Beyond Subject Guides

The Butler Reference Wiki for Tough Reference Questions

Butler Library Reference

- Columbia University's 22 libraries house over 7.4 million volumes
- Butler is the largest library in the system
  - Houses a third of the University's collection
  - Reference rooms hold over 50,000 volumes
  - Support over 500 electronic databases
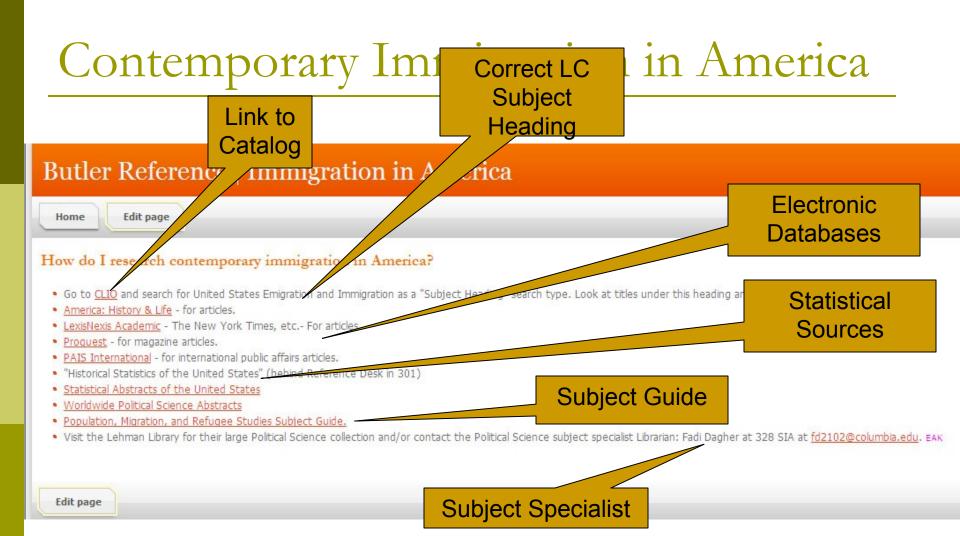- Reference desk is manned by only one librarian
  - No one expert at everything; Librarians specialize in specific subject areas
  - Unanswered queries are referred to subject specialists
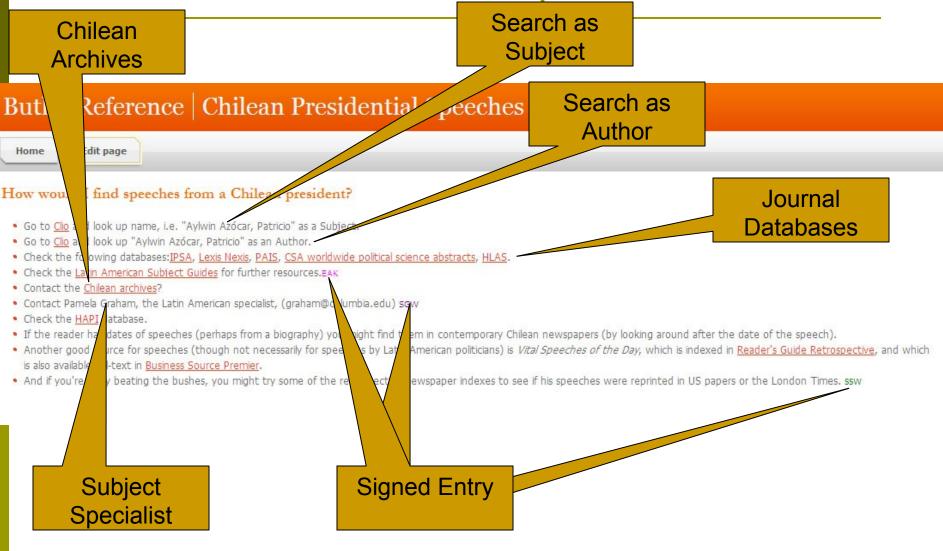
Our Need for a Wiki

- Gather Subject Expertise
- Encourage Collaboration
- Record Pathways to Information
- Create a Staff Resource for Training
- Collect Knowledge from Distributed Staff

Wiki Scope

- Pilot Program
- Participation from Butler Librarians
- Tough Reference Questions
- History and Humanities Fields

Contemporary Immigration in America

Correct LC Subject Heading

Link to Catalog

Electronic Databases

Butler Reference: Immigration in America

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How do I research contemporary immigration in America?

- Go to CLIO and search for United States Emigration and Immigration as a "Subject Heading" search type. Look at titles under this heading and
- America: History & Life - for articles.
- LexisNexis Academic - The New York Times, etc.- For articles
- Proquest - for magazine articles.
- PAIS International - for international public affairs articles.
- "Historical Statistics of the United States" (behind Reference Desk in 301)
- Statistical Abstracts of the United States
- Worldwide Political Science Abstracts
- Population, Migration, and Refugee Studies Subject Guide.
- Visit the Lehman Library for their large Political Science collection and/or contact the Political Science subject specialist Librarian: Fadi Dagher at 328 SIA at fd2102@columbia.edu. EAK

Edit page

Statistical Sources

Subject Guide

Subject Specialist

Chilean Presidential Speeches

Chilean Archives

Search as Subject

Search as Author

Journal Databases

Butler Reference | Chilean Presidential Speeches

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How would I find speeches from a Chilean president?

- Go to Clio and look up name, i.e. "Aylwin Azócar, Patricio" as a Subject.
- Go to Clio and look up "Aylwin Azócar, Patricio" as an Author.
- Check the following databases: IPSA, Lexis Nexis, PAIS, CSA worldwide political science abstracts, HLAS.
- Check the Latin American Subject Guides for further resources. EAK
- Contact the Chilean archives?
- Contact Pamela Graham, the Latin American specialist, (graham@columbia.edu) sgw
- Check the HAPI database.
- If the reader has dates of speeches (perhaps from a biography) you might find them in contemporary Chilean newspapers (by looking around after the date of the speech).
- Another good source for speeches (though not necessarily for speeches by Latin American politicians) is *Vital Speeches of the Day*, which is indexed in Reader's Guide Retrospective, and which is also available full-text in Business Source Premier.
- And if you're really beating the bushes, you might try some of the retrospective newspaper indexes to see if his speeches were reprinted in US papers or the London Times. ssw

Subject Specialist

Signed Entry

Implementation

- Encouraged Organic Development
  - Created Wiki Skeleton
  - Seeded with Starter Q&A
- Promoted Wiki
  - Staff Meetings
  - Email
  - Blog
  - Word-of-Mouth

Wiki Training

- Provided "Drop-in" Training Sessions
- Created Help Page with Guidelines
  - Posting New Questions
  - Answering Questions
  - Signing Entries
  - Starting New Pages

Help Page

Wiki Scope

Processes

Formatting Tips

Butler Reference | Help

Home   Edit page

a. What is a Wiki anyway?
b. Who can participate in Butler Reference Wiki?
c. Who are our users?
d. What types of pages should I create?
e. How do I add resources or suggestions to an existing page?
f. Wiki Code Tips
   i. Tables
   ii. Links
   iii. Pictures
g. How do I log in?
h. How do I create a new page?
i. What is the Unanswered Questions Page for?
j. How do I sign my entry?
k. How do I keep track of comments or additions made to the pages I create?
l. How does the "Search for Questions" work?
m. Where do I find more information?
n. I need help!

What is a Wiki anyway?

A wiki is a webpage where groups of people can collaborate on projects. Everyone can add their own content, making it a rich resource for the user community.

Who can participate in Butler Reference Wiki?

Unanswered Questions

Pending Questions

Butler Reference | Unanswered Questions

Home   Edit page

The Land of the Unanswered Questions

This page is where everyone should post tough questions that they have received and have not been thorough satisfied with what they've found on the topic. Librarians who have some expertise in that area, or who would like to answer it should provide their research tips and it should then be moved to a new page by the person who posted the question. There is no set answer format or length, so your answers can be as long or as short as you'd like.

Pending Questions

- How can I locate political and specifically mayoral campaign commercials, as in those for Edward Koch in 1977? EAK

Edit page

Perpetuation

- Encourage Continued Participation
  - Easy Accessibility
  - Reminders
  - Moving Conversations to Wiki
- Maintenance
  - Creating Pages
  - Weeding Content

Challenges

- Technical Anxiety
- Misunderstanding of Purpose
- Wiki/Blog Confusion
- Habits

Surprises

- Print Librarians are Most Active
- Signing Entries Caught on Right Away
- Over Half of Department Contributing

Lessons Learned

- Staff Doesn't Think About Wiki First
- Distrust Not a Big Hindrance
- Creating a Wiki Doesn't Create Collaboration

Rewards

- Library Benefits
  - Knowledge Base of Best Resources
  - Excellent Training Resource
  - Written Record Question Types
- Librarian Benefits
  - Deeper Knowledge of Library Resources
  - Exposure Beyond Subject Expertise
  - Excellent Training Resource

Librarians {Heart} Wikis

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