

# Digital Reference in the Electronic Age: a Student's Experience at the IPL



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## **Narrative:**

I enjoyed my experience participating in the reference service of the Internet Public Library. I got a bit of late start into the questions and was feeling rather stressed after talking to others in the class who had spent hours answering their initial questions. The practice question I chose was on the history of shopping malls. The question was interesting and I felt it would give me an accurate sense of what I would be getting into shortly. It was easy to treat it as a real question and it did indeed take some time to hunt down three sources – I also found that I tended to want to see if there were perhaps another good site or a better source, even when I had already located three suitable sites.

For my first question I chose a query for an English translation of the text of a German or Polish law document from the end of the 12<sup>th</sup> century called the Magdeburg Charter. I figured why not jump right in and go for it – besides, it seemed intriguing. I spent my first few hours trying to familiarize myself with the topic and orient myself in relation to what was readily available – which turned out, perhaps not very surprisingly, to not be a whole lot. Several sites which initially looked promising turned out to be fine for general information, but the going was difficult. Finally I found a Google Books scan that at least had something close to the requested timeframe. I also found references to a conference which took place a few years ago, so I tucked this away as it seemed a possible source to contact people familiar with this topic who may have more information for the client.

I figured at this point, feeling I had exhausted what was readily available on the web, I would turn to some subscription resources to try to find a published source, which would hopefully meet the client's needs. I started at the UW Libraries page on the History subject area, where one of the top three resources was the "International Medieval Bibliography." Sounded perfect and it indeed was. I found a reference to a book chapter/article which had an English translation of the Magdeburg Charter. The patron had already tried the University of California Berkeley Library. But I figured he would be amenable to going there again if something were available, so I checked to see if they had the book I had found. Not only did they have it but it was also available.

I received a thank you and some positive feedback from the client, but in the end I don't know if the book turned out to be what he needed. If not, or even if it was, perhaps he will try to contact some of the scholars from the link to the conference I finally decided to add to the end of the email. Overall this was a fun and instructional question, both the topic and the experience of answering it.

Most of the other questions had a similar amount of time involved – even the one where I determined that there did not appear to be easy online access to the resource the client was seeking. The only question that took very little time was the request for the President of the US who served two non-sequential terms (Grover Cleveland). This was one of the questions which illustrated the value of some familiarity with the resources available through the IPL (in this case POTUS). In the digital or in-person reference environment, this would appear to be an invaluable tool – familiarity with one's collection.

Another principle was illustrated while answering a question about the mayor of Quebec in 1814. Through research into that topic, I came across information in one of the Canadian resources linked from the IPL. It would later help answer a different question about the Red Sky family. This instance made me aware of the value of reading other questions in the queue before setting off to answer any particular one. If I had not paid any attention to the Red Sky question, I would not have thought anything of seeing a link to an information source on this First Nations people in one of the lists I while looking for mayors of Quebec (turned out not to be the mayor but the British town major).

On one question the IPL administrator had included a link to the main resource to answer the question (the question on preparing for a rural mail carrier exam). This was very helpful, but I did also look for other sources and recalled a testing database I had seen before. I found a library which was hopefully closest to the client and determined that this library did have access to the testing resource (which I did verify has a section covering the desired test). On several questions I pointed clients to a local library. I found that some of the questions seemed able to be better answered through use of books or subscription library sources, perhaps because I am more familiar with these sources and value them as well, or just because not everything is available from my living room.

The most difficult question for me was the monthly schedule of NFL players. Maybe just because this was the most popular topic I chose – at least in terms of the number of pages, articles, sites, etc. which are online that deal with, mention, or in some way touch on the NFL. It is also the question I felt most could have been answered better – although I'm still not sure

what I'd try (other than walk a couple blocks to the Seahawks main office or yell at some of the Seahawks players on their practice fields – my apartment balcony looks out onto their facility. Too bad I don't really care about football!). I also think I just assumed the client meant training schedule and perhaps side tracked myself with this notion, not fully answering the question, or sure if that even was the question.

In many of the experiences I certainly felt that both the client and I could have benefited from a more interactive, perhaps face to face, dialog. It was a little uncomfortable to just go off searching for information, sometimes on a very short non-descriptive query, with no idea if I was making headway in the right direction. It would have been nice to receive feedback about the status of the question and progress being made. On the other hand, I was able to spend a lot more time searching than would be likely with the patron standing at a reference desk. This is one of the things that will continue to change in the digital age. As more and more people find answers to more of their basic questions themselves, the role of a librarian or information professional will be to help sort out those questions which are difficult to define as well as questions which require more sophisticated search tools and strategies (or at least more time and patience).

This is one of the things which excites me about entering the profession at this time – I look forward to, hopefully, more in-depth consultations with patrons, users, and clients (whichever term applies in given situations), along with the occasional directional questions and copier/printer repair. An understanding and appreciation of the amount of work and time that goes into answering these questions online or in person will be necessary at all levels of an

organization if it is going to fully support and implement meaningful electronic reference services, be they synchronous or asynchronous, and adapt to the changing nature of the reference interaction in person, as well. Of course, with more experience, either the amount of time I spend on any given question will decrease or the quality of answers will increase, but for this time, I believe that I assisted most of the clients and answered their questions well. I suppose there will always be lingering wonder about my effectiveness but one must move on, perhaps never receiving feedback, and help the next person tackle a challenging topic.

## Question One: English Translation of the Magdeburg Charter.

Reference Sources Questions TBA, article: (INACTIVE)

Subject: **HIS: I'm looking for a English translation of the original Magdeburg charter (no need by)**

Author: \_\_\_\_\_

Posted: **Wed, 07 May 2008 16:03:17**

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### Question:

I'm looking for a English translation of the original Magdeburg charter (approx. 1185-1188), so that I can understand how it evolved over time. Somewhere on the internet is a translation of a later charter, for another city, but not the original Magdeburg charter.

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: Berkeley, California, USA

Area: History

Reason: research for a website on Polish History

School: No

Sources consulted: Internet searches and catalog of University of California, Berkeley; one medieval history professor.

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### My Response:

Greetings \_\_\_\_\_, my name is David Austin. I am a volunteer at the IPL and am pleased to be able to assist you.

Thank you for submitting your question about acquiring an English translation of the Magdeburg Charter.

I started with an internet search and found many references to the Charter, but as you know, it was difficult to find the text of the charter.

Next I tried a Google book search and retrieved this book: "A Sourcebook for Mediaeval History" by Oliver J. Thatcher and Edgar H. McNeal. It was published in 1905. It includes a section starting on page 592 that states it includes the Magdeburg charter.

Here is a link to page 592:

[http://books.google.com/books?id=pfoLAAAYAAJ&printsec=titlepage&dq=Magdeburg+AND+charter+OR+rights+OR+law+AND+mediaeval+OR+medieval&client=firefox-a&source=gbs\\_summary\\_r&cad=0#PPA592,M1](http://books.google.com/books?id=pfoLAAAYAAJ&printsec=titlepage&dq=Magdeburg+AND+charter+OR+rights+OR+law+AND+mediaeval+OR+medieval&client=firefox-a&source=gbs_summary_r&cad=0#PPA592,M1)

I am including a shorter link in case the above link does not work:

<http://tinyurl.com/4yp79g>

Here is a link to the information page in Google books for this item;

[http://books.google.com/books?id=pfoLAAAYAAJ&dq=Magdeburg+AND+charter+OR+rights+OR+law+AND+mediaeval+OR+medieval&client=firefox-a&source=gbs\\_book\\_other\\_versions\\_r&cad=3\\_0](http://books.google.com/books?id=pfoLAAAYAAJ&dq=Magdeburg+AND+charter+OR+rights+OR+law+AND+mediaeval+OR+medieval&client=firefox-a&source=gbs_book_other_versions_r&cad=3_0)

Also included is a shortened link, here:

<http://tinyurl.com/3ojm5v>

Here is the link to the Google books search interface:

<http://books.google.com>

This book is part of the Google books project. It was scanned from a copy held by the New York Public Library. The book is viewable online through the Google books interface. It is also available as a PDF download which requires the Adobe Acrobat Reader to view. Adobe Acrobat Reader is free software that you can download from the following website:

[http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)

Google books can be a valuable resource, but it is always a good idea to verify copyright information when seeking sources through this service.

In my initial search I came across several references which used different terms for the Charter. It appears it is sometimes called the Magdeburg Law or Rights as well. I revised my search to look something like this: <Magdeburg AND (charter OR law OR rights) AND (mediaeval OR medieval)> (without the < or >). I chose the term "medieval" because it can be difficult to search on specific dates, sometimes a time period or era can prove more fruitful.

I also noticed that you mentioned checking the library catalog at the University of California, Berkley. In light of that information I searched a licensed database which I have access to through my institution, verifying that the UC Berkley library also has this database. It is called the "International Medieval Bibliography." Here is the link to the UCB page with databases

listed by subject, I chose the History section and then the database should be about halfway down the page:

[http://www.lib.berkeley.edu/find/types/subject\\_db.html#h](http://www.lib.berkeley.edu/find/types/subject_db.html#h)

I retrieved a record for the following article, published in a book:

"The place of the Magdeburg charter of 1107/08 in the history of Eastern Germany and of the crusades" by Giles Constable, is published in "Vita religiosa im Mittelalter Festschrift fur Kaspar Elm" on pages 283-299.

The article is stated to be in English and the database bibliography entry mentions this item includes "an English translation of this charter from MS. Darmstadt, Landesbibliothek."

The UC Berkley library appears to have "Vita religiosa im Mittelalter Festschrift fur Kaspar Elm." Its location and call number are:

"Main Stack BR735.V58 1999."

I searched for the title in the Pathfinder library catalog here:

<http://www.lib.berkeley.edu/find/types/books.html>

If you need help locating the item at the University of California Berkley Library, or to verify that the item is still available, I would recommend speaking with a librarian on the premises who should be able to assist you. You may want to take a copy of this email with you so the librarian can verify my information.

In my initial internet search I came across the website for the Museum of History of the City of Krakow. The initial page I landed on was for a conference which took place in 2006 related to the history of Krakow and the Magdeburg Law. Although there is not much information here, some of the presenters at this conference may be people whom you could contact for further resources. They may also be aware of articles or books that could assist in your research.

Following is a link to the conference page:

[http://www.mhk.pl/english/archiwum\\_48.php](http://www.mhk.pl/english/archiwum_48.php)

And the main page for the museum:

<http://www.mhk.pl/english/index.php>

I hope that the resources I was able to locate will assist you in your research. If you have any questions, need clarification, or desire further assistance from the IPL, we would be glad to help you.

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**Patron Response:**

Dear Mr. Austin, I'm very impressed and want to thank you very much.

I have just now received your email, and have not had time to search the references you gave me, but you were able to find a book at UC Berkeley that I had tried to find and had failed.

The reference on page 592 is in response to an inquiry from Breslau, and it is also available at the internet medieval history database.

What I'm have trouble figuring out is whether I should accept that the elders of Magdeburg were quoting the original charter. They have been quoting an amended charter, or they may have omitted some items. So that's why I initiated the inquiry.

So thank you very much.

I'm quite impressed.

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## **Question Two: Do you have a 460-Rural Carrier (USPS) Reviewer?**

Factual Reference Questions TBA, article: (INACTIVE)

Subject: **GEN: Do you have a 460-Rural Carrier (USPS) Reviewer? (no need by)**

Author: \_\_\_\_\_

Posted: **Thu, 15 May 2008 02:04:35**

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### **Question:**

Do you have a 460-Rural Carrier (USPS) Reviewer? Am I be able to access this online?

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: Queen Creek, Arizona

Area: General Reference

Reason: For Review

School: No

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### **My Response:**

Hello \_\_\_\_\_, greetings from the IPL,

My name is David. I hope the information we have found is what you are looking for.

Here is a link to the United States Postal Service (USPS) website with information about the Rural Carrier Associate Exam – 460.

<http://www.usps.com/employment/ruralcarrierassoc.htm>

Here is the USPS main site:

<http://www.usps.com/>

To access the Rural Carrier Associate page I found it linked through the careers link at the bottom of the USPS main page. Under the jobs tab on the left column click on “Mail Processing Jobs,” and then under operations choose “Rural Carrier Associate.” This link provides general information about the position and how to apply.

At the bottom of the Rural Carrier Associate page is a link to “Publication 60-E, Test Orientation Guide for Rural Carrier Associate”. I have included a link here for your convenience.

<http://www.usps.com/cpim/ftp/pubs/pub60e/welcome.htm>

You can also download the PDF version if you prefer:

<http://www.usps.com/cpim/ftp/pubs/pub60e.pdf>

The link above is to a PDF file which requires the Adobe Acrobat Reader to view. Adobe Acrobat Reader is free software that you can download from the following website:

[http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)

I found another resource at my library, called “Testing & Education Reference Center”, that may also be available through your local library. I noticed you said you are in Queen Creek, Arizona. The Maricopa County Library District has this resource, which is an electronic information source available to library patrons (if you do not have a library card I have included a link below on how to get one) and includes practice tests for the Rural Carrier Associate Exam – 460. The link below will take you to a page of available online resources:

<http://www.mclidaz.org/Search/misc/esources.aspx?ctx=1.1033.0.0.6&Category=477>

Here is a shortened link, in case the link above does not work:

<http://tinyurl.com/6xcl7q>

Scroll down the page, almost to the bottom, until you come to “Testing & Education Reference Center”. If you try this from home you may need to login with your library card at this point. From the main page click on “Test Preparation” which will take you to a list of links. Under “Civil Service and Licensing,” click on “Postal Exams,” this page has several resources available including practice tests and exam books to help you review.

If you need more information about your library here is a link to their website:

<http://www.mclidaz.org/default.aspx>

If you have trouble accessing this resource, or need more information about getting a library card, you should contact your local library and they should be able to assist you.

And here is a link to the page with information about getting a library card if you do not have one already:

[http://www.mclidaz.org/library/userdef/ud\\_mclid\\_library\\_services.aspx](http://www.mclidaz.org/library/userdef/ud_mclid_library_services.aspx)

And another shortened link for the webpage above:

<http://tinyurl.com/628wl3>

The above page is link from the about us menu on the left of the page. Click on the downward pointing arrow to access the menu and then click on "Library Services."

I hope this is what you are looking for. If this is not enough information or you need further assistance, please contact us again and we would be happy to help.

Thank you for using the IPL.

**Patron Response:**

Hello David

Thank you for your effort and support....

**Additional Feedback:**

Dear David,

Congratulations!

You received a thank you from your IPL patron!

To view it, just use the URL referenced above. If you have any trouble, please feel free to contact us.

Have a nice weekend,

\_\_\_\_\_  
Assistant Director, User Services  
Internet Public Library - Drexel University  
\_\_\_\_\_

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## Question Three: Why did the Israelites fear the Philistines?

Reference Sources Questions TBA, article: (INACTIVE)

Subject: **HIS: why did the israelites fear the philistines (need by 05/25/2008)**

Author: \_\_\_\_\_

Posted: **Thu, 22 May 2008 10:36:59**

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### Question:

why did the israelites fear the philistines

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: alabama

Area: History

Reason: to use as a study guide

School: Yes

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### My Response:

Hello \_\_\_\_\_,

Thank you for your question “why did the Israelites fear the Philistines.” My name is David and I am a volunteer with the IPL. I found several resources which may aid you in answering this question.

Here is one of the websites that offers many helpful tools:

<http://bible.crosswalk.com/>

Crosswalk.com provides access to several useful tools. You can look words up in many English versions of the Bible, so you can find places where the word Philistine is used. The initial search box on this page will allow you to search the Bible (the drop down menus allow you to select which version of the Bible as well as which sections – the default settings should get you started ok).

There are other tools here that you can also check, located under the “Bible Study Tools” heading, to the left of the search area. The sections on History (choose the “BC” section for items in the Old Testament), Commentaries and Encyclopedias may be helpful.

The link below is a section in one of these resources, the Condensed Biblical Cyclopedia, which has a section on the battles between the Israelites and the Philistines. Scroll down to item numbers 6 and 10 for several mentions of the Philistine army during the reign of King Saul and mention of David and Goliath. There are several more mentions of them from item 10 down to item 39.

<http://bible.crosswalk.com/Encyclopedias/CondensedBiblicalCyclopedia/cbe.cgi?number=T47>

For your convenience I have included a shortened link of the above website, in case it doesn't work:

<http://tinyurl.com/6b9t4t>

Under the Encyclopedia option I chose the Condensed Biblical Cyclopedia and then the section on "The Hebrew Monarchy".

Commentaries, which are books that explain the Bible section by section (sometimes word by word), are valuable to understand what is happening in a section of the Bible. The Bible is divided into the Old Testament and the New Testament. The Old Testament will have the most relevant information for your question. One of the commentaries available is the "Mathew Henry Commentary":

<http://bible.crosswalk.com/Commentaries/MatthewHenryComplete/>

Once you select a commentary there is an option to search within it, located at the bottom of the links to the books of the Bible. I entered "Philistines" and received many results. Also, from the information in the Condensed Biblical Cyclopedia, I found that Philistines are mentioned in the book of "1 Samuel", so I chose that book and went to chapter 13, which was the first chapter referenced in the encyclopedia entry.

You may also want to find several places where Philistines are mentioned in earlier books of the Bible (such as Genesis, Exodus, Judges, etc) to gain a broader overview of the interactions of the Philistines and the Israelites.

Another website from the IPL page is Bibletools.org. Below are instances of the word Philistines from "Nave's Topical Bible":

<http://bibletools.org//index.cfm/fuseaction/Topical.show/RTD/Nave/ID/3873/Philistines.htm>

Here is a shortened link of the website above:

<http://tinyurl.com/6z5xfc>

Here is their mainpage:

<http://bibletools.org/>

Here is another instance of the Israelites and Philistines going to war from BibleGateway.com. It is from the Bible translation "The Message":

<http://www.biblegateway.com/passage/?search=1%20Samuel%204;&version=65;>

Here is a shortened link for the website above:

<http://tinyurl.com/6x3jn5>

I searched for Philistines in the initial search box on their mainpage, here:

<http://www.biblegateway.com/>

To find the websites above I started with the IPL Religion & Theology page here:

<http://www.ipl.org/div/subject/browse/hum80.00.00/>

It is accessible from the Arts & Humanities link on the IPL mainpage.

The Religion & Theology page has a sub-headings section. I chose "Sacred & Other Religious Texts" which has another set of sub-headings on its page. The "Bible & Other Christian Texts" looked like it had the most promising set of resources:

<http://www.ipl.org/div/subject/browse/hum80.10.30.10/>

I hope that this information helps you to answer your question. If you need further assistance from the IPL, we would be happy to help.

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## Question Four: What is an NFL player's monthly routine?

Reference Sources Questions TBA, article: (INACTIVE)

Subject: **MSC: What is a NFL player's monthly routine? (need by 05/26/2008)**

Author: \_\_\_\_\_

Posted: **Thu, 22 May 2008 14:18:22**

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### Question:

What is a NFL Player monthly routine through out the season.

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: Saint Paul

Area: Other

Reason: For Research paper

School: Yes

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### My Response:

Hello \_\_\_\_\_, my name is David. I am a volunteer with the IPL.

Thank you for your question regarding the monthly routines of NFL players during the season. I hope that some of the materials I have found will help you answer your question.

Here is a link to an article on training in preparation for the NFL season. It comes from the Yahoo Health page and the article was provided by "Men's Health":

<http://health.yahoo.com/fitness-exercises/the-nfl-workout/mens-health--5902.html>

Here is a shortened link for the above website,

<http://tinyurl.com/6a3b7i>

Here is a link to the Yahoo Health page:

<http://health.yahoo.com/>

I started with a search in Google with <NFL training routine> and this was one of the first few results. It looked like it could help with a view of training aspects in preparation for the season.

I also searched Yahoo with <NFL player season routine> and came up with this page about the training in the post-season from the NFL Players Association:

<http://www.nflplayers.com/user/content.aspx?fmid=178&lmid=443&pid=709>

Here is a shortened link:

<http://tinyurl.com/6qk4ww>

Here is their main page:

<http://www.nflplayers.com/>

I looked on several other websites and tried other searches, but I found it difficult to find much freely available on the web, so I turned to a library catalog that shows books held by libraries all over the place, called WorldCat.org, and found this item:

<http://www.worldcat.org/oclc/47826727&tab=holdings?loc=saint+paul%2C+mn#tabs>

Here is a shortened link:

<http://tinyurl.com/5nj4lg>

Here is the homepage of WorldCat:

<http://www.worldcat.org/>

The link is to a book titled “The NFL experience: twelve months with America’s favorite game” by Phil Barber. I searched with similar words as the earlier web search. There is a copy of this book available at the Hennepin County Library, which should be located close to you. You may need to request the book through your local or school library if you do not have access to the Hennepin County Library system. Here is a good website to help you find libraries close to you.

<http://lists.webjunction.org/libweb/>

Your local or school library may have more books like this one that would help you, as well as access to subscription article databases. A librarian at your library should be able to offer instruction in using the resources available there as well as assistance in finding material for your question.

I hope that this will help you get headed in the right direction. If you need further assistance or if these materials are not what you are looking for, I would be happy to continue to help.

## Question Five: Name of the Mayor of Quebec in 1814.

Factual Reference Questions TBA, article:

Subject: **HIS: name of mayer of Quebec in 1814 (need by 06/9/2008)**

Author: \_\_\_\_\_

Posted: **Tue, 20 May 2008 15:26:45**

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### Question:

I have several documents from 1814 that list the mayor of Quebec. However, because of handwriting difficulties, I have read the Mayor's name as Ralph Ross Lawson/Levin,Lewin. Can you tell me what is name actually was?

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: Tucson, Arizona, USA

Area: History

Reason: research

School: No

Sources consulted: Only documents from the the Library and ARchives Canada

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### My Response:

Hello \_\_\_\_\_,

My name is David Austin– I am a volunteer with IPL.

Thank you for your question about Ralph Ross L?????. I hope that the information I have found will help you with the documents you have.

I started searching several of the historical sites available through the IPL history section. There is an area for Canadian History (start at the Arts & Humanities subject collection). Here is a link to the resource page:

<http://www.ipl.org/div/subject/browse/hum30.55.15/>

I couldn't find anything that had a mayor of Quebec mentioned, so I tried the Quebec City website to see what historical information they have (I found it via a Google search for Quebec). The history section says the first mayor there was in the 1830's:

<http://www.ville.quebec.qc.ca/en/exploration/1790-1880.shtml>

Next I tried a web search on Google using variations of the name you provided. The most promising documents came up after searching "Ralph Ross Lewin" (I used the quotation marks in the search to indicate all the words should be together as one sequence). Among the results were two items from the Google Books project, both with brief mentions of a Ralph Ross-Lewin as the British "Town Major" of Quebec.

Here is a link to the first reference from "Officers of the British Forces in Canada During the War of 1812-15" By L. Homfray Irving, Canadian Military Institute, 1908:

<http://books.google.com/books?id=PENDhUbENH8C&pg=PA234&lpg=PA234&dq=%22ralph+ross+lewin%22&source=web&ots=KZv8X1A7J4&sig=82DESxuwxpQGzJt9Hqc54Tw-Ls0&hl=en>

Here is a shortened link of the above website, in case the long link doesn't work:

<http://tinyurl.com/5gxzuj>

Here is the main "about this book" page with information about the book, including publishing and copyright information (it is always a good idea to review the copyright information of items in Google Books). All Google books should have an "about" page which is viewable via a tab toward the top of the page.

<http://books.google.com/books?id=PENDhUbENH8C>

The other item I found, "With 'the Thirty-second' in the Peninsular and Other Campaigns" By Henry Ross-Lewin, Harry Ross-Lewin, John Henry Wardell, only has Ralph Ross-Lewin as a footnote, but here is the information:

<http://books.google.com/books?id=K3hJAAAAMAAJ&pg=PA118&lpg=PA118&dq=%22ralph+ross+lewin%22&source=web&ots=XxLkZaS2&sig=vmU7cZkvPwV4Xi9mgdsyHjijGB4&hl=en#PPA118,M1>

Here is a shortened link:

<http://tinyurl.com/5s5ph8>

And here is the main page for Google Books:

<http://books.google.com/books>

I feel fairly confident that this could indeed be the person for whom you are looking, especially with the closeness of "mayor" and "major" in a hand written document and the time frame matching closely for being in Quebec. With this information you may be able to go back to

some of the other Canadian resources and archives to find more information. If you would like further assistance with this question or any in the future, we would be glad to help you.

### **Patron Response:**

Dear Mr Austin

Thank you for the help. After reading your email, I looked him up in an 1815 list of British officers and also found him listed in the garrison section. The garrison of Quebec is listed as having a governor, Lt Governor, surgeon, town major, and a barrack master. Lewin is listed as the town major and holds the rank of ensign. I would never have considered the possibility without your help. However, as I am far more conversant with the Royal Navy than I am the British army, could you possibly tell me what a town major is? I've never heard of the position.

Thanks,

\_\_\_\_\_

---

### **My Second Response:**

Hello \_\_\_\_\_,

I am glad that you were able to verify the information I located.

For the definition of Town Major I found "A Military Dictionary: Or, Explanation of the Several Systems of Discipline" By William Duane, published in 1810 and available through Google Books:

<http://books.google.com/books?id=BLxBAAAAIAAJ&printsec=titlepage#PPA693,M1>

Here is a shortened link in case the link above doesn't work:

<http://tinyurl.com/6xlzoi>

I searched for < british military "town major"> in Google and then searched <"town major"> in the book (there is a search box on the lower right column to search inside the book). To find the definition, look about half way down the right side of page 693. It should be the page linked above but in case it doesn't work here is the "about the book" page:

<http://books.google.com/books?id=BLxBAAAAIAAJ>

I also searched Reference.com:

<http://www.reference.com/>

I searched <"town major" military> which returned several results including "Canadian Military Heritage" - a site of the Government of Canada:

[http://www.cmhg.gc.ca/cmh/en/page\\_142.asp](http://www.cmhg.gc.ca/cmh/en/page_142.asp)

In a paragraph about two-thirds of the way down the page is a brief definition of the "town major."

I also looked the term up in the Oxford English Dictionary (OED). It supports the definition located in the above book and website. You may have access to the OED through a local or college library in your area (a subscription is generally required for access to this online resource, but many libraries pay for it or have a print copy). For a list of libraries in your area you can search the website below:

<http://lists.webjunction.org/libweb/>

I hope that these sites help clarify the role of the "town major." Thank you for your question, I enjoyed learning several new things through searching for this information. If you need or want further assistance on this or other questions, please ask us – we are happy to help.

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### **Additional Feedback:**

You got a nice thank you, as you know, on this question:

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Factual Reference Questions TBA, article:

Subject: **HIS: name of mayer of Quebec in 1814 (need by 06/9/2008)**

and I appreciated the way you handled the follow-up question so quickly as well. Thank you so much!

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### **More Feedback:**

Your patron thinks of highly of your work! Can you take this one too?

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### **Patron Response:**

Dear Mr. Austin

Thank you once again. You are very good at this and quite helpful to my research. May I ask another question? I understand that Cape Diamond is a promontory in Quebec (though I don't know its location) rather than a cape in the river as I had assumed. But is there something special about it? That was the place where American POWs were held in the war of 1812 (that is, those not held on prison ships). Also, while I have a map of Quebec, it does not distinguish between the upper town and lower town of Quebec. Where was the dividing line and what is the significance of the distinction that was drawn in my period. At various times, the American agent for POWs was permitted to go into the lower town but not the upper.

Thanks, \_\_\_\_\_

---

### **Clarifying Question to IPL:**

I will not be able to work on this until this evening or tomorrow morning - should I send an acknowledgment email letting the patron know I will be getting started and should (hopefully) have some information tomorrow?

David

---

### **Answer from IPL:**

David, I don't think you need to let him know. You're doing a great job and your time frame is perfectly acceptable!

\_\_\_\_\_

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### **My Third Response:**

Hello \_\_\_\_\_,

I am glad the information I am locating is helpful. Thank you for your question about Cape Diamond and the Upper and Lower Towns of Quebec City.

I started my search in the Encyclopedia Britannica Online to try to find a quick overview of Cape Diamond and see if there are two different locations. The links below are to two short articles in the freely available version of the encyclopedia.

<http://www.britannica.com/eb/topic-161460/Cape-Diamond>

And:

<http://www.britannica.com/eb/article-9030265/Cape-Diamond>

Here is the Britannica homepage:

<http://www.britannica.com/>

I searched for "Cape Diamond". The first article mentions the promontory in Quebec Province, but links to the second article, which presents a brief description of Cap Diamont (French). Neither article has a map. From the description of the landform and brief mention of the Lower Town in the article, I believe that the Cape may define the boundary of the Upper and Lower Towns.

This was reinforced via brief mentions in several other sources. The Canadian Encyclopedia article on Quebec City:

<http://www.thecanadianencyclopedia.com/index.cfm?PgNm=TCE&Params=A1SEC906231>

Here is a shortened link:

<http://tinyurl.com/55b9tt>

And a brief verbal tour of the Quebec City from National Geographic:

[http://www.nationalgeographic.com/destinations/Quebec\\_City/Quebec\\_City\\_Highlights.html](http://www.nationalgeographic.com/destinations/Quebec_City/Quebec_City_Highlights.html)

Here is a shortened link:

<http://tinyurl.com/6ndb6t>

Also, here is an article on a faculty member's website from Marianopolis College in Montreal. The website is put together by Claude Bélanger. The article is from the 1948 Encyclopedia of Canada:

<http://faculty.marianopolis.edu/c.belanger/quebechistory/encyclopedia/QuebecCity-QuebecHistory.htm>

Here is a shortened link:

<http://tinyurl.com/5z4xhc>

I found several of the links through a number of searches I conducted using Google. Each article mentions the Upper and Lower Towns and it seems that they are so called in relation to their respective elevations. The site from Marianopolis College has some valuable links to the left, including maps and links to other resources that may be helpful to find more information about Quebec City.

Next, I went to the Maps & Atlases section of the IPL to see if there were any links to more maps of Canada:

<http://www.ipl.org/div/subject/browse/ref42.50.00/>

There are many links here, with several to sites located in Canada. I chose the National Atlas of Canada Online:

<http://atlas.nrcan.gc.ca/site/english/index.html>

This site has some wonderful resources, although I didn't find one that gave all the information on a single map. The bar on the left of the page offers access to many of the different maps, atlases and tools available on this site. I explored several sections including History, Map Archives (with sections on History and access to historic Atlases – the earliest is from 1906) and Topographic Maps (link below):

[http://atlas.nrcan.gc.ca/site/english/maps/topo/map?mapsize=850+666&scale=300000.000000&mapxy=1791831.2507091728+93876.87713393947&mode=zoomin&layers=north\\_arrow%20other\\_features%20million\\_grid%20t50k\\_grid%20grid\\_50k\\_3%20hydrography%20boundary%20builtup%20vegetation%20populated\\_places%20railway%20power\\_network%20water\\_features%20water\\_saturated\\_soils%20relief%20contours%20toponymy%20contour%20nodata\\_ntdb\\_50k](http://atlas.nrcan.gc.ca/site/english/maps/topo/map?mapsize=850+666&scale=300000.000000&mapxy=1791831.2507091728+93876.87713393947&mode=zoomin&layers=north_arrow%20other_features%20million_grid%20t50k_grid%20grid_50k_3%20hydrography%20boundary%20builtup%20vegetation%20populated_places%20railway%20power_network%20water_features%20water_saturated_soils%20relief%20contours%20toponymy%20contour%20nodata_ntdb_50k)

Here is a shortened link (sometimes links as long as the one above can break when transmitted through email):

<http://tinyurl.com/5z4fzs>

The Topographic Map shows Cap Diamant as the raised portion in the city at the narrowest point of the river. The map interface is somewhat complex to use but the city is in section 21L14 and the designation is visible at a map scale of "1:20 000" (the scale is available at the bottom of the map and can be updated – just enter 20000 and click update). Cap Diamant should be in the middle-left section of the map.

Here is a link to the Topographic Map start page if the above links do not work:

<http://atlas.nrcan.gc.ca/site/english/maps/topo/map>

The link below is from the 1906 Atlas and has a good map of the city, and, although it is later than the time period for which you are looking, it does the best job of showing Cape Diamond's elevation of the maps I found. If the Cape is truly the dividing line of Upper Town and Lower Town, then this seems like a possible way of determining the dividing line between the two.

[http://atlas.nrcan.gc.ca/site/english/maps/archives/1stedition/peopleandsociety/culturalgeography/page36\\_37](http://atlas.nrcan.gc.ca/site/english/maps/archives/1stedition/peopleandsociety/culturalgeography/page36_37)

Here is a shortened link in case the link above doesn't work:

<http://tinyurl.com/5h2c3h>

Toward the bottom of the page is a PDF or JPEG file that can be downloaded – I would recommend this as the reloading of the web page when zooming in can take some time. Most of the maps on this site appear to have a downloadable version.

JPEG's are viewable by many graphic/photo programs. The PDF file requires the Adobe Acrobat Reader to view. Adobe Acrobat Reader is free software that you can download from the following website:

[http://www.adobe.com/products/acrobat/readstep2\\_allversions.html](http://www.adobe.com/products/acrobat/readstep2_allversions.html)

Again thank you for your questions and if you need further assistance now or in the future, the IPL is here to help.

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### **Final Feedback:**

by \_\_\_\_\_

I wanted to thank you for all the help; it is much appreciated.

Best, \_\_\_\_\_

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## Question Six: Information on the Red Sky family.

Reference Sources Questions TBA, article:

Subject: **MSC: I have been trying to find the Red sky family information (no need by)**

Author: \_\_\_\_\_

Posted: **Fri, 23 May 2008 00:39:27**

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### Question:

I have been trying to find the Red sky family information, they are a part of the Ojibwe tribe, i have not been able to find anything about them, could you please send me all the info you can find.

Name: \_\_\_\_\_

From:

Location: Chatham, Ontario, Canada

Area: Other

Reason: \_\_\_\_\_

School: No

Sources consulted: google, and online libraries, along with family, but i am the last \_\_\_\_\_

---

### My Response:

Hello \_\_\_\_\_, my name is David – I'm a volunteer with the IPL. Thank you for your question about the Red Sky people.

I located some information on the Red Sky Metis Independent Nation through the IPL's section on Canadian History:

<http://www.ipl.org/div/subject/browse/hum30.55.15/>

I found this page through the IPL Subject Collections link on the left of the IPL homepage (I chose Arts & Humanities and then History and on down to Canadian History).

A page titled "Red Sky Metis Independent Nation", found by linking through several different sites from the IPL, has some history:

<http://epe.lac-bac.gc.ca/100/205/301/ic/cdc/redsky/default.htm>

With this information I searched on Google with the <Red Sky Métis Independent Nation> and came up with several results. One of the first in my list was the "Thunder Bay Community

Information Database,” which has a short description of the Red Sky Metis Independent Nation:

<http://www.lspc.ca/circ/default.asp?pg=details.asp&RSN=6485>

Here is a link to the database homepage:

<http://www.lspc.ca/circ/default.asp>

On the page about the Red Sky Metis Independent Nation is a link to their website, which has some information and some of the pages about the treaty of 1850:

<http://www.rsmin.ca/>

I hope that this information will prove helpful to you in looking into your family tree. There is contact information on the above website for the Red Sky Metis Independent Nation. People there may be able to connect you with more resources as well.

If this is not the correct people, please let me know and I will be glad to further assist you in locating more information.

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## Question Seven: What U.S. president served two terms?

Factual Reference Questions TBA, article:

Subject: **HUM: Hello I would like to know what u.s. president did two terms (need by 05/27/2008)**

Author: \_\_\_\_\_

Posted: **Sun, 25 May 2008 12:15:29**

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### Question:

Hello I would like to know what u.s. president did two terms in office. But the two terms were not in order. I know there was a president who lost an election, then ran again and won. I would just like to know. Thank you

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: fort myers florida

Area: Humanities

Reason: immagation

School: No

Sources consulted: I looked at the web page. [www.ipl.org](http://www.ipl.org) thank you

---

### My Response:

Hello \_\_\_\_\_,

Thank you for your question about the US President who served two nonconsecutive terms.

I found the answer on the POTUS (Presidents of the United States) page on the IPL.

<http://www.ipl.org/div/potus/>

I scanned the list and saw that Grover Cleveland was the 22nd and the 24th President. Here is the IPL page on him:

<http://www.ipl.org/div/potus/gcleveland.html>

Toward the bottom of the page under "Points of Interest" is this statement: "Cleveland is the only president to serve two nonconsecutive terms." There are many interesting facts and links to more information about the US Presidency on the POTUS page.

I also did a quick search on Google with the terms <US presidential history> and received several results. Toward the top of the list was the White House homepage, which has a section on history of the Presidency.

<http://www.whitehouse.gov/history/presidents/>

I found the record for Grover Cleveland, which has a biography section. The first lines of this text confirm the information on the POTUS page. Here is a link to the biography section on the White House website:

<http://www.whitehouse.gov/history/presidents/gc2224.html>

I hope that this answers your question and provides a few useful tools for further inquiry. If you need any more help now or in the future, we would be glad to assist you.

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## Question Eight: Do you know any online internet library that offers "CyberEd"?

Reference Sources Questions TBA, article:

Subject: EDU: Do you know any online internet library that offers "CyberEd (need by 05/27/2008)

Author: \_\_\_\_\_

Posted: Sat, 24 May 2008 12:42:20

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### Question:

Do you know any online internet library that offers "CyberEd" (product name) Biology, or Chemistry, or Phys. Sci, or Life Science? These online CyberEd courses are sold by CyberEd.com for one-year subscription to homeschoolers. Thank you very much!!!

Name: \_\_\_\_\_

From: \_\_\_\_\_

Location: BuffaloNY

Area: Education

Reason: to study

School: No

Sources consulted: internet

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### My Response:

Hello \_\_\_\_\_,

Thank you for your question about CyberEd products and their possible availability through an online library.

I looked through some of the resources at the IPL as well as searching with several search engines but did not find any online libraries with CyberEd. I did find the web address for the company is:

<http://www.cybered.net/default.asp>

I looked through their site to see what type of pricing and licensing options they have, to see if they allow library access. Some companies don't offer online access to their products through libraries – I did not find anything about whether they do or do not allow this. The software packages are fairly expensive, so if a library could have access to the service, it would likely be restricted to users of a given library.

I looked for several libraries in your area. You mentioned you are located in Buffalo, NY so I checked the public library and several university libraries in the area to see if they have access to CyberEd. I did not find anything when I looked through their library catalogs or lists of databases. You can locate local libraries using the website below:

<http://lists.webjunction.org/libweb/>

I looked at the University at Buffalo library, Buffalo State College library, Buffalo and Erie County Public Library, as well as the Erie Community College library. None of them appear to have CyberEd.

I searched WorldCat.org, a catalog that includes materials from many libraries around the world, to see if anyone has CyberEd products. Here is a list of some of the CyberEd products held by various libraries:

[http://www.worldcat.org/search?q=CyberEd&=Search&qt=results\\_page](http://www.worldcat.org/search?q=CyberEd&=Search&qt=results_page)

Here is the WorldCat.org homepage:

<http://www.worldcat.org/>

I searched on the keyword “cybered.” When you click on one of the titles in the results list you will be taken to a page with more information on that item, including any libraries close to your location that have the item you selected. You may be able to request these items through your local public library through Interlibrary Loan – a library staff member there should be able to assist you. Here is the Interlibrary Loan page at the Buffalo and Erie County Public Library:

<http://www.buffalolib.org/ebranch/ill.asp>

Here is information on becoming a borrower at the library if you are not already:

<http://www.buffalolib.org/borrowerinformation/index.asp>

And here is their homepage:

<http://www.buffalolib.org/index.asp>

The IPL pages on science may also help you to study and find information on the sciences as well:

<http://www.ipl.org/div/subject/browse/sci00.00.00/>

I'm sorry that there does not appear to be any freely available online access to CyberEd, but I hope that some of the options above may assist you.