

MINITEX Reference NOTES

A Program of the Minnesota Office of Higher Education and the University of Minnesota-Twin Cities

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Information Bits:

Got Questions?

We have answers.

MINITEX

Reference Services

has changed its

e-mail address

to better serve

your needs.

mtxref@umn.edu

Effective immediately.

MORE Training is Back

Minnesota Opportunities for Reference Excellence (MORE) gives library staff the opportunity to develop and refine their reference skills with the goal of improving the overall quality of reference service in Minnesota. MORE is the Minnesota adaptation of the California Opportunities for Reference Excellence (CORE) Reference Manual and Correspondence Course. Previous paper editions of the MORE Manual were published in 1991 and 1994. The third edition of the MORE Manual was recently released and is available online at <http://www.arrowhead.lib.mn.us/more/more.htm>. Features of the third edition include expanded coverage of Internet searching and resources, electronic resources, and reader's advisory.

MORE has traditionally been presented as a combination of correspondence course and in-person training sessions. Technology has changed the way that learners can interact with the MORE curriculum. Because of the MORE website, learners can easily access the manual and exercises at their own time and pace or even for a just-in-time crash course on some aspect of reference service (e.g., booktalking tips, working with patrons from other cultures, or vehicle repair questions). Web conferencing software (e.g., LiveMeeting or Breeze) allows learners to participate in live "webinar" sessions via their computer, Internet connection, and telephone. While some of the MORE content requires live, in-person instruction to allow for discussion and hands-on activities, the webinar format will allow some MORE sessions to be presented without the time, expense, and travel often associated with training.

What's in it for me? Whether you're a staff member with no formal training in reference, a veteran librarian with a master's degree, or a brand-new professional with little experience, MORE has something to offer. The curriculum, which is organized into three sessions, cover several broad reference areas: an introduction to reference service, patrons and communities, the reference interview, ethics and the law, evaluating sources, answering questions, electronic resources, and reader's advisory. Material is organized in such a way, however, that trainers and learners can focus on individual sections to meet the needs at hand. In other words, a MORE session does not have to follow a carved-in-stone script – there's flexibility in what can be presented.

One of the strengths of MORE is the level of interaction: don't expect it to be a passive learning experience! The curriculum is designed to include discussion, small-group or partner exercises, and actually using reference sources to answer reference questions. The interaction helps participants gain from the collective experiences and skills of a group while also learning new concepts, skills, and resources. Even if you think you know it all about reference service, the MORE



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exercises will show you that everyone can benefit from a little review on the basics of reference service (how are your open-ended questions or welcoming behaviors?). Library staff participating in the Minnesota Voluntary Certification Program can also count MORE training toward certification.

To schedule online or in-person MORE training contact MINITEX Reference Services at mtxref@umn.edu.

Article from *Reference Notes* March 2004.

The updating and expansion of the MORE manual, development of the MORE website, and the train-the-trainers workshop were provided by funding from The Institute of Museum and Library Services, a federal agency that fosters innovation, leadership, and a lifetime of learning, and Library Development and Services, the Minnesota State agency, under the provisions of the Library Services and Technology Act (LSTA).

Hidden Gem for Genealogy

Kristen Meyer

Think you have exhausted all the resources available to you to do genealogy research? Searched your local library and historical society along with newspapers? Did you think that WorldCat was just a super catalog of books, music, and visual materials? If so, think again.

WorldCat is a mega catalog of more than 1 billion library holdings representing 67 million items held in libraries, which include archives and historical societies around the world. Many libraries have digitized some of their materials, many of which are devoted to local history. Some examples of the types of materials you will find in WorldCat include: historical newspapers and photographs, cemetery records, church histories, oral histories, diaries or journals, indexes to wills, family histories and treasures such as a velveteen rabbit.

One may do a quick subject search for your family name by entering your family name followed by “family,” and putting the phrase in quotes (i.e., “Meyer family”). For myself, I retrieved four hits, which are not related to my family origins; broadening the search to keyword did not improve my findings. However, when I refined my search to “Meyer” as a subject and Minnesota as a keyword, I received



several hits that I did not know about prior to doing the search; include some interesting correspondence and genealogy research compiled about another family written by a Meyer. The two

items are found at two locations that I would not have considered checking before, one of which is in Oklahoma.

Want to comment on an item or network with others researching your family? For each record there is now an “Add/View Comments” tab. You can add your own genealogical notes in the details section.

Look for upcoming MINITEX webinars on Genealogy and WorldCat in July!

Social Networking Sites Grow 47 Percent, Year Over Year, Reaching 45 Percent of Web Users

Press Release

Nielsen/NetRatings, a global leader in Internet media and market research, announced today that April’s top 10 social networking sites collectively grew 47 percent year over year, increasing from an unduplicated unique audience of 46.8 million last year to 68.8 million in April 2006, reaching 45 percent of active Web users.

MySpace, which has attracted significant media attention of late, topped the list with 38.4 million unique visitors and a remarkable year-over-year growth rate of 367 percent (see Table 1). Blogger took the No. 2 spot, garnering 18.5 million unique visitors and growing 80 percent year over year; Classmates Online followed with 12.9 million unique visitors and a 10 percent year-over-year increase. Newcomer YouTube and the more established MSN Groups rounded out the top five, with 12.5 million and 10.6 million unique visitors respectively.

Want to learn more about new technology? Look for MINITEX’s new technology webinar in July focused on social tagging/ folksonomy.

What, When, Why, How of Reference Referral

Kristen Meyer & Jennifer Hootman

MINITEX offers extensive reference and referral services to help you find answers to your questions on any topic, and when we say any topic, we mean it!

Here is a sampling of a few recent requests:

- Artist Charles Deas & Doty Treaty Abercrombie Trail
- Aesop fable "Donkey and the Thistle"
- Reviews of standard national tests – Mental Measurements Yearbook
- SAMS Photofacts – wiring for a 1959 Ford automobile radio
- Lyrics for "Lilies in the Moonlight"
- County history information
- Original specifications of a 1950s boat, The Tarpon
- Scholarly articles from a variety of journals
- Patent applications and company histories
- News articles from the Star Tribune, Wall Street Journal, and New York Times

MINITEX Reference Services can be used to locate information beyond your library's scope, a subject specialty that you are not familiar with, or just to make sure your patron is getting the best possible information from all resources available. To complete each question we not only use online resources, the University of Minnesota's and Minneapolis Public Library's collections, but also national and international resources and experts.

Our goal is to send a response as soon as we are able after receiving the request. Over 95% of our requests are filled within one business week. We also accept RUSH orders and try to accommodate the needed timeline. Our responses include a memo describing the research process, resources used, answer to the question, any requested materials, and suggestions for further research or referral to other libraries. Printouts from databases or other online resources, photocopies and books are sent to the appropriate library through MINITEX delivery, e-mail, fax or MEDD.

Occasionally even the MINITEX Reference Staff is stumped, so we look to the broader library community for assistance. Some of the options we have pursued include: publishing the question in *Reference Notes*, on the stumper's listserv (wombats_!), or even subject specific message boards. Just last week we received a fax from a gentleman that was surfing the web and found a MINITEX inquiry from 1996 and wondered if we still needed assistance in locating a song's lyrics because he had a copy.

Reference questions can be submitted either through our web form, <https://www.minitex.umn.edu/reference/refdb/index.asp>, our e-mail address, mtxref@umn.edu, via the phone at 1-800-462-5348, or by snail mail. Use the method most convenient for you!

Outstanding Reference Sources: The 2006 Selection of Recent Titles

- from RUSA Reference Sources Committee

This list of reference resources was selected by RUSA's Reference Sources Committee. These resources were selected for their high-quality and appropriateness for small to medium-sized libraries.

Americans at War: Society, Culture, and the Homefront. John P. Resch, ed. 4 vols. Macmillan, 2005. (ISBN 0-02-865806-x) 1,500 pages, \$395.

American Heritage Science Dictionary. Houghton, 2005. (ISBN 0-6184-5504-3) 704 pages, \$19.95.

Black Women in America, 2nd ed. Darlene Clark Hines, ed. Oxford Univ. Pr., 2005. (ISBN 0-1951-5677-3) 1,696 pages, \$325.

Encyclopedia of Cryptozoology: A Global Guide to Hidden Animals and Their Pursuers. Michael Newton. McFarland, 2005. (ISBN 0-7864-2036-7). 584 pages, \$95.

Encyclopedia of the Documentary Film. Routledge, 2005. (ISBN 1579584454) 1,968 pages, 5565.

Encyclopedia of Multiethnic American Literature, Emmanuel S. Nelson. Greenwood, 2005. (ISBN 0-313-33059-X) 2,692 pages, \$499.95.

Encyclopedia of Psychoactive Plants: Ethnopharmacology and its Applications. Christian R1tsch. Park Street Press, 2005. (ISBN 0-89281-978-2), 944 pages, \$125.

Encyclopedia of Religion and Nature. Bron Taylor, ed. 2 vols. Continuum International Publishing, 2005 (ISBN 1-84371-138-9) 2,000 pages, \$395.

Encyclopedia of Twentieth Century Photography. Lynn Warren, ed. Routledge, 2005. (ISBN 1579583938) pages?, \$395.

Encyclopedia of World War I: A Political, Social and Military History. Spencer C. Tucker, ed. 5 vols. Santa Barbara, Calif.: ABC Clio, 2005. (ISBN 1-85109-420-2) 2,048 pages, \$485

Immigration and Asylum from 1900 to Present. Matthew J. Gibner and Randall Hansen, eds. ABC Clío, 2005. (ISBN 1-570607-796-9) 1,095 pages, \$285.

Oxford Encyclopedia of Latinos and Latinas in the United States. Suzanne Oboler and Deena J. Gonzalez. Oxford Univ. Pr., 2005. (ISBN 0-19-515600-5) 2,344 pages, \$525.

Source:

Wayman, Matthew J., et al. "Outstanding Reference Sources: The 2006 Selection of Recent Titles." *Reference & User Services Quarterly* 45.3 (Spring 2006): 221.

New Reference Librarian!

We are happy to announce the return of Carla Pfahl to MINITEX Reference Services on June 19! Carla worked with us in 2003 – 04 at which time she returned to the U Libraries to work with InfoPoint Digital Reference Services and at the Wilson Library reference desk. As Digital Reference Librarian and Coordinator, Chat Reference Service, she provided reference, referral, and instructional services to

patrons via web, email, telephone, and other modes. She coordinated the chat reference service. In addition to developing and presenting ELM and other reference training and responding to your reference referrals, Carla will be instrumental in our developing a stronger, more prominent digital reference presence.



REFERENCE NOTES

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Reference Email mtoref@umn.edu
Office Hours Mon-Fri., 8:00 a.m. - 4:30 p.m.
Reference Intake Form <https://www.minitex.umn.edu/reference/refdb/index.asp>

The Institute of Museum and Library Services, a Federal agency that fosters innovation, leadership, and a lifetime of learning, and State Library Services & School Technology, the Minnesota state library agency, supports MINITEX Reference Services under the provisions of the Library Services and Technology Act (LSTA).

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