

**Chelmsford Library Reference Desk Quiz**  
**8/2006, BH**

Approach answering these questions as if a patron were walking up to the desk and asking you. However, the focus of this exercise is as much on the process and sources you use to find the answer as much as the answer itself. Most have more than one correct answer.

- 1) I need a book about the ear, with illustrations.
- 2) I want to change careers - what's a good source for learning about entry-level jobs in other industries?
- 3) Where do you keep the books on Scrapbooking?
- 4) Is there a typewriter I can use?
- 5) I need two sources to find out how much my house is worth.
- 6) I need to give a toast at a wedding - can you help me?
- 7) I'm traveling to India later in the month - how is it different from here?
- 8) I want to send my neighbor a thank you note, but I'm not sure how his last name is spelled - he lives at 111 Locke Street.
- 9) What is the value of GM's stock today? What was it two years ago?
- 10) I need a tax form from 2001 - do you have it?
- 11) There is an article written by Lisa Neff about judgments in a relationship published in the Journal of Personality in 2002 - can you find me the complete citation?
- 12) What's the address for Bob Witkowski in Portland, ME?
- 13) There's a girl named Eileen that works at this desk. Can you give me her phone number?
- 14) Can you give me the home number of Kathy Cryan-Hicks?
- 15) What do I need to do to retire rich?
- 16) Can I look at a Bible really quick?
- 17) I need the Massachusetts Curriculum Framework for 5th grade
- 18) My sister is thinking about moving to Savannah, GA, and I wanted to be able to give her some information about it. I need information on what the city is like, its history, etc.
- 19) I want to research what kind of wall paper I should buy.

- 20) I'm looking for information about Star Wars - can you help?
- 21) Where are the biographies of Princess Diana?
- 22) How much is a 1997 Eagle Talon 2-door hatchback with a 4 cylinder engine worth?
- 23) Can I see the Chelmsford City Directory from 1954?
- 24) How did people dress in the 1920s?
- 25) Who wrote the "Fugue for Tinhorns"? Is it recorded?
- 26) Who was the first president to ride on a railroad train? What year was it?
- 27) Do you have a list of all the Democrats in Chelmsford?
- 28) What are some famous past hurricanes?
- 29) I need to build a fence, and I'm looking for ideas and techniques.
- 30) Does Chelmsford have any regulations regarding building a deck on my house?
- 31) My Grandma wants to see what Boston looks like - do you have any pictures of Boston?
- 32) Do you have any old photographs of Chelmsford?
- 33) Do you have a phone book for Canton, MA?
- 34) Who are two top specialists in Massachusetts in gastrointestinal surgery, and how can I contact them?
- 35) How much is my stamp worth?
- 36) My uncle died in Chelmsford on August 15th, 1972. How can I find his obituary?
- 37) I'm looking for historical maps of the U.S. - do you have any old maps?
- 38) I'm looking for some poems about friendship.
- 39) What did the coastline of Boston used to look like before all the landfill?
- 40) How far back do your holdings of the Boston Globe go?
- 41) My Grandpa talked about our ancestors, named Warren, being buried in Chelmsford in the 1700s. Where would that be?
- 42) I'd like to learn about the history of Lowell, MA.
- 43) Do you have the Chelmsford High School yearbook from 1983?

- 44) Where would I find a Town of Chelmsford Annual Report?
- 45) I want to read a review or abstract of the film *Horse Latitudes*.
- 46) Are the strings for some musical instruments really made of catgut?
- 47) When is National Fig Week?
- 48) What are some addresses of small arms manufacturers in Massachusetts?
- 49) Do you have a copy of a biography of Shakespeare called *Will of the World*?
- 50) What is the ethnic diversity of Chelmsford?
- 51) Find a comparative table of state income tax rates.
- 52) How many people are in prison in the USA right now?
- 53) What's the difference between RGB and CMYK?
- 54) Why is the sky blue?
- 55) I need a picture of the state flag of Ohio to use in my paper.
- 56) Find a short essay on the biography of Milton for a graduate student.
- 57) What is the value of Ginsberg's *Howl and Other Poems*? (1st ed.)
- 58) My class is doing a project on countries of the world, and I got Andorra. I need to find out where it is located, statistics like median age, birth rate, ethnic groups, literacy rates, the makeup of the government, its gross domestic product, number of cell phone users, total miles of paved roads, etc.
- 59) What is the history of daylight savings time?
- 60) What is the address of DARPA (Defense Advanced Research Projects Agency)?
- 61) What is the atomic weight of the element whose symbol is AG?
- 62) What advantage is there to using a tall champagne glass, sometimes called a flute?
- 63) I want to write an article to be published in a major magazine. I don't really care which one, I just want to get published - how would I go about getting published?
- 64) I need some pictures of the earth to include in my 5th grade report
- 65) I tried requesting a book through your website, but it said I needed a PIN number. My card number is XXXXX000720101 - what is my PIN?

## **Computer Skills:**

- 1) Make this text bold, 8 point and centered.
- 2) Put a red circle around the last word of this sentence.
- 3) Paste the main image from our homepage between the two lines below:

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- 4) Give one advantage and one disadvantage for each of these storage mediums: 3.5" floppy disk, CD, USB jump drive
- 5) Create a 2x3 Excel spreadsheet, with Dog, Cat, Bird across the top and John and Mary down the side. John has 1 dog, 2 cats and 0 birds, and Mary has 2 dogs, 0 cats and 2 birds. Paste that spreadsheet between the lines below:

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- 6) Make <http://www.chelmsfordlibrary.org> *not* appear and act as a hyperlink
- 7) Make the following five lines (Ranganathan's Five Laws of Library Science) bullet points, and align the bullets at the 2" mark of the ruler:  
Books are for use  
Every reader his book  
Every book its reader  
Save the time of the reader  
The library is a growing organism
- 8) Change the dollar sign to be the character for the Euro: \$423.00
- 9) Explain the basic procedure of attaching a file to an email message
- 10) For this document, change all the margins to be 0.5" and the layout to be landscape.