

CASE STUDY QUESTIONS

The following case studies are examples of common reference questions asked at circulation desks in the EPS Division Libraries. Please use the guidelines in the Reference Manual for SLEs to determine how you would help the patrons in each case study.

Journal articles

[Case Study 1](#)

[Case Study 2](#)

[Case Study 3](#)

Book questions

[Case Study 4](#)

[Case Study 5](#)

Software

[Case Study 6](#)

How to use the library

[Case Study 7](#)

Library-specific

[Case Study 8](#)

[Case Study 9](#)

Intensive questions

[Case Study 10](#)

Journal Articles

Case Study 1

Wanda is an undergraduate research assistant in an electrochemical materials lab.. She comes to the library with a list of references that her PI wants her to find. Here is one of the references:

Adhe, K. N., Kain, V., Madangopal, K. & Gadiyar, H. S. Influence of sigma-phase formation on the localized corrosion behavior of a duplex stainless steel. *J. Mater. Eng. Perform.* **5**, 500–506 (1996).

She'd prefer an online copy but could scan the paper copy if we only have that.

Case Study 2

Chris notices that the online article shows a black box where there should be a key figure. Do we have the article in print so he can get the missing figure?

Case Study 3

Sonja is taking EECS 149 and researching wearable LEDs as part of her class project. She wants to find papers about the research being done using sensor-based wearable LEDs. It is 8:30pm, and there are no librarians available to field the question. Where can she go to start looking for articles?

Book Questions

Case Study 4

Robert is looking for the book *Nuclear Engineering Fundamentals: a Practical Perspective*. He doesn't know how to find books at Berkeley and has come to the circulation desk for help.

Case Study 5

Jessica is a sophomore majoring in Physics. She is interested in all things “nano” and wants to follow up on her professor's mention of Quantum Dots in lecture today. She looked in Melvyl but

keeps finding books that are at other UC campuses. She wants books that she can check out and use now at Berkeley.

Software

Case Study 6

Bruce has an assignment that requires him to use the Powder Diffraction File (PDF4+) software, but he can't find it on the campus software central website. Does the library have access to this software program, and if so where can he get it?

How to use the Library

Case Study 7

A student has heard about a book that she'd like to read, *Measurement and instrumentation : trends and applications* by Ghosh, Sen, and Mukhopadhyay. You check OskiCat and see that UC Berkeley does not own this book. How else can she get a copy of this item?

Common Questions

Case Study 8

Veronica is researching her family history and wants to find aerial photos of the farm where her grandfather grew up - near Vacaville in the 1930s - so she can compare them to current satellite photos. The public library has directed her to UC Berkeley. Is there a resource available to help this patron?

Case Study 9

A new chemical engineering graduate student is at your library one night picking up some paged books, and says he also needs to find some articles for his research. At his undergraduate university he used a database called SciFinder to find all his chemistry articles. Does Berkeley have access to SciFinder for grad students, and if so, how does he get access?

Intensive Questions

Case Study 10

A student learned in a librarian instruction course that they can use Reaxys to do structure searching for chemical compounds and identify references containing common instrumentation data. The student cannot remember where in the substance record to locate the data and associated references. What do you advise the patron to do?

Answer Key

Case Study 1: I'm looking for this journal article. Here is the citation.

- "Start your search" search for "Influence of sigma-phase formation on the localized corrosion behavior of a duplex stainless steel", can add an author last name as a keyword
- Electronic copy is available

Case Study 2:

- "Start your search" search for "Journal of Materials Engineering and Performance"
- Select view in Oskicat
- Request a print copy from NRLF

Case Study 3: I need to find journal articles for my research project/topic.

- Visit the [ENGI home page](#)
- > Electrical Engineering and Computer Science _ Subject Guide > Articles Tab
- Can also refer to "Start your search" tool

Case Study 4: I'm looking for this book. Here is the title.

- "Start your search" search for "**Nuclear Engineering Fundamentals: a Practical Perspective**", with or without quotation marks

Case Study 5: I need to find books for my research project/topic at Berkeley.

- Refer patron to "Start your search"
- remember to use "Library catalog (OskiCat)" filter to limit to books owned by Berkeley

Case Study 6: Software questions

- Mathematica is available at all library research computers - SLE Reference Manual > Common Questions > Software programs

Case Study 7: Getting materials not owned by Berkeley - Interlibrary borrowing

- Show the [Interlibrary Borrowing and Lending](#) link from the library home page

Case Study 8: How do I find air photos?

- > Common questions by library > EART
- Refer patrons to the Catalog of Aerial Photography on the air photos page at <http://guides.lib.berkeley.edu/maps/airphotos>. Recommend that they search by county.

Case Study 9: How do I get access to SciFinder?

- Refer patrons to this LibGuide: <http://guides.lib.berkeley.edu/scifinder>
- Register for an account, and then visit the website for SciFinder

Case Study 10: How do I navigate a substance record in Reaxys?

- Refer to subject librarian.