

**“GETTING STARTED”
Brown University Library
Video Transcript**

BRITTANY is at the reference desk. ANDY enters the library and jogs up to the desk, clearly out of breath.

ANDY: Gotta write... paper... Not much... time... Need... help.

BRITTANY: OK. When is your paper due?

ANDY: (still out of breath) Today's... Tuesday... right?

BRITTANY: Right.

ANDY: (suddenly fine) Four hours.

BRITTANY: OK. Don't panic.

ANDY: I'm not panicking.

BRITTANY: Well. Good. From the library homepage, just click on “Ask a Librarian.” If you need to contact someone for help, this page will tell you how.

ANDY: But you work here, right? I mean, I can just ask you, right?

BRITTANY: To contact the library for help, you can call the reference desk, e-mail the reference desk, or even instant message the reference desk.

ANDY: But I'm already here at the library. Can't I just stop by the reference desk? In fact, isn't this the reference desk?

BRITTANY: You can use AOL, Yahoo, MSN, or Trillian. Just instant message the screen name BULchat or BULchat04 for Yahoo.

ANDY: Is there someone else I can talk to here? You know... besides you.

BRITTANY: Well, you said you were writing a paper, so you may want to contact someone that's familiar with your topic. You can click on “subject specialist” for a list of faculty members, their specialty, and their contact information. Or, if you know you want to meet with one of them, you can click on “research consultation appointment.” Just fill out the form and you'll have an appointment in no time. Be sure to include as many details as you can when describing your research topic so your specialist can prepare.

ANDY: So they'll, like, help me write my paper? Cool. Brown is awesome.

BRITTANY: No. They're not going to write your paper for you. But they can help you find the resources you need and offer advice.

ANDY: Well... I guess that's better than nothing. I'll go fill out one of those forms.

BRITTANY: If you still need help, you can also-

ANDY: (interrupting) Nah, I'm good.