

Practice Exercise: Answering Questions Using Chat



During this exercise, you will be chatting with

_____.

(screen name)

Sign on to Yahoo Messenger and send a chat invitation to your partner.

Decide who will ask a question (patron), who will answer (librarian).

IF YOU ARE THE PATRON WITH A QUESTION:

- Select one of the questions on the next page or make up your own.
- You may decide to play the role of a student with a homework assignment, a person with a trivia question, etc.
- Word your question and responses accordingly.
- When the librarian sends a URL to you, check to see if the Web site completely answers your question.
- Let the librarian know if this Web site answers your question.

IF YOU ARE THE LIBRARIAN ANSWERING THE QUESTION:

- Do a reference interview to clarify the patron's question.
- Open a browser window and search for Web sites that will answer the question.
- Once you have found a good source for the answer, use CTRL C and CTRL V to copy and paste the URL in the chat window.
- Keep the patron informed of what you are doing.
- Check to see if the patron is satisfied with what you found.

Then trade roles.

Here are some practice questions that you can use with your partner:

1. I would like to know the specific death dates of Jessie and Frank James. Where did they die?
2. When did Mount St. Helens erupt?
3. What is the date for Ramadan in 2002?
4. I am writing an essay on teenage suicide. I am looking for sources of teenagers giving personal testimonies who have decided not to commit suicide or have tried suicide and lived.
5. When is Juneteenth celebrated?
6. Who was the first person to walk on the moon?
7. Why do potatoes turn green beneath the skin?
8. I am looking for a playdough recipe.
9. What is the history behind Nobel prizes? When was the first one awarded?
10. When and where was the first World's Fair?
11. I need to know which states were the original thirteen colonies.
12. Who are the Chicago Seven defendants and what did they do?
13. What are the names of the nine muses?
14. Where do I find APA or MLA formats for bibliographies or works cited online?
15. What are the dates of Black Monday and Black Thursday Stock Market Crashes?
16. When is Deaf Awareness Week?