I HAVE A QUESTION!

Supporting children's lifelong learning through reference services and collections

Introduction

Information

The need or inquiry

Formal Information Needs

- Many student questions in a school library media center will be formal inquiries
  - How many planets are there in the solar system?
  - What are important customs in Thailand?

Informal information needs

- Children's Curiosity drives informal inquiries
- A smaller but still important aspect of reference
  - One study found around 15% of digital reference questions were informal inquiries (Silverstein 2007)

Informal Inquiries by age

- Elementary/Primary school
  - Stimulated by school work
  - Inquiries about science are likely

- Late Primary/Middle School
  - Interest in the world
  - Abstract or conceptual issues

Informal Inquiries by age

- Secondary School
  - Career planning
  - Health & welfare
  - Death & Anxiety

'Real' and 'Unreal' questions

- Some informal questions may not be 'real' questions but when treated with respect may lead children to discover real things in the world around them.

Student

Provides the question which leads to a search for information

Characteristics of students

- ☐ The student may not know what to expect
- ☐ The student may be fearful
- ☐ The student's communication skills may be less refined
- ☐ The student may not know the terminology
- ☐ The average student may have no pre-knowledge of resources

Verbal Skills Required

- ☐ Respectful responses
- ☐ Motivational words (encouragers)
- ☐ Verbal reflection
- ☐ Positive reactions
- ☐ Avoid premature answers
- ☐ Avoid diagnoses (or opinions)
- ☐ Restate or rephrase content

Information Literacy

Information literacy is an important aspect of the reference transaction.

☐ Information literacy may include the following problem-solving models:

- ❑ Information seeking (Kuhlthau)
- ❑ Big6 information Problem-Solving Model (Eisenberg and Berkowitz)
- ❑ Research Process (Stripling and Pitts)

K-W-L Method in Reference

- What do I KNOW?

- What do I WANT to Know?

- What did I LEARN?

    (Ogle 1986)

- Discover the information needed

- Clarify the Inquiry

- Uncover the amount, level, and types of resources best suited

    (Riedling 2005)

What do I *know?*

□ Determines the context of the child's question and helps to uncover material that will best answer the need.

□ May help children realize they know *something* about the topic even if they think they know nothing.

□ Helps the librarian to understand what type of material may be useful in answering the question.

What do I *want* to know?

Clarify the inquiry.

☐ Use open ended questions to have students point the way.

☐ Recognizing a search term may be easier for young children than generating search terms.

What did I *learn?*

Uncover the resources needed for solution.

- A guided information search - helping children find information in a 'directed manner'.

- Answer questions in the stacks to help ensure the proper reading level of materials.

Answer

The solution to the student's information need

Solution

To uncover the solution the following things are needed:

1) *Communication skills*

2) Knowledge of collection

3) Competence in selecting, acquiring, and evaluating resources

   Reference skills for the school library media specialist: tools and tips, Riedling

Knowledge

- Answer Questions!

- Know the organization method

- Browse topic areas

- Evaluate your reference interview solutions

- Weed the collection

- 'Shop' your Collection

Knowledge

- Know additional community resources
  - Other library collections (public, other schools that student's might be able to use)
  - Teachers and any available classroom collections
  - Freely available web resources

Competence

- Information resource evaluation checklist
  - Format
  - Arrangement
  - Accuracy
  - Scope
  - Style
  - Type of Document
  - Usefulness

Useful Search Engines for children

- *Ask Kids* | http://www.askkids.com/ (May work well for very young children)

- *Yahoo! Kids* | http://kids.yahoo.com/learn (Includes information from popular media such as games, television, films, etc)

- *KidsClick* | http://www.kidsclick.org/ (Allows to search by Dewey Decimal range)

- *KidRex* | http://www.kidrex.org/ (Customised Google Search, using Google SafeSearch)

- *Fact monster* | http://www.factmonster.com/

Digital Libraries

- Children's International Digital Library
  - Full Text of books
  - Requires Java Plugin for Reader
  - Includes many different languages
  - Some teacher helps and groupings by topic

Children's International Digital Library

Children's International Digital Library

Children's International Digital Library

About This Book

Dindo Pundido

Author and Illustrator - Jose Miguel Tejido

Read this Book

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Number of Pages - [27]
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Summary
Among the fireflies' siblings, Dindo is the only one without light. Amidst the teasing he gets, Dindo proves that it is not in its light that the true brilliance of a firefly is seen.

Publication Date
2002

Languages
Filipino / Tagalog

Contributor
Philippine Board on Books for Young People (PBBY) - Philippines

Publisher
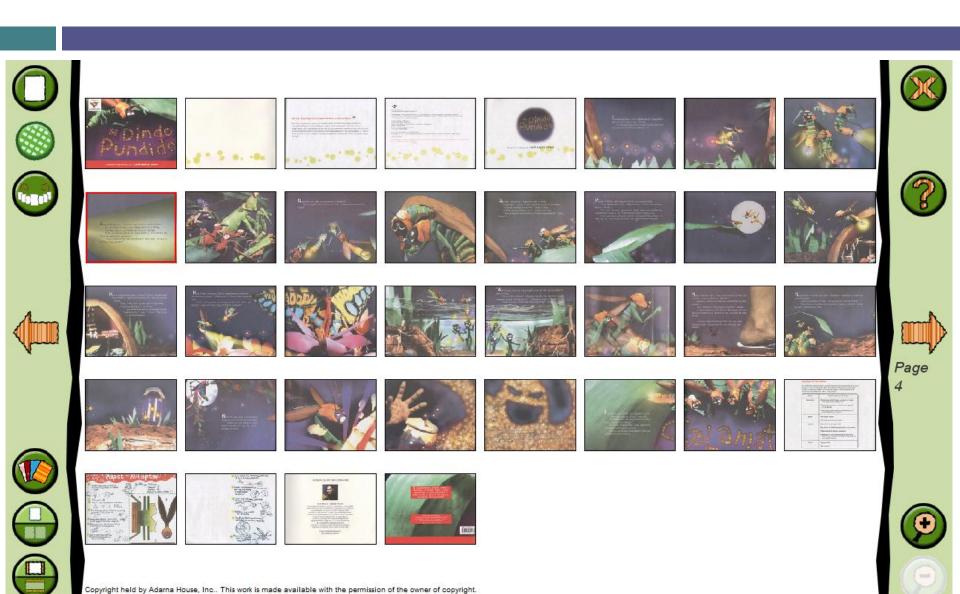Adarna House, Inc. - Philippines
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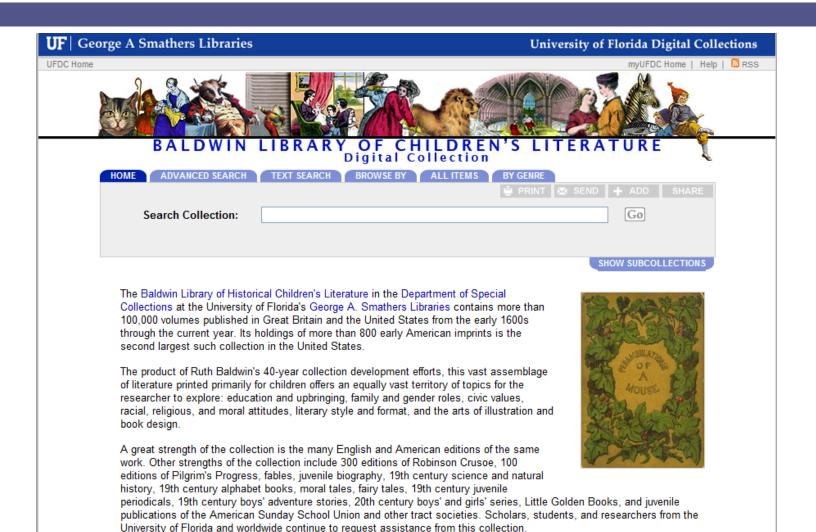
Children's International Digital Library

Digital Libraries

- Baldwin Library of Children's Literature
  - Older books only digitized
  - 100,000 titles published in UK and USA
  - Better for 'researchers' but could be used for students
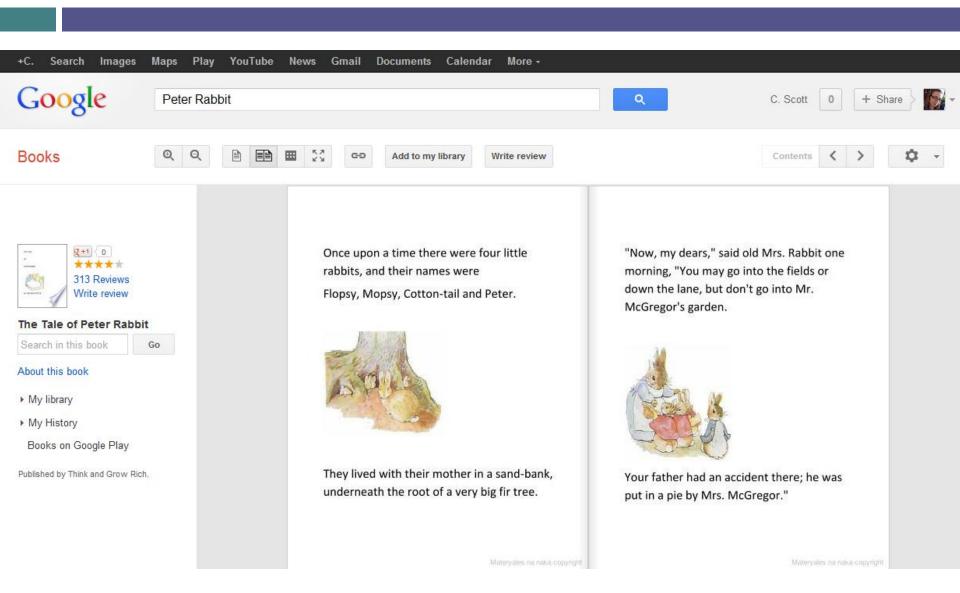
Baldwin Library of Children's Literature

Digital Libraries

- Google Books
  - Limit to full preview only
  - Allows to link to a particular book directly
  - Includes many books (particularly newer books) that are not available full text.

Google Books

Free Selection Materials

- Children's Picture Book Database at Miami University
  - Brief abstracts and keywords for each title.
  - Over 5,000 picture books are included, appropriate for use in designing curricular units for K-12 students.
- Databases of Award Winning Children's Literature
  - Over 7,000 records from 84 awards
  - Includes six English-speaking countries (United States, Canada, Australia, New Zealand, England, and Ireland).

Questions?

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