is very long and may break so here is a shortened version:

<http://tinyurl.com/yat6tgp>

HerbMeb is a database that collects citations of clinical trials and case studies that examine the medicinal value of herbs.

To find the article on ginko biloba and intermittent claudication, as well as the article on ginger and osteoarthritis, I went to the IPL's Health Directory and clicked "Medical Research." Then I went to Free Medical Journals (<http://www.freemedicaljournals.com/>) and browsed by subject to find Alternative Medicine. I used BMC Complementary and Alternative Medicine database search and entered "ginko biloba AND leg cramps." When I saw the phrase "intermittent claudication" in the search results I looked it up on Wikipedia (<http://wikipedia.org>) to ensure it was related to your inquiry. I then searched for "ginger" and found that most studies dealt with arthritis and general leg pain instead of leg cramps.

I found the second article on ginko biloba by looking through the citations on various articles related to ginko biloba. The plain language summary feature was one that seemed valuable for your article, even though you cannot access the full text of the article.

I used Drugs.com to see what information they had on each herb. I knew to check Drugs.com from previous searches I've conducted. Your notes also indicated that you searched Drugs.com but I was not sure if you had seen the entry on cramp bark.

I found the second cramp bark article on HowStuffWorks.com by searching Google (<http://www.google.com>) for <cramp bark AND leg cramps> It was the first result.

To find the entry about ginger on HerbMeb, I access IPL's Health page (<http://ipl.org/div/subject/browse/hea00.00.00/>) and then clicked on Alternative Medicine to find HerbMed (<http://www.herbmed.org/>).

I hope this helps you with your article. Please let me know if you would like any more information.

Good luck and thanks for using the Internet Public Library!

Patron replied:

"Gina,
Thank you so much for all this information! I am very impressed with the depth and scope of your research. I will be sure to use The Internet Public Library again and I'll let all my friends know about this wonderful service.
Thanks again,"
<patron signed name>

Time Spent: 7 + hours

Sources Consulted/Strategies Used: This question felt like 3 separate questions, and I treated it as such. The first part of my work was with ginko biloba, and I was lucky to find a lot of great resources on the IPL website. I found the most valuable tool was Freemedicaljournals.com. I searched their alternative medicine, as well as general medicine journals for the different herbs to see if they had any studies on the. I had more trouble with the articles on ginger. I loved HerbMed but was frustrated that the articles it linked to weren't OA. The cramp bark section was definitely the hardest. In all of my work for the IPL, I tried to stay away from broad Internet searches, because I wanted to ensure that I

was providing quality resources. I had hit such a dead end with this question that I ended up consulting Google and it helped a lot! I was able to find the article about cramp bark on HowStuffWorks.com.

Critique/Level of Satisfaction: This question kept me up at night. I had a lot of trouble with it. I chose it because I knew it would be a challenge (there are very few scientific sources on homeopathic remedies...) but I wanted to see how much I had learned from my classes so far. This question was a great way to reinforce the importance of search terms. While the patron used the phrase “leg cramps,” I found that it was better to use the more medical term “leg claudication” or to search for general terms like “inflammation” or “muscle.” I also had to keep in mind that the herbs were known by different names, and did multiple searches on each site I went to. I wanted to use OA journals because I wanted the patron to be able to access the information without having to pay or subscribe. This was an additional challenge, but a good one, because I learned about the different directories that are specific to OA journals and resources. I was not feeling very satisfied with my work until I received the reply from the patron. I cannot express the feeling of relief and pride I had when I read how my work had given her a good impression of the IPL as a whole.

Question 3:

My paper is on Global Warming. I need authoritative, credible information that opposes the current popular notion of global warming. In other words, I need information that supports the idea that the issue of Global Warming is erroneous (i.e. a farce).

location: Eastern Washington

area: Science

reason: Research paper

school: Yes

sources_consulted: Google

Answer:

Hi Jane,

Greetings from the Internet Public Library! Thank you for asking for authoritative sources that criticize the presence of global warming. I enjoyed looking for articles to help you write your paper. I tried my best to find recently published articles in peer-reviewed journals written by authoritative scholars that were available to read in their entirety online for free.

The first article I found was written by Patrick J. Michaels, a professor of Environmental Sciences at the University of Virginia. His article, "Global Warming: Correcting the Data" was published in the journal Regulation, Volume 31, Number 3, pp.46-52, 2008. You can access this article in pdf format by clicking this link:

<http://www.cato.org/pubs/regulation/regv31n3/v31n3-2.pdf>

That link is very long and could break so here is a shortened version for your convenience:

<http://tinyurl.com/yk8chpp>

I chose this article because it is written for non-scientists who are interested in global warming and includes a list of suggested readings at the end that may aid in your research.

The second article I found was "Climate Change Reexamined" by Joel M. Kaufman, a Chemistry and Biochemistry professor at the University of the Sciences which was published in the Journal of Scientific Exploration Vol 21, number 4, pp. 723-749 2007. You can access the article in pdf format by clicking this link:

http://www.scientificexploration.org/journal/jse_21_4_kauffman.pdf

That link is very long and may break so here is a shorter version for your convenience:

<http://tinyurl.com/yjm7tty>

I chose this article because it goes more in depth into the science behind the debate. It includes a list of common abbreviations that you'll come across in your readings on global warming, which I found

useful.

I found these two articles by clicking on the “Science & Technology” section on the IPL website (www.ipl.org) and then chose “Earth Sciences” and then “Meteorology/Climatology.” This list has some great resources that may be of interest to you as well. I found Climate Debate Daily (<http://climatedebatedaily.com>) to be a great source for articles on both sides of the global warming debate. While browsing the recent articles arguing against global warming, I found the website Watts Up With That? (<http://wattsupwiththat.com>) which is a site run by a meteorologist that compiles skeptical research on scientific topics, global warming included. They list as a recent post on their blog (it was just published today!) a collection of 450 peer reviewed articles that are skeptical of global warming. You can access it here:

<http://wattsupwiththat.com/2009/11/15/reference-450-skeptical-peer-reviewed-papers/>

That link is very long and may break so here is a shortened version:

<http://tinyurl.com/yjzjgb>

I read through the titles of the articles, looking for ones that seemed to be more general since I was not sure as to how in depth your paper will be. I chose articles that were available to read online (some of the links on this site will take you to a page that will ask you to sign in or pay for an article, you can always ask your school library if they can provide you with access to those articles if you think they will help your paper).

I hope this helps you write your school paper. Please let us know if you need any further help!

Thank you for visiting the Internet Public Library!

Have a great day!

Patron reply:

Wow! Your response to my inquiry is most impressive. I don't know how you found them, but the resources you have given me look to be quite useful. Thank you very much.

Time Spent: 2 hours

Sources Consulted/Strategies Used: I chose this question as another challenge. I was fortunate that on the day I claimed the question, a prominent skeptic blog of global warming posted a collection of 450 peer reviewed articles that are critical of global warming. Once I found that post, I sifted through to see which articles were OA. Then I organized them based on their intended audience. I chose the ones that were OA, recent and aimed at a general non-science audience. It almost felt too easy!

Critique/Level of Satisfaction: I was happy with my work, and grateful for the blog post but the patron reply made me rethink my success. The patron said she was unsure as to how I found the resources. It was not my intention to make the work of the IPL seem like magic, but I suppose I failed to explain my search as clearly as I could have.

Question 4:

cardiovascular adjustments during exercise

location: delhi

area: Science

reason: in seminar

school: No

Answer:

Hello Kshitiz,

Greetings from the Internet Public Library!

Thank you for submitting your question on cardiovascular adjustments during exercise. I enjoyed researching this question and did my best to find resources that were authoritative and available to view online for free.

I found a Physiology textbook available to view online through Google Books that has a chapter on "Cardiovascular Responses to Acute Exercise." The title of the book is "Physiology of Sport and Exercise", 4th Edition 2008. Chapter 7 starts on page 162 and can be accessed here:

<http://books.google.com/books?id=zQGKmbg18J8C&lpg=PP1&vq=cardiovascular%20adjustment&client=firefox-a&pg=PA160#v=onepage&q=&f=false>

That link is very long and could break so here is a shortened version for your convenience:

<http://tinyurl.com/yfj95ed>

I chose this book because the authors are very accomplished in the fields of physiology and exercise (I performed a Google search for each author to review their credentials).

The second source I found is a book by a cardiovascular physiologist, Christopher Bell, titled "Cardiovascular Physiology in Exercise and Sport" 2008. Chapter 11 is titled "Cardiovascular adaptations to chronic exercise" and can be accessed here:

<http://books.google.com/books?id=cRgHLkt5BEIC&lpg=PA129&dq=cardiovascular%20physiology%20in%20exercise%20and%20sport&pg=PA129#v=onepage&q=&f=false>

That link is very long and could break so here is a shortened version for your convenience:

<http://tinyurl.com/ykeupyh>

I chose this book because it deals with a lot of different aspects of the cardiovascular system (blood pressure, pulmonary, and vascular). Also, I noticed you said you are from Delhi and this book is written for health care providers outside of the United States. Each chapter contains bibliographies at the end with recommended reading for further study.

Since I am not sure how in depth you would like to study cardiovascular adjustments during exercise, I started you off with some basic overviews. If you are looking for more recent medical research concerning this topic, I would recommend you search the open access medical journals located at FreeMedicalJournals.com (<http://freemedicaljournals.com>). They have journals on Sports Medicine, as well as Cardiology and Physiology which may have more specific studies on cardiovascular reactions during exercise. I would use the following search terms: <"cardiovascular adjustment" OR "cardiovascular adaptation" OR "cardiovascular response" AND exercise>.

I found the chapter in "Physiology of Sport and Exercise" by searching Google Books (<http://books.google.com/>) for <"cardiovascular adjustment" AND exercise>.

I found the chapter in "Cardiovascular Physiology in Exercise and Sport" by searching Google Books (http://books.google.com) for <"cardiovascular adaptation to exercise"> and using the advanced search features to limit the results to books published in the last five years.

FreeMedicalJournals.com was found by going to the "Health" page on the IPL website (<http://ipl.org>) and then clicking "Medical Research" (<http://ipl.org/div/subject/browse/hea68.00.00/>).

I hope these sources help you better understand how the cardiovascular system adjusts during exercise. If you need further information please do not hesitate to contact us again.

Thank you for visiting the Internet Public Library and good luck!

Time Spent: 3 hours

Sources Consulted/ Strategies Used: I consulted all the sites under Exercise and Fitness on the IPL website, but none of them addressed this topic. I then moved onto the medical resources that I had become familiar with in the earlier questions (freemedicaljournals.com) but they returned very specific and scientific studies on rats. I then decided that what I needed was to find the definition of cardiovascular adjustment. I consulted some medical dictionaries, but it was not listed there. So I moved onto Google Books, hoping to find a sports medicine textbook that would explain the concept clearly. I was really relieved to find recent editions of physiology textbooks available on Google Books.

Critique/Level of Satisfaction: This is one of those questions where I wish I could conduct a proper reference interview so that I could assess the level of the patron and the sources they were looking for. I hope my work started them in the right direction. I included the link to the OA journals and some suggested search terms in case my search was too basic, but I am not sure if that is an unmonitored referral?

Question 5:

How does the social construct of race shape American society?

area: Sociology

reason: To help me do a research paper

school: Yes

Answer:

Hello Mallory,

Greetings from the Internet Public Library!

Thank you for submitting your question on how race has shaped American society. I enjoyed researching this question and did my best to find resources that were authoritative and available to view online for free.

The first resource I would recommend is the book "Race in North America: Origin and Evolution of a World View" by Audrey Smedley, 3rd edition, 2007. There is a chapter titled "The Social Reality of Race in America" (page 19) that may help you. This book has an extensive historical review of race in America, which may help you to better understand how it has shaped American society. Smedley also supports the theory that race is a social construct.

You can access this book here:

<http://books.google.com/books?id=3nWDg6MpQIEC&lpg=PP1&pg=PA19#v=onepage&q=&f=false>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/yl9edd5>

I chose this book because it is widely used in college courses on Race and Ethnicity. Since it is in its 3rd edition, you can expect that the information has been updated to reflect current ideas. The author, Audrey Smedley is a Professor Emeritus at Virginia Commonwealth University.

The second book I would recommend is a very comprehensive compilation of articles on race, gender and class in America. There are some specific articles on the social construction of race, as well as ones dedicated to how race has influenced America's laws and the everyday life of Americans. "Race, class and gender in the United States: An Integrated Study" by Paula S. Rothenberg, seventh edition (published in 2006) is available on Google Books at:

<http://books.google.com/books?id=N2pyIc8VoWcC&lpg=PP1&pg=PP1#v=onepage&q=&f=false>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/ygyss5l>

I chose this book because it has a look of articles written by people from different fields. It is a good overview of how race acts in American society and provides a well-rounded view of American culture.

I found Smedley's book by searching Google Books (<http://books.google.com>) for <race AND America AND culture> and limiting my search to books published in the last 5 years.

I found Rothenberg's book by searching Google Books (<http://books.google.com>) for <race AND America AND social construct> and limiting my search to books published in the last 5 years.

Since I am not sure what types of sources you would like to use (law, sociological, etc), I started you off with some basic overviews. Please let me know if you require more information or different types of sources.

I hope this helps you write your paper. Thank you for visiting the Internet Public Library and have a great day!

Time Spent: 3 hours

Sources Consulted/Strategies Used: I wanted to find theoretical essays on race in America but I had trouble. I looked in IPL's Social Sciences > Ethnicity, Culture, and Race section but couldn't find anything that seemed to be fit for a general sociology essay on race in America. I thought about what I read in my undergraduate ethnic relations classes but wasn't sure if I could justify sending Tocqueville's Democracy in America to the patron! I then turned to Google Books, to see if they had any anthologies on race.

Critique/Level of Satisfaction: While I wish I was able to provide a better variety of sources, I think the two books will help provide a theoretical foundation for the patron's essay. This is another question that I think would have benefited from a reference interview (What have you been reading in class? What kind of essay is this? Is there a thesis involved? Are you supposed to be comparing race in America to something else? Are you taking that race is a social construct as a given, or do you need to provide evidence for that?).

Question 6:

Can you explain to me the mathematical idea of the differential and how it applies to philosophy, specifically in the philosophy of Gilles Deleuze.

location: seattle

area: Humanities

reason: research

school: No

sources_consulted: Deleuze books. Mathematical descriptions online have not been helpful explaining the application. Also, have had some calculus but a long time ago.

Answer:

Hi Joe,

Greetings from the Internet Public Library!

Thank you for submitting your question on Deleuze and differential calculus. I enjoyed researching resources to help you better understand this interesting topic. I tried my best to find authoritative resources that were available to read online for free.

You mentioned you have studied calculus but that it was some time ago. In order to help you reorient yourself with differentials, I found a book, "Understanding Calculus" available online by Faraz Hussain, an engineer. You can access the entire book for free here:

<http://www.understandingcalculus.com/index.php>

I chose this book because it has 11 chapters that lead up to dealing with differentials. That way, you can review any portion of calculus that you may need to study in order to properly understand differentials. The chapter on differentials is available here:

<http://www.understandingcalculus.com/chapters/12/12-1.php>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/yhpdqrv>

According to the Internet Encyclopedia of Philosophy's entry on Deleuze, his most important academic work is "Difference and Repetition". This is also where he put forth his theory on differentials. I found a copy of this book available on limited preview from Google Books that is available here:

http://books.google.com/books?id=xoHsexDBgmEC&printsec=frontcover&source=gbs_navlinks_s#v=onepage&q=&f=false

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/yaqqy75>

I found a summary and outline of this book available online from a course taught by Professor John Protevi at Louisiana State University. You can access the summary and outlines here:

<http://protevi.com/john/DG/index.html>

Even though this outline was originally made for an upper level French class, Professor Protevi has his bachelors, master's and doctorate in Philosophy. I think these documents would help better understand the theories put forth by Deleuze in "Difference and Repetition" and would be good to read simultaneously with the text.

I also found a critical review of "Difference and Repetition" written by James Williams, a Philosophy Professor at the University of Dundee who has studied Deleuze extensively. You can access a limited preview of this book from Google Books here:

<http://books.google.com/books?id=JCpoJ3ipkhsC&lpg=PP1&pg=PP1#v=onepage&q=&f=false>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/y97e4mj>

I chose this book because it is written by a Deleuze scholar and provides a break down of the theories put forth by Deleuze in "Difference and Repetition." I think reading criticism of Deleuze would help to better understand his theories.

I found Hussain's book on calculus by searching the Internet Public Library's directory on Experts & How To (<http://ipl.org/div/subject/browse/ref35.00.00/>) for websites that have how-to's on calculus. I chose Ehow.com (<http://www.ehow.com/>) and searched for <differential AND calculus> which led me to this article:

http://www.ehow.com/about_5188267_basics-calculus.html

This article links to "Understanding Calculus" in the references section.

I searched the Internet Encyclopedia of Philosophy (<http://www.iep.utm.edu>) for <Deleuze> to find this entry: <http://www.iep.utm.edu/deleuze/>

The Internet Encyclopedia mentioned "Difference and Repetition" so I searched Google Books (<http://books.google.com>) for <differences and repetition> and found the copy I linked to above. I also found the critical guide written by James Williams in that same search.

I wanted to see if "Difference and Repetition" was available in the public domain, so I looked it up in Wikipedia (<http://wikipedia.org>). Since it is still protected under copyright, I could only find the limited preview in Google Books, but the Wikipedia entry did link to the notes and outlines written by Professor Protevi in the "External Links" section.

I hope these resources help you better understand Deleuze's theory of differentials. Please let us know if you require any further information!

Thank you for visiting the Internet Public Library and have a great day!

Time Spent: 3 hrs

Sources Consulted/Strategies Used: I felt like this was two separate questions: one was about calculus and the other was about philosophy. I did my best to address both equally, but I had trouble finding anything that combined the two. For the Philosophy section alone, I encountered 22 dead links while researching. It was very frustrating because it seemed like I was chasing an unobtainable piece of information. From what I can tell, Deleuze's theory involving differentials is not his largest contribution to philosophy so a lot of the resources I found on him did not include any references to it. Finding the course notes and chapter summaries was the turning point in my work. It was from there that I focused more on finding essays and reviews of his book "Difference and Repetition." I was also surprised that the math resources on IPL did not include differentials. I had to go to About.com to find anything, and I was skeptical of the authority of most of what I found, so I did not include it.

Critique/Level of Satisfaction: I know this is probably not what the patron wanted, since they asked for an explanation rather than links, but I understood our work with the IPL to be about referring patrons to the tools that would help them answer their question. I hope the patron is able to piece together a better understanding of the concept using the sources I found. I was happy with the sources I found, I think they are great tools that will help foster a greater understanding of the text.

Question 7:

I need a pdf reader that will show every instance that a chosen word appears in the body of my book. If it appears 50 times it should show all 50 places including the page number.

location: long beach ca

area: Computers

reason: I will organize my book's contents into chapters that will include my search terms.

school: No

sources_consulted: I tried on the Internet but it kept referring me to adobe reader 9 as the best.

It finds the word one page at a time if I'm ot mistaken. Can you help?

Answer:

Hello Doug,

Greetings from the Internet Public Library! Thank you for submitting your question about a pdf reader that shows multiple search results at a time. I really enjoyed researching this question for you - I never knew there were so many options for pdf reader software out there! I tried my best to find software that is available to download for free online that will help you organize your book. I have chosen software that will work with a PC running Windows, but please let me know if you are running a different operating system, or if you have other requirements that I should take into account.

My recommendation is a program called PDF-XChange, which is available for free download here:

http://www.docu-track.com/home/prod_user/PDF-XChange_Tools/pdfx_viewer/

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/ybhceab>

There is a corresponding article on Gizmo's freeware (a site that provides current reviews of free software) that explains why this is the best word and phrase search software for pdfs. The article is available here:

<http://www.techsupportalert.com/content/word-and-phrase-search-pdf-files.htm>

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/yz6lenp>

The article contains pictures of what the software looks like and how searching works. According to the article, "results of a search...are shown in the search pane with the title of the document as a header, and the highlighted phrase (or word) shown as part of the text in which it occurs and a small green icon to the left of the text. If you hover on the icon with the mouse cursor it will show the page number of the document where it found the phrase." Also, you can open each individual instance that the word

appears in a separate window, so that you don't lose your search results. It will highlight the word on the page as well, so you can easily find it.

I chose this article and software because it comes highly recommended by the writers and users of Gizmo's Freeware Review.

I found PDF-XChange by searching the Internet Public Library's directory on Computers (<http://ipl.org/div/subject/browse/com00.00.00/>) (I clicked Computers on the left side of www.ipl.org). Then I clicked "Computer Software" and then I chose "Gizmo's Freeware Reviews" (<http://www.techsupportalert.com/>) because I wanted a site that was dedicated to free software but would also give me user reviews of each item.

I chose the category "Image View & Edit" from Gizmo's main page and read through about the best free pdf tools (<http://www.techsupportalert.com/content/best-free-pdf-tools.htm>). At the bottom of that article, under "Related articles and links" they link to the article "Word and Phrase search in PDF Files."

If you find that PDF-XChange is not what you were looking for, you can also search the Quick Selection Guide made available by Gizmo's Freeware Reviews that is available here:

http://www.techsupportalert.com/content/best-free-pdf-tools.htm#Quick_Selection_Guide

That link is very long and may break so here is a shortened version for your convenience:

<http://tinyurl.com/ydq2wld>

I hope this helps you easily organize your book. If this software is not what you were looking for, please let me know and I will happily help you look for a new option.

Thank you for visiting the Internet Public Library and have a great day!

Time Spent: 1 hour

Sources Consulted/Strategies Used: My work for this question was exactly as I outlined in the email to the patron. I followed the IPL's directory to Gizmo's reviews, found one that reviewed the search function in a pdf reader and followed the links to make sure the program was still available for download and that it was reviewed well by users. If only all reference work was this simple!

Critique/Level of Satisfaction: I had fun with this question. I think the patron did a good job outlining what they were looking for, and I think that I was able to find a program that would fit his needs. I also liked that I was able to provide an official review of the software that included screen shots and step by step instructions, that way I know the patron will have the resources to properly run the software.

Reaction:

This project has drastically changed my understanding of library science as a profession. I am so grateful to have been able to interact with real patrons and to get a sense that the work I was doing required skill and was valued. I preferred the email format because it gave me time to really think about the question, reflect on the work I had done so far, and try varied approaches before presenting my findings to the patron. I know for certain that I would not have been able to be as thorough if these questions were presented in person or in a chat session.

During my secret shopper experiences, I was most impressed with the live chat reference, but I think email is probably the best new medium for librarians to use. Some questions require a lot of time and email is a way to send the results to the patron without having to coordinate a meeting time/place. For chat, telephone and in person reference interviews, the patron and librarian need to be available at the same time. With email, the patron can submit their question at 2am (if they're a night owl) and the librarian can work during their day at their own pace to respond. Then, the librarian can send the response regardless of whether the patron is available or not. The ginko biloba question is a good example of why I benefited from having 24 hours to respond to the patron. I literally could not sleep at night because I was thinking of different approaches I should try. I was able to dedicate a lot of my time to the question, instead of having to worry about a patron waiting at the desk or on the computer.

The most important thing I've taken away from this experience is a better understanding of all the ways to conduct research outside of Google and Wikipedia. I think this will greatly improve the service I provide patrons in the future. After my seven questions were completed, I wished I could do more. The experience could not have been more valuable or uplifting. It really confirmed that I am on the right path and if I could, I think I'd work for the IPL for good!