

ASK US - We'll answer you within 3 hours M-F 8:00 am - 4:00 pm

Ask Us

# Ask Us! @ Baker College:

## Best Practices for LibAnswers

Patrick Mullane  
Baker Online & Center for  
Graduate Studies

Text a Librarian

via SMS, TXT your question  
-8959

Submit your question here and receive the answer by email!

Your Question

Question

More Detail/Explanation

Your Info

Email

Name

Select One

Fields marked with \*

Submit Your Question

Tessa Betts  
Baker College of Clinton  
Township

# What is ASK US?

**Baker College** Campus Contact Info & Hours | Baker College Library Resources

Library Resources » ASK US My Admin » Sign out

**ASK US - We'll answer you within 3 hours M-F 8:00 am - 4:00 pm.**

Search:

2088 Answered Questions

**Featured Answer**

- How do I get my powerpoint handouts to print out without the date and page number?**  
Last Updated: Dec 20, 2011. | Topics: Software | Views: 19800
- How do you cite an entire paragraph that is a paraphrase not a quote?**  
Last Updated: Mar 06, 2013. | Topics: APA | Views: 16324
- If I want to use different parts of a website, do I create a citation for each part?**  
Last Updated: Mar 12, 2014. | Topics: APA | Views: 16145
- How do I indent my references in Microsoft Word 2010?**  
Last Updated: Dec 08, 2011. | Topics: APA; Software | Views: 15873
- On an APA style paper, do I indent the first line of each paragraph?**  
Last Updated: Sep 29, 2011. | Topics: APA | Views: 15259
- What does et al. mean and how do I use it in an APA style paper?**  
Last Updated: Nov 21, 2011. | Topics: APA | Views: 13178
- When do you put a table of contents in an APA style paper?**  
Last Updated: May 21, 2012. | Topics: APA; Writing | Views: 12228
- How do you format a question and answer in APA?**  
Last Updated: Mar 22, 2013. | Topics: APA | Views: 9696

**Via SMS: TXT your question to (810) 771-8959 [more info](#)**

**Submit your question here and receive the answer by email!**

**Your Question**

Question:

More Detail/Explanation:

**Your Info**

Email \*

Name

Affiliation \*

Fields marked with \* are required.

Can view previously answered questions.

2 ways to submit questions, Text & Email.

# What you will take away from this presentation

- Importance of editors
- Skills translate to any type of reference
- Post-chat interview

# Criteria for a good Reference interaction?

- RUSA guidelines: Approachability, Interest, Listening, Searching, & Follow-up

# Challenges of Virtual Reference

- No Reference Interview/Feedback
- Anonymous
- How to cover all the bases?

# Why we needed Editors

What we learned about Diplomacy in the Workplace

# Training & Policies

Librarians have access to a [LibGuide](#) with all the training documents & policies.

Librarians are encouraged to use this template whenever it is appropriate.

## Answer

If you are looking for information on ---, you can try the keywords/topics:

- keyword 1
- keyword 2
- keyword 3

**For books or ebooks**, check the book catalog. To get to the book catalog, start at the [Library Home Page](#) (<http://www.baker.edu/library>), and click on [Find Books and Ebooks](#).

**For articles**, check the databases below. To get to the Find Articles and Databases page, start at the [Library Home Page](#) (<http://www.baker.edu/library>), click on [Find Articles & Databases](#), and click on [\[\[\[\[category\]\]\]\]](#). If you are off-campus you will need to use your 14 digit Library Number, which can be found on your ID Card or your Contact Information page in [SOLAR](#).

- [Database 1](#)
- [Database 2](#)
- [Database 3](#)

**For more resources**,\*Use this section to add any **specific and question appropriate** websites or other web-based resources. You may also want to add a specific **Research Guide link(s)**. Not a link to the Research Guide homepage. If you do not have any specific sources to add, then delete this section.\*

Thank you for using ASK US. For more information contact your [campus librarians](#).

Edit the Answer

# Fix the REALLY bad answer

I have to do a summary/response essay for comp 1. I have had a difficult time trying to find a suitable article

I have to do a summary/ response essay for my composition 101 class. I have had a difficult time trying to find a suitable article for my topic.

I have changed my topic twice and would now like to do it on "getting back to the basics in education" or how kids today can not spell or read due to spelling not being taught in the schools today. Can you help me? I had wanted to do it on home schooling but the article I found, though really good, is not current enough. It has to be in the last 5 years.

Thanks

Edit Question

Status: Answered (Private)

Owned By: Tessa Betts

Asked: Sep 12, 2013

Answered: Sep 12, 2013

Turnaround: 00:00:09

Updated: Sep 12, 2013

## Questioner Information

Answers/Replies (0)

Notes (0)

Replies are below the answer.

## Answer

Hi Sarah!

I know just what you mean about students not getting a good education. You could write your paper about how bad the Detroit Public Schools are. I just read an article about it in the Free Press.

If you go to the Book Catalog on the library's homepage <http://www.baker.edu/library>, you can search for "public school" and Detroit.

You can also look in our databases. If you go to this page <http://www.baker.edu/library/online-resources-subject-list/> you can click on Education and use those databases to search for "public school" and Detroit. Try using:

[ERIC](#) or [Teachr Reference Center](#).

Thank you for using ASK US.

Edit the Answer

## Helpful Tools

Search in  for

Search

(Results open in a new window)

## Web Shortcuts

- [A-Z Resource List](#)
- [Academic OneFile](#)
- [Amazon](#)
- [APA Help](#)
- [Baker College Helpdesk](#)
- [Baker Library Search](#)
- [Blackboard](#)
- [Book Catalog](#)
- [Books in Print](#)
- [Campus Librarians](#)
- [CINAHL Complete](#)
- [E-Journals A-Z](#)
- [Google Scholar](#)
- [Library homepage](#)
- [MeL Databases](#)
- [Online Resources Page](#)
- [Research Guides](#)
- [SQL AR System](#)



# Our Jobs as Editors

(in addition to our Full Time jobs)



# Staffing the service

- Hours & Off-hours
- Non-librarians
- Across many campuses

# Public vs. Private

- Populating the knowledge base
- Searchable in Google
- What should be kept private?

# Maintenance

- Weeding
- Quality control
- Link check/Search & Replace

# Learn from our Mistakes

- Have official policies & guidelines in place.
- Have training materials accessible virtually.
- Have “quality control” staff in place.
- Have a plan (and staff) for maintaining the service.

# Questions?

- Thank you for your time.
- The address for our Training Materials & Policies is: <http://guides.baker.edu/libanswers>
- The address for ASK US is: <http://askus.baker.edu/>