



# Selected L-NET transcripts of J. Gapp, volunteer librarian @ Oregon's Virtual Reference Network

## Example chat #1

### chat 151246 - how can i check out a digital audio?

#### about your patron

[Central Library - Multnomah County](#)

[97202](#)

#### closed

#### about this session

Tue, 19 May, 2009 at 17:24:16

**length:** 22:48

**resolution:** Completed

**librarians:** [jgapp](#) (L-net Volunteers)

Full transcript

May, 2009. 22 minutes, 48 sec.

#### Question:

how can i check out a digital audia?

16:26:49 **patron:** hijenny

16:26:49 **Jenny, a school librarian volunteer from Oregon:** Hi ANONYMOUS

16:27:01 **Jenny, a school librarian volunteer from Oregon:** You have a question about digital audio?

16:27:08 **patron:** i yes

16:27:15 **patron:** i have trouble downloading it

16:27:27 **patron:** i have a macbook i dont know if thats the problem

16:27:37 **Jenny, a school librarian volunteer from Oregon:** You are on the Multnomah Co. Library website?

16:27:54 **patron:** yes

16:28:02 **patron:** i have it open on a tab

16:28:22 **Jenny, a school librarian volunteer from Oregon:** do you want to copy and paste the link to me, so I can see what you are looking at?

16:28:30 **patron:** sure

16:28:36 **patron:**

<http://catalog.multcolib.org/search/a?searchtype=Y&SORT=R&searchscope=1&...>

16:30:03 **Jenny, a school librarian volunteer from Oregon:** Okay, did you get to this link after clicking on it?

<http://library2go.lib.overdrive.com/0C9AC65C-0738-4EF0-BDE1-C3B1C90A9865...>

16:30:42 **patron:** i placed it on hold

16:31:05 **patron:** on that web site but dont know what happens next

16:32:48 **Jenny, a school librarian volunteer from Oregon:** ok, to be honest I'm not sure either! I don't work at the Multnomah Co. Library--you aren't there right now are you? That's okay if you aren't, I can do a little research myself and see if I can figure out what the process is... do you have a few minutes?

16:33:06 **patron:** yes i do

16:33:32 **patron:** like i said, its on my hold list, but i dont know how to download it and when and how i return it

16:33:47 **Jenny, a school librarian volunteer from Oregon:** So, it looks like you need to download this software:

<http://www.overdrive.com/software/omc/>

16:34:00 **Jenny, a school librarian volunteer from Oregon:** there is a version for Macs...

16:34:14 **patron:** is it on that same site/??

16:34:27 **patron:** i'm downloading

16:34:41 **Jenny, a school librarian volunteer from Oregon:** I think you "return" it by simply not being able to access it anymore after the lending period.

16:34:57 **Jenny, a school librarian volunteer from Oregon:** You had to click on a variety of links to get to the software download.

16:35:01 **patron:** and how do i hear it

16:35:02 **patron:** ??

16:35:17 **Jenny, a school librarian volunteer from Oregon:** I just noticed in the library catalog that it said this software was a requirement

16:35:48 **Jenny, a school librarian volunteer from Oregon:** it did lead you there from the library page, but you are right it wasn't very obvious...

16:36:27 **Jenny, a school librarian volunteer from Oregon:** ok, how do you hear it, well, I assume you have speakers or earplug jack on your computer?

16:36:33 **patron:** the program is already downloaded

16:36:45 **Jenny, a school librarian volunteer from Oregon:** ok

16:36:54 **patron:** no i dont hear it

16:37:12 **Jenny, a school librarian volunteer from Oregon:** does it say that it is playing?

16:37:16 **patron:** nop

16:37:57 **Jenny, a school librarian volunteer from Oregon:** ok, did you have to enter your library card number at any point?

16:38:09 **patron:** yes i did enter it

16:38:19 **patron:** thats how i was able to place it on hold

16:38:41 **Jenny, a school librarian volunteer from Oregon:** k

16:39:07 **patron:** but from that on i couldnt hear it or downloaded

16:39:39 **Jenny, a school librarian volunteer from Oregon:** I'm going to see if I can download the same software, although I don't have a card myself...we'll see how far I get.

16:39:42 **Jenny, a school librarian volunteer from Oregon:** hang in there

16:39:52 **patron:** ko

16:39:54 **patron:** ok

16:42:08 **Jenny, a school librarian volunteer from Oregon:** okay, after downloading did you click on the "Add 2go cart?"  
<http://library2go.lib.overdrive.com/0C9AC65C-0738-4EF0-BDE1-C3B1C90A9865...>

16:42:29 **Jenny, a school librarian volunteer from Oregon:** then you should click on the "Proceed to checkout" link

16:42:44 **Jenny, a school librarian volunteer from Oregon:** It may prompt you to enter your card # again...

16:43:17 **Jenny, a school librarian volunteer from Oregon:** the lending period also appears to be 7 days, or one week.

16:43:29 **patron:** ok

16:44:06 **Jenny, a school librarian volunteer from Oregon:** yeah, it asks you to select your library, your card # and your pin #

16:44:12 **patron:** no

16:44:18 **patron:** its downloaded

16:44:38 **Jenny, a school librarian volunteer from Oregon:** so you got it downloaded?

16:45:05 **patron:** yeah

16:45:10 **Jenny, a school librarian volunteer from Oregon:** woohoo!

16:45:13 **patron:** but i guess its not for mac

16:45:13 **Jenny, a school librarian volunteer from Oregon:** can you hear it?

16:45:22 **patron:** at least the one i want to hear

16:45:36 **patron:** its not suported by mac

16:45:53 **Jenny, a school librarian volunteer from Oregon:** huh. did you download the mac version of the software?

16:45:58 **patron:** yeah

16:46:05 **patron:** i mean the library file  
16:46:52 **patron:** but i guess i have the hang of it  
16:47:12 **patron:** the file on the web site is WMA, and it doesn't play on the mac  
16:47:17 **patron:** so thats my bad luck  
16:47:29 **Jenny, a school librarian volunteer from Oregon:**

Excerpt: Genesis 1 (WMA format)  
Available copies: 0 (0 patron(s) on waiting list)  
Library copies: 2

File size: 1063489 KB  
Number of parts: 62  
Duration: 73 hours, 59 minutes  
Release date: May 30, 2005  
Plays on:

I see right here there is an icon that has PC or Mac and Mac is not selected, you are right!

16:47:32 **Jenny, a school librarian volunteer from Oregon:** drat!  
16:47:50 **patron:** well thanks anyways  
16:48:00 **Jenny, a school librarian volunteer from Oregon:** Well, i wonder if you go back to the catalog if there is one supported by PC...  
16:48:06 **Jenny, a school librarian volunteer from Oregon:** you are welcome  
16:48:13 **Jenny, a school librarian volunteer from Oregon:** at least we got you the software!  
16:48:24 **patron:** now i know how it works  
16:48:32 **Jenny, a school librarian volunteer from Oregon:** can I help you with anything else?  
16:48:39 **patron:** not at the moment  
16:48:48 **Jenny, a school librarian volunteer from Oregon:** k, thanks for using L-Net!  
16:48:59 **patron:** bye bye  
16:49:05 **Jenny, a school librarian volunteer from Oregon:** bye. :)

## Example chat #2

### chat 151095 - Can mice see in color?

about your patron

closed

about this session

Mon, 18 May, 2009 at 16:53:48

**length:** 09:41

**resolution:** Completed

**librarians:** [jgapp](#) (L-net Volunteers)

Full transcript

May, 2009. 9 minutes, 41 sec.

**Question:**

Can mice see in color?

15:53:52 **Jenny, a school librarian volunteer from Oregon:** HI

15:53:56 **patron:** Hello!

15:53:57 **Jenny, a school librarian volunteer from Oregon:** welcome to L-Net

15:54:06 **Jenny, a school librarian volunteer from Oregon:** SO, you are wondering if mice see in color?

15:54:13 **patron:** Yep

15:54:19 **Jenny, a school librarian volunteer from Oregon:** Have you tried any online resources yet?

15:54:37 **patron:** Yes...And it just gave me how we see in color...Nothing about mice

15:54:54 **Jenny, a school librarian volunteer from Oregon:** okay, let me do a little searching. do you have a few minutes?

15:55:01 **patron:** Yes, thank you

15:55:07 **Jenny, a school librarian volunteer from Oregon:** be right back..

15:59:19 **Jenny, a school librarian volunteer from Oregon:** okay, here is an article that talks about transgenic mice, or mice altered by scientists tampering with their genes, and a few paragraphs down it talks about the spectrum of light that a mouse (and human can see, it gives the impression that mice can see certain ranges of color...

<http://uwnews.washington.edu/ni/article.asp?articleID=2724>

15:59:36 **Jenny, a school librarian volunteer from Oregon:** see what you think and I will keep looking for a more definitive answer...

16:01:13 **Jenny, a school librarian volunteer from Oregon:** aha, this article states that mice are color blind

[http://www.colormatters.com/vision\\_mice.html](http://www.colormatters.com/vision_mice.html)

16:02:01 **Jenny, a school librarian volunteer from Oregon:** so perhaps the genetic tampering is what has allowed mice to see some color --the mice that have been tested that is, not your average "house mouse." :)

16:02:10 **patron:** Does them seeing limited colors mean they're color blind?

16:02:27 **patron:** I like these!! They work!! Thanks!! ^\_^

16:02:31 **Jenny, a school librarian volunteer from Oregon:** Originally yes, see the second article there as follow up  
16:02:34 **Jenny, a school librarian volunteer from Oregon:** great!  
16:02:40 **Jenny, a school librarian volunteer from Oregon:** can I help you with anything else?  
16:02:49 **patron:** No, I think i'm good!  
16:02:53 **Jenny, a school librarian volunteer from Oregon:** ok  
16:02:57 **Jenny, a school librarian volunteer from Oregon:** thanks for using L-Net!  
16:03:07 **patron:** Thank you, good bye!  
16:03:10 **Jenny, a school librarian volunteer from Oregon:** bye

### Example chat #3

#### chat 144741 - Where can I find market data (present and future forecasts) for off site hosted backup services?

**about your patron**

[North Plains Public Library](#)

[97133](#)

**closed**

**about this session**

Tue, 14 Apr, 2009 at 17:42:48

**length:** 27:08

**resolution:** Followup

**librarians:** [igapp](#) (L-net Volunteers)

Full transcript

April, 2009. 27 minutes, 8 sec.

#### **Question:**

Where can I find market data (present and future forecasts) for off site hosted backup services?

16:43:03 **Jenny, a school librarian volunteer from Oregon:** Welcome to L-Net, I am taking a look at your question now...

16:43:57 **Jenny, a school librarian volunteer from Oregon:** Hi ANONYMOUS, I need to ask some clarifying questions...

16:44:44 **Jenny, a school librarian volunteer from Oregon:** Are you referring to servers that store data for a business or institution?

16:44:55 **patron:** yes

16:46:02 **Jenny, a school librarian volunteer from Oregon:** And could you tell me more about "ANONYMOUSet data" do you mean how much these services cost? or how much information they can and will be able to store, or something totally different?

16:47:52 **Jenny, a school librarian volunteer from Oregon:** My initial reaction is to first try this weekly magazine, also online:

<http://www.informationweek.com/index.jhtml> I'm taking a look at it now...

16:48:24 **Jenny, a school librarian volunteer from Oregon:** It keeps up with current trends in the tech industry, although we may need to dig a little deeper...

16:49:12 **patron:** i need to know what the current and/or forecasted future ANONYMOUSet is for hosted backup services. ideally I would like something like this; "in 2008 x amount of gigabytes went from internal backup systems to hosted backup systems. and its forecasted in 2009 and 2010 for x more (or less) gigabytes of data will make the transition from internal to hosted."

16:50:31 **patron:** by internal i mean a company manages their own backups. By hosted I mean a company used a backup service provider to host their backups.

16:51:15 **Jenny, a school librarian volunteer from Oregon:** okay, that's helpful. I'm not an expert by any means--I'd love it if my own IT guy were here right now! and if I can't get you closer to your answer we have a variety of other subject experts that work on L-Net that may be able to better serve you. In the meantime, I'll continue my initial search, do you have a few minutes?

16:51:33 **Jenny, a school librarian volunteer from Oregon:** Thanks for the additional definition. :-)

16:53:29 **patron:** i do. thanks for your help. google is giving me a lot of product data, but no real 3rd party or impartial ANONYMOUSet data.

16:53:43 **Jenny, a school librarian volunteer from Oregon:** gotcha. I'm still looking...

17:00:00 **Jenny, a school librarian volunteer from Oregon:** ANONYMOUS, still looking here, I'm thinking you might have more luck looking in a more scholarly database, where projections are based on research...

17:00:08 **Jenny, a school librarian volunteer from Oregon:** Do you have access to any scholarly databases?

17:01:14 **Jenny, a school librarian volunteer from Oregon:** I'm also thinking that there must be an industry organization that tracks data, you're probably more knowledgeable than I as far as national organizations that follow IT?

17:01:29 **Jenny, a school librarian volunteer from Oregon:** Another question for you, do you have a timeline on when you need this information by?

17:02:21 **patron:** lets see..

17:03:17 **patron:** i don't know if I have access to scholarly data bases. I can check with my Alma matter- George Fox.

17:03:58 **Jenny, a school librarian volunteer from Oregon:** That's okay, I'm also a library student and I'm searching in mine...

17:04:18 **patron:** time line- does not have to be tonight. by tomorrow noon would be good, but not necessary. any time within a week or so is fine.

17:06:19 **Jenny, a school librarian volunteer from Oregon:** okay, found something that appears to be a close cousin of what you are looking for...

17:06:36 **Jenny, a school librarian volunteer from Oregon:** I'm going to try and attach a file here you can read, just a sec...

17:06:58 **patron:** cool

17:07:48 **Jenny, a school librarian volunteer from Oregon:** File Share URL <http://chat.knowitnow.org:9090/webchat/UploadServlet?ITprojections.html>

17:07:53 **Jenny, a school librarian volunteer from Oregon:** Do you see it?

17:08:11 **patron:** i have been looking on the infoweek site too. nothing yet. ideally I could get some Gartner or Forrester (or similar) data, but that data costs lots of money...

17:08:19 **Jenny, a school librarian volunteer from Oregon:** If not, I can also paste the long text here...

by [anonymous](#)

Tue, 14 Apr, 2009 at 18:16 ([edit](#))

Thanks Jenny, that down load was perfect. I don't know why we got disconnected.

-----Original Message-----

From: [ask@oregonlibraries.net](mailto:ask@oregonlibraries.net) [mailto:[ask@oregonlibraries.net](mailto:ask@oregonlibraries.net)]

Sent: Tuesday April 14, 2009 18:15 PM

To: Mark Lipscomb

Subject: Your recent chat with a librarian [question 144741]

Greetings,

Below is a copy of your recent chat with an Oregon librarian.

You asked:

Where can I find market data (present and future forecasts) for off site hosted backup services?

[main chat transcript see above]



17:08:19 Jenny, a school librarian volunteer from Oregon: If not, I can also paste the long text here...

If you need further assistance, you may reply to this e-mail message or visit us again at [www.oregonlibraries.net](http://www.oregonlibraries.net) [3].

[1] <http://www.informationweek.com/index.jhtml>

[2] <http://chat.knowitnow.org:9090/webchat/UploadServlet?IT>

[3] <http://www.oregonlibraries.net>

[edit view](#)

Clarification by [annmarie](#), Tigard Public Library

Fri, 17 Apr, 2009 at 10:56

Hello,

Thanks for following up to your LNet question. I am glad that what Jenny provided seemed to help answer your question. Did you need any more assistance from us?

Best regards,

Ann-Marie

Tigard Public Library

[edit view](#)

by [anonymous](#)

Fri, 17 Apr, 2009 at 11:03 ([edit](#))

No further assistance need at this time. Thanks!

-----Original Message-----

From: [ask@oregonlibraries.net](mailto:ask@oregonlibraries.net) [mailto:[ask@oregonlibraries.net](mailto:ask@oregonlibraries.net)]

Sent: Friday April 17, 2009 10:57 AM

To: Mark Lipscomb

Subject: Please clarify your request [question 144741]

Greetings,

You recently asked Oregon libraries, question #144741.

Where can I find market data (present and future forecasts) for off site hosted backup services?

Hello,

Thanks for following up to your LNet question. I am glad that what Jenny provided seemed to help answer your question. Did you need any more assistance from us?

Best regards,  
Ann-Marie  
Tigard Public Library

Please reply to this e-mail message to help the librarians answer your question.

[edit view](#)

April, 2009. minutes, sec.

**Question:**

to Jenny the Librarian Student: We got disconnected, but that download you sent was spot on! thanks! Any other items available?

## Chat example #4

### chat 141386 - I need help finding a website on Chilean family life and what their responsibilities are and what it looks like

**about your patron**

[Tigard Public Library](#)

[97062](#)

closed

**about this session**

Tue, 17 Mar, 2009 at 17:48:13

**length:** 15:44

**resolution:** Completed

**librarians:** [igapp](#) (L-net Volunteers)

Full transcript

March, 2009. 15 minutes, 44 sec.

**Question:**

I need help finding a website on Chilean family life and what their responsibilities are and what it looks like

16:48:27 **patron:** hi

16:48:50 **Jenny, a school librarian volunteer from Oregon:** Welcome to L-Net, I am taking a look at your question now...

16:48:55 **patron:** ok sounds good

16:49:49 **Jenny, a school librarian volunteer from Oregon:** Hi ANONYMOUS, may I ask if this is for a research report (academic) or another purpose?

16:50:27 **patron:** Its for a country report that we have to do for school

16:50:34 **patron:** and i have Chile

16:50:43 **Jenny, a school librarian volunteer from Oregon:** what grade are you in?

16:51:13 **patron:** 7th

16:51:38 **Jenny, a school librarian volunteer from Oregon:** okay, can you wait a few moments while I find you some resource?

16:51:49 **patron:** ya

16:51:52 **patron:** thanks so much

16:53:33 **Jenny, a school librarian volunteer from Oregon:**  
ANONYMOUS, this site is from the CIA, and it will start you off with some facts <https://www.cia.gov/library/publications/the-world-factbook/geos/ci.html>

16:53:40 **patron:** ok tnx

16:54:10 **Jenny, a school librarian volunteer from Oregon:** If you scroll down you can predict how many families have telephones and internet in their home, what religion they may practice

16:54:16 **patron:** do u have any other cites also?

16:54:21 **Jenny, a school librarian volunteer from Oregon:** and what language they speak

16:54:27 **Jenny, a school librarian volunteer from Oregon:** Other cities in Chile?

16:54:45 **patron:** cites

16:54:51 **patron:** like internet web pages

16:55:24 **Jenny, a school librarian volunteer from Oregon:** okay, sites on Chile, let me take a moment to find some others for you.

16:55:38 **Jenny, a school librarian volunteer from Oregon:** Do you need a specific number of resources for your report?

16:55:57 **patron:** no btu i would like different cites so i can get a large ammount of info

16:56:27 **Jenny, a school librarian volunteer from Oregon:** Good thinking! :- ) let me work on that for you...

16:56:53 **patron:** ok thanks

16:56:56 **patron:** :0

16:56:59 **patron:** :)

16:57:47 **Jenny, a school librarian volunteer from Oregon:** Okay, this one talks about holidays, as well as other customs, I don't see anything specific yet on family life, I'll keep looking...  
[http://www.sanmarcoschurch.cl/fr\\_culture.html](http://www.sanmarcoschurch.cl/fr_culture.html)

16:58:20 **patron:** ok thanks

16:59:58 **Jenny, a school librarian volunteer from Oregon:** Okay, this one talks specifically about family life, it looks like it is from somewhere in the Library of Congress, an authoritative site.<http://countrystudies.us/chile/55.htm>

17:00:21 **Jenny, a school librarian volunteer from Oregon:** oops, delete the word "site" in front of the http part

17:02:14 **patron:** ok

17:02:19 **patron:** thansk so much  
17:02:20 **Jenny, a school librarian volunteer from Oregon:** how are you  
doing, do any of these sites work for you?  
17:02:33 **patron:** that looks great  
17:02:38 **patron:** thank you so much  
17:02:49 **Jenny, a school librarian volunteer from Oregon:** Can I help  
you with anything else this evening?  
17:02:54 **patron:** you helped me so much!:)  
17:02:57 **patron:** im good  
17:03:00 **patron:** you are awesome  
17:03:05 **patron:** ok well i better get to work  
17:03:11 **patron:** bye  
17:03:23 **Jenny, a school librarian volunteer from Oregon:** okay, bye  
ANONYMOUS  
17:03:28 **patron:** bye Jenny