APPENDIX A:

Transcript of CD-ROM Session conducted by Pustakawan 1

Date: 12th Dec 1994
Participants and legend: P1 = Pustakawan 1
                       (Librarian 1)
                       S1 = Student 1
                       S2 = Student 2
                       S3 = Student 3
                       S4 = Student 4
                       Ss = students in unison

       Er... my name is MXX er...
       Encik MXX WXXX RXXX,
       and I'll be your instructor for today.
       Well, I'm glad that...er...XXX, er... AXX SXXX,
       MXX and HXX, er...
       you're present for this...er...library
       instructor of the er... instruction for the
       CD-ROM database. Okay?

T2. Ss: (nod) Yes.

T3. P1: See, today you're going to be specific...
       I'll be making it more specific to the
       Business Periodicals Ondisc database. Okay?

T4. Ss: (nod)

T5. P1: Business Periodicals Ondisc is actually, okay,
       a database of journals, a database of journals...
       okay, see...that are published in the
       States. Okay?
       But there are also a few titles of journals
       that are published in Canada or even in the
       United Kingdom. Okay?
       But mainly, the subject coverage are only
       from the US. Okay?
       And as it says that BPO, it covers a lot of
       articles from the business world...uh okay.
       Er...for instance like Management, Finance and
       Marketing, Investment. Okay?

T6. Ss: Hmm. (nod)

T7. P1: Er, and also, for today's session, if you have
       any questions, please stop me and ask. Alright?
       So I want to make it in a two-way communication
       sort of mode.

T8. P1: Alright. Er... coming back to the BPO,
       now it has lots of articles on the business world.
       But today, I'm also...I'll also show you that there
       are other subjects that may be related to the
       business world that are being indexed in this
       database. Okay?
       So we can begin by pressing any key. Okay?

T9. S2 & S4: Hmm.
(nod and observe)

T10. P1: When you press any key from that particular screen ... just now, that is the Introduction Screen. Okay?
What the system will do now is that if you look at the Periodicals Directory that is available from the system, you will find that there are two directories. Right?
The first is the Periodicals Directory January 1987 to 1991, the second one is January 1992 to August 1994. Okay?
Hmm... okay. For today, let's pick the latest one. January 1992 to August 1994. Right?
Just press ENTER. (Presses ENTER key)
Okay, now. (Points to the screen)
At this particular mode, see ... you're given two choices.
Actually, one ... if you want to look for articles using a keyword ... okay?
A keyword can be anything ... okay?
It can be the name of a company, it can be the name of a country, a name of a product ... okay?
Or any subject ... okay?
Er... and in fact, any names, okay, person names... okay?

T11. Ss: (nod)
T12. P1: Er... the other one, okay, that's the publication title.
Okay, now, the second one, that's a journal title. For a particular ... er ... for this one, that is, if you already have a title of a journal in mind. Offhand if you have the title of a particular journal, so you can choose ... okay, this one and look whether the system does have that particular title or not.
Okay? See?
Are you clear with that? Okay?

T13. Ss: Hmm... (nod)
T14. P1: See?... There is two options with this.
Okay. Today, I will show you more for the keyword search because actually the publications directory or the Periodicals Directory is a very straightforward process. Okay?
So, we'll go to the keyword. Okay?

T15. Ss: (nod)
T16. P1: To choose a keyword and also, as you can see that there are examples given. Okay?
Er...you may not have heard of a Boolean operator, what it is ... so forth.
But I'll tell you what a Boolean operator is so on afterwards. Okay?

T17. Ss: (nod)
T18. P1: Then from here, just press ENTER.
(Presses ENTER key)
Wait until it gives you a Search Entry Screen, okay?
(Waits for the Search Entry Screen to appear)
T19. P1: When you are at this particular screen...
like for this one... (points to screen) okay?
T20. Ss: (nod)
T21. P1: See? ... When you are at this particular screen,
you can key in any word... er... for instance, maybe I want to look on
FINANCE... AND... (Keys in the words) Okay?
T22. Ss: (nod when words are keyed in)
T23. P1: AND is a Boolean operator eh?
and BANKING (Keys in the word) Okay?
Umm... ENTER. Okay?
What the system is doing actually is looking
for the number of hits.
Number of hits meaning that number of titles
the subject... okay er... sorry, not the subject,
the keyword "Finance and Banking"
will appear in the article.
If for instance, like this one "Finance and Banking"... see? (Points to the number
of hits displayed on the screen)
You have 1,217 titles... okay?
T24. Ss: (nod in agreement)
T25. P1: If you do this type of searching okay, by
"free form text". Okay?
That means you are not getting the help, okay,
that is available from the system. Okay?
Another thing that you can do if you want to
look under "Finance and Banking" is to go to
the indexes first.
T26. Ss: Yes. (nod)
T27. P1: Okay. you go to the Indexes.
Wait for the indexes to come on first,
then you can choose the subject.
(Waiting for computer to respond)
(When Indexes are shown on screen.)
T28. P1: Choose the subject. Okay?
T29. Ss: (nod)
T30. P1: For this one to appear, just press ENTER.
(Presses the ENTER key. Waits for
computer to respond.)
T31. P1: See... BANKING?
T32. Ss: (nod)
T33. P1: So we'll start with Banking first... eh?
Just key in the first three letters.
So I'll just key in "B.A..N". Okay?
(Presses and Index appears)
Okay. BANK... eh. Okay.
See... you've got a whole list of BANKS
there. (Presses Page Down)
Maybe there is a BANKING.
So you can see there're lots of subjects on
BANKS. Okay?
As I mentioned just now, it's the Business Periodicals database, eh... see?
So, you'll have lots about Banking.
Now you can choose now. Because you have two keywords. Right? Two keywords.

T34. Ss: (nod)
T35. P1: So you can choose.
You have to select this by pressing F9.
That means you're marking the keyword.

T37. Ss: (nod)
T38. P1: Okay. Just now I should have deleted FINANCE AND BANKING from here.
We can delete that later on. Okay?
Er... okay. Go for the next keyword that is FINANCE.
Ah... there you are. FINANCE.
(Waits for computer to display number of hits)
Er... there are 3,850 hits.
This one... this is the term that has been indexed by... for the system. Okay?

T39. Ss: (nod)
T40. P1: Press F9 again. (Presses F9 key) Okay?
Oops, sorry... (tries again).
ENTER from here. (Presses ENTER key) Okay?
We'll delete the other two search terms... er... okay.
We ask the system to look for FINANCE AND BANKING.
(When outcome of search is displayed on screen)
You only have 178 titles. (Looks at Ss to observe their reactions.)

T41. Ss: (nod)
T42. P1: Okay, now you can see the difference between if you use the free form text and also the index from the system. Okay? Because when you have the free form text, okay, any keyword, okay... oh sorry, any word like BANKING AND FINANCE, okay, that are in a particular title... er... article, the system will look for you, okay?
You see... er... but that particular article or title may not be about FINANCE AND BANKING, alright?

T43. Ss: (nod)
T44. L1: Okay. But if you look under subject, through
And if you put the keyword as SU plus the brackets, okay?
This one... (points to the screen) all these articles talk about FINANCE AND BANKING because these articles have been indexed... has been indexed for the system.
That means somebody from the vendor, from the company is doing the indexing for that particular article and they classify it to a certain subject. Okay? You see?

T45. Ss: (nod)
T46. P1: And it helps a lot in terms that from 1,217 hits, you only have 178 titles of articles. Okay?
Do you have any questions about this?

T47. S2: Umm... does that mean that erm...the subjects in the first one above, right? FINANCE AND BANKING, erm... does the subject in Number 2 there included in the first one?

T48. P1: Yes, it will. It will. Okay it does. You see, because from here (points to the screen) you only have 178 hits but from the above one, you have 1,217 articles.
But as I mentioned just now, for this number one search, okay... for the one thousand odd titles, it may not talk about Finance and Banking because that particular word just appear, it just can appear. But for number two, because that particular article has been indexed, it has been indexed... that's why you have 178. So for number two, all of these articles talk about Finance and Banking.

T49. P1: Okay, if you want to view the title of the articles, what you can do is just... you press the tab selection bar.
This selection bar, this is called the Selection Bar will allow you to choose which search term that you want.
So if we look for the second one, press ENTER okay? (Title Screen appears)

T50. Ss: (nod)

T51. P1: The next screen is actually the Title Screen.
The first line is the title of the article, the one in bold is the title of the journal, okay?
The issue number of the journal and the page of the article. Okay? This is the Title Screen.
Okay, if you want to have more information about the article, okay, just press ENTER again, and it will give you more information like the author, okay?

T52. Ss: (nod)

T53. P1: Subjects, as you can see here "letter rolling", okay..."tax regulation", "interest cost", "international finance", okay? It is all under the subject BANKING AND FINANCE.
It also gives you some geographical places, for example, some codes mainly like... er...like some business codes.
Maybe, they use a different sort of term. You use "Finance and Banking", right? But sometimes the business world use a different term like "Commercial Money" or whatever.
You can also see the abstract which is a short story or short summary of the article. Okay?

T54. Ss: Hmm. (nod)

T55. P1: Okay. And if you want to find out whether the article which you want can get a full text article or not, you can see the note area here.
You view the note area.
You see if it's blank... blank... er the first one is also blank... er... that means you can only get up to this screen. But let's see the other titles, if there is a full text article, okay?

T56. Ss: (nod)
T57. P1: Okay, this one... eh? Right then, item 3 of 178. That's the third article, okay? Can see here? Under "availability", item availability in the CD-ROM, the title: "Money Matters", not the programme "Money Matters", hah hah. (laughs) (Ss smile.)
This is the title of the article "Money Matters" and it's in the journal "Far Eastern Economic Review" February. Subjects: banking industry, finance, corporate finance. Right? (Presses Page Down key)
Code: Geo places, Thailand, Asia.
Okay. And this is the abstract.(Points to abstract shown on screen)

T58. P1: If you want to view a particular title, for instance like this one, okay? What you can do is that you press ENTER and the system will give you... okay, the CD-ROM label number. Okay? Like this one... er... BPO 94 08 06.
Okay, once you insert..., once you get this particular CD-ROM and once you insert it into the system, okay? The system will show you the full text article. Alright?

T59. Ss: Yes.
T60. P1: Okay. That is a keyword search.
T61. P1: Now, I'll show you what other search terms that are available from the index. Okay, as I mentioned just now, you can use the keywords, okay? But to save you time, right? To save you time, you can use the index. So it is advisable for you to use the indexes. See? (Shows the index) So far, any questions so far?

T62. S1: Ah... I got a question. How can we found graphs from the Business Periodicals Ondisc?
T63. P1: Graphs in the sense of?
T64. S1: The exports, imports....
T65. P1: Ah! Okay, it depends on... In this particular screen... like this one, journal... see... illustrations, charts, graphs. That means this article has some illustrations and charts. So for your graphs or your charts, for example, it depends on the article. If the article has some charts or if the article has some plans or
illustrations, then you'll get it. If there's no, okay, it depends on the original copy of the pages of the article.

T66. S1: But here we got the chart. How to see the chart?
T67. P1: Okay. How to see the chart is, remember, like just now I told you how to get the CD-ROM disc 94 08 06.

T68. P1: (to all students)
Now, I think I'll show you also how to get the full text. (Goes out to get the disc)
This is the CD disc 94 08 06.
Just insert it into the drive.
Just let the system run. See?
It'll give you the full text of the article.
(When the text appears on the screen)
There you are. Right? Okay?

T69. Ss: Yes.

T70. P1: Okay, "Money Matters".
Well, the text is very small.
So you can enlarge the print.
If you want to go to the beginning of the article, just press F8.
If you want to go to the bottom of the article, use the cursor key..
e.. don't use the PAGE DOWN.
PAGE DOWN takes you to the next page.
(Presses the cursor key)
PAGE DOWN. There you are.
It is much larger than the one just now. Right?

T71. Ss: (nod)

T72. P1: Just PAGE DOWN, see? This is the chart that we were talking about just now.
Next page. See this place?
This is the graph that is indicated just now. Okay?

T73. Ss: Hmm.

T74. P1: For instance, like you want in particular, this page or you want a particular graph, okay?
What you can do is just print this page.
Follow the instructions up here.
(Points to On-screen Menu)
F4 , you just print this page. See?
When I press F4, you just print this page.
I'll just show you.
(Presses F4 key) See? "Printing page".

T75. Ss: Yes. (Ss nod to take note of that)

T76. P1: So only one page will be printed, not the full article.

T77. P1: AXX SXXX, are you clear about it?
T78. S3: Yes. (S3 nods "Yes")

T79. S1: I've got another question.

T80. P1: Yes?

T81. S1: This article is about a certain particular date. But is there any about its history?

T82. P1: Oh, you want something about the history .. or background of it. It depends, okay?
That one you can...

T83. P1: (explains to other students)
Periodicals, you see, the difference between periodicals ... er... periodicals news are current. The articles in periodicals are current, not like books.
Er..if you want to look back at the history of business, finance or marketing, so it's not really advisable for you to look in this particular database. Okay?

T84. P1: (to S1)
So, ... er...so if you want to know more about the history, you can use other reference materials like encyclopaedias.
Or ... or take a particular book and look in a particular chapter of it to get something about the background. Okay?

T85. S1: Hmm. (nods)
(P1 passes around the laser jet printed page of "Money Matters")

T86. P1: Right, now I'll show you okay, what other subjects that are available from the index. Okay?
The index, actually...
okay, the index is also another group of subjects like this one.
(Points to the screen)
Here we have an index. I'm sure you all know what an index is, right?

T87. Ss: Yes.

T88. P1: That's the index we have for companies.
You see here, that's the names for companies. There you are.
So, if you run through the list, you'll see all the names of companies here.
For instance, if you want to look for MacDonald Douglas, the aircraft maker, you can do that also.
Let's see. MacDonald Douglas.
Is its short form MCD... eh?

T89. S1: MAC

T90. P1: (to S1) Is it MAC now?
We'll try it out and see.

T91. P1: (to Ss) Check the title.
See, you can see the different code there er. For subject, the code is SU. For company, it's CO.
We'll try it and see.
Go back to the index.
Maybe, this one has something about MC..
For instance just now, maybe this one has something on MAC.
If you want to go back to a particular screen, just ESCAPE, okay?

T92. Ss: Hmm. (Watch while P1 keys in.)

ENTER. You see this one?

T94. Ss: Hmm.
T95. P1 : Profile of excellence.
(Points to details shown on the screen)
CAE Oct 1993 p.74-76.
So this particular article is about the .. er, what .. talks about the .. er performance of the company. There you see, the abstract .. corporate profile, also Geo places : Alabama .. goes until states and cities for geographical places.

T96. P1 : Let's go back to the indexes, okay?
Journals .. let's see what other ..
I'll show you what other subjects you can look for. Okay?

T97. Ss : (nod)
T98. P1 : Okay. This is the journal.
The difference between the list of journals and the periodical directory just now, I hope you remember just now ..

T99. Ss : Yes.
T100. P1 : For this one, er .. this list is a list of all the journals that are in the system. But those titles are available in full text. Some are available in full text but some , you may not get in full text. But it is still being indexed for you because UMI is also an indexing service. So that tells you that a particular article is already written in a particular journal.

T101. P1 : Now, we'll search under the author.
Again, to search a particular name or author, just press the first three letters, like I did just now. (Keys in ) See .. ? Subject search? Okay?

T102. Ss : Hmm. (nod)
T103. P1 : Er .. as you can see here, you also have codes. If you know some codes, okay, you can see the codes , right? Like just now, in the abstracts screen. So, if you can go back to the keyword, keyword .. this is much more similar to the free form text, like I mentioned just now. Because any word, any word that is considered a unique word, it will be indexed in here. That's why you'll get more articles but sometimes that particular article doesn't really talk about the subjects that you want.
(S2 raises her hand.)

T104. P1 : Any questions ? Yes? (to S2)
T105. S2 : Say .. er you go for authors, right?
Say .. er Jeffrey Archer, or something like that .. erm .. and then you want to have the full text of him. Say it is available in the CD-ROM. So, every time you want to see the full text,
do you... does that mean you have to change the disc?

T106. P1 : Yes. You'll have to change the disc because every time you make a new search, the search will give you a new CD-ROM label number. It's not all written onto a particular CD-ROM disc.

T107. S2 : Hmm.

T108. P1 : So you'll have to change the CD-ROM.

T109. P1 : (to other Ss)
Actually, you can also combine subjects.
Like subjects like geographical places or subjects like companies.
For example, to show you an example, see under Subjects if there is something on engineering. As I said just now, this is a Business Periodicals, but let's see subjects... like other subjects that are not really related to the business world. (When results are displayed)
So there is. Right?
Engineering... engineering drawing...
So we'll look for a much wider scope. Okay?
Why don't we look under Geographical places or journals? Which one you prefer?
(Smiles at students)

T110. S1 : Geographical places.

T111. P1 : Okay. You go back to that list and choose the place... geographical place... and come back here. Country?

T112. S1 : Japan.

T113. P1 : Alright. Let's see on Japan.
So you want to make your search more specific?
Eh? Hmm... okay? Just press the .............
Automatically the system will give, er...
AND Japan eh?
Umm... any particular company?
Okay. Give a name of a company.
Let's choose a company...

T114. S1 : Toyota.

T115. P1 : Toyota... that's a good company. (Keys in Toyota)
Alright. There's lots of articles under Toyota.

T116. Ss : Hmm. (nod & view list displayed on screen)

T117. P1 : Hmm... Toyota Motors... okay. Toyota Motor Corp.
Okay... Press F9, just ENTER okay?
This is the entry.
Here will be subject: Engineering, place: Japan company: Toyota Motors.
So we'll see if there is a particular article about the search terms you have chosen. Just press ENTER. Number of hits? Still working...
(When result of search is shown on screen)
That means the number of hits is zero. Okay?
Er... there is no article about engineering and Japan and also about Toyota Company.
So, that, basically will save your time of
search. Okay?
Of course, you will be very upset because you can't find any article.
Er, it doesn't mean that er because you can't find any article, right?
But it will, in a sense, help you that you will stop hunting any more because from this you can't find the article that you want.
Maybe, also it's too specific.
Also, you see, sometimes when you go too specific and you look for articles that are too specific, sometimes this problem will arise.

T118. P1 : Okay, any more questions...?
Before I show you something on the publications?

T119. S1 : Er.. the number of subjects,
like in number 5, is it related to number 3 or to number .. ?

T120. P1 : No, it is not. It is by its own particular subject. Okay?

T121. S1 : Uh.. hmm. (nods)

T122. P1 : If you look for subjects like engineering, and company,Toyota, the system will only look for articles related to these subjects. It is not related to the earlier one you have done.Okay?
It is a stand alone searching.

T123. S1 : Oh.. hmm.

T124. P1 : If it is a keyword or subject,
it will not look for one previously used in a search form, okay?

T125. S1 : So, what's the maximum number we can look for?

T126. P1 : Maximum number of keywords?

T127. S1 : I mean...

T128. P1 : Oh you mean searching?

T129. S1 : (nods)

T130. P1 : Searching. Oh you can go a lot.
20 times of searching..
20 to 25, until 50 times of search.
If you've all the time, you can do it until 50 times. Hah, hah. (Laughs)
But I'm sure that before 50 or 20, you'll have already found that article, so you do not have to do anymore. Okay? Right?

T131. P1 : (to other Ss)
Any more questions about the indexes before I go on to the Periodicals Directory?

T132. Ss : (Ss shake heads to indicate no.)

T133. P1 : I'll show you how to make a search from the Periodicals Directory.
If you look in the Periodicals Directory, you'll get what sort of information in what sort of screen.

T134. P1 : Any questions? SXX? (to S3)

T135. S3 : (S3 shakes his head)

T136. P1 : MX, very clear?

T137. S4 : Yes.
Okay. We'll look under the publications okay?
(When list of periodicals is displayed on screen)
Alright. This... er. all this list... umm... all these titles are available from the CD-ROM. Do you have any titles? Maybe you've gone through some of the journals or abstracts?

The Economist.

Er.. which one..? The Economist?
(nods)

Okay. We'll try the Economist.
(Searches for it from list)

That's right. The Economist... here's the Economist.Okay?
So, if you want to look for this title, this screen is the Issue Screen.
So it will give you the latest to the earliest.
So if you PAGE DOWN, you'll be able to see what's the earliest issue the system has. (Presses PAGE DOWN key)
That's the earliest issue: February 20 1989, that the system has. Okay?
Let's see, if we choose this one, July 30 1994. Press ENTER. Okay. Right?
That particular issue, okay.. that particular issue has been indexed for the system. So that's why they've made copies to transfer them into a CD-ROM format.
That's why you can see first, it gives you the front cover.
This format is actually similar to the one if you look into a hard copy. See?

Hmm.

Once you receive a journal, you see the front cover of the journal, you can flick through the first.. right
You can find everything... the style of searching is almost similar to the searching if you look into a hard copy. Okay?
(Presses Return key)

Hmm. (nod)

It gives you the CD-ROM number 409 22.
I have it with me. (Inserts disc into drive)
There you are.. page bigger..okay?
It indicates that it is page 1 of page 2 of the article.
PAGE DOWN. That means the article stops up till here. (Points to the screen)
This is another new article. Okay?
So if you want to go back, okay.. you can.
Maybe in this particular issue, you want to look for other articles in that issue, then Press ESCAPE. You read the contents list.

Yes? (to S1)

So for this one, we can only use when we are
quite sure of the journal?

T150. P1 : Right. If you are sure of a particular journal, title and number.

T151. S1 : What about if we do not know the date... when...
T152. P1 : You mean you just want to browse through?
T153. S1 : No, I mean we got a particular subject but we don't know the name of the journal.
T154. P1 : I see. There is no cross reference between a subject and a title of journal. Okay?
Er.. no. You can't do that. Okay?
Because er.. er.. like sometimes in a particular journal, okay?
You can also... you'll find multiple subjects. That's right. You'll find multiple subjects.
So, they cannot make a specific subject index with a title.

T155. S1 : So if you want to look for a certain subject we'll have to use the first way... the index?

T156. P1 : Right.
It is advisable for you to go to the Index.

T157. S1 : In that area?

T158. P1 : Right.
T159. P1 : (to Ss) Now I want to show you something. Okay. Let's see now... that shows... well if I've chosen this particular article, and now I'll press ENTER. Right?
As you can see, I don't have to change the CD-ROM. Okay? Eh... why?
It's because if you look into a particular issue, the whole issue of that particular journal is already in one CD-ROM.
Whereas, if you look under keyword or subject, okay? Er... the articles are separated you know, in the sense that it can be in that particular CD-ROM or another CD-ROM.
That's why you have to change CD-ROM.
But if you look under a title of a particular journal, you don't have to change the CD-ROM. Okay?

T160. Ss : (nod)

T161. P1 : Maybe anyone of you would like to try? KXX?
T162. S1 : I still do not know how to use it.
T163. P1 : Okay. Never mind. You want to use the keyword?
T164. S1 : I want to use the index.
Okay. Er... you can use the index in this particular screen. Just press F6. Okay?

T166. S1 : (nods)

T167. P1 : Right. So just choose which index that you want.

T168. S1 : Companies.

T169. P1 : Umm? Companies. Eh...just press ENTER.
So now, just key in a 3 letter, the first 3 letters of the name of a company that you have in mind.
(S1 types in IBM while others observe)
IBM. Okay. So you choose IBM which even though is a company, can be a subsidiary of a company like...er... and it will also be indexed through that particular company.
So, do you want to look it up straight under the name of a company or you want to make a command search?

T170. S1: I want to make a command search.

T171. P1: So you want to make a command search.

T172. P1: (to other SS)

See... the terms "ONE MARKED" umm...

T173. P1: (to S1) Er... which index do you want to use now?

T174. S1: Geography.


Get the arrow key... the other one... the one that goes to the left... okay.
Geographical places. Okay?
ENTER. Key in the first 3 letters.

T176. S1: (Presses ENTER) Can I combine?

T177. P1: You are going to... you see, if you want to combine the search, you mark the items.

If you don't want to combine, just press ENTER.

T178. S1: I want to combine.

T179. P1: If you want to combine, so press F9. Okay?
(S1 marks search terms)
Do you have a particular title or journal in mind?

T180. S1: No, it's not listed.

T181. P1: Oh, so it's not listed.

That means... umm it is...not listed.

T182. S1: Umm... can I find...another one?

T183. P1: Yah.

T184. S1: Okay.

T185. P1: ENTER and press ENTER again.

Because this particular screen gives you an option whether you're sure you want that particular search or not... okay?

So, if you want to change your mind, you can still do so. Okay?
That means the system doesn't go and search for it yet.

T186. S1: So, how to...I mean how to delete the search terms that we have made?

T187. P1: Er...okay. You go... like this one, you press F3 for new search.
(S1 does as directed) Right. Okay?

Then you can make another choice of searching.

T188. S1: Oh, you mean not just...for example when I want to delete this one because it looks as if...

T189. P1: Okay, so you just want?

T190. S1: Er..IBM and Canada, because er...we can find here.
T191. P1 : I see. Er... what you can do is that you can recopy er...to.. er..

T192. S1 : Can I delete it like that search?

T193. P1 : That's fine.
(S1 deletes terms and presses ENTER key)

T194. P1 : Er... er. Are you sure?
Umm. er it should be like just now. You see, when the terms were given to you just now, you said you wanted to make a new search.

T195. S1 : Oh...

T196. P1 : I didn't know you wanted to make just a partial of that particular search. Basically, if you feel that ... basically what you can do is, you do it again. Go back to the index because it will be much more faster than...(S1 does as directed) Right? Go to subject. You've chosen the wrong... (Points to the error) Press ENTER. Right. Then you want geographic place, right? You want to look for geographic place.. ENTER. Right.

T197. S1 : I want to make a combine search.

T198. P1 : You want to make a combine search, right?
So you see, the system still... although you've pressed ENTER, it doesn't look for that particular article.

T199. P1 : (to other Ss)
That means, the system still allows you to change your mind, if at all you want to make any more changes.

T200. P1 : (to S1) Anymore changes? Okay?
So if you just press ENTER again.
(S1 presses ENTER and waits)
(When result of search is displayed)
Zero. You won't find any articles.
ENTER corporation and geographic place in Canada, okay?

T201. S1 : Is it still limited ?

T202. P1 : Er...it is still limited because not every journal that are published in the States is indexed. Okay?

T203. S1 : Yes. (Gets up to sit in his previous seat.)

T204. P1 : Okay? Any more questions? MXX?

T205. S4 : (shakes her head)

T206. P1 : No?

T207. S4 : No.

T208. P1 : SX?

T209. S3 : No.

T210. P1 : So, er... do you find you know more understanding of the system now?

T211. Ss : Yes.

T212. P1 : Yah? Er... you think that this will really help you?

T213. Ss : (nod)

T214. P1 : If you feel that there is a lot of limitations
then you better not look into the GPO.

T215. S1 : If we want to read, to read the article...
do we have to read ...?

T216. P1 : Er.. well, you can.
T217. S1 : Not read it here.
T218. P1 : What do you mean? Well, you can read the article..
T219. S1 : But if....(Gestures with hand) we want to ...
T220. P1 : So for your reference, you can print it out.
    You can do so also.

T221. P1 : (to Ss) Any questions?
T222. S1 S3 S4 : No.
T223. S2 : If we are here ... and we want to read something,
    so we must ask for the ..... 
T224. P1 : Ask for the CD-ROM...
    Another way you can do is,
    obtain the title of the journal and
    if you know that there is no hard copy available
    in the library....
    Title of journal is like your monthly reference,
    that you go to the Periodicals Directory,
    and choose the latest.
    The same thing as when you’re reading the hard
    copy. So you just browse through.

T225. S2 : Yes. (nods)
T226. S1 : Can we find the latest for the journal?
T227. P1 : Eh.. there will be a bit of limitation in the
    sense that ... normally, the currentness of the
    system is er.. 2 months backdated.. er.. okay?
    As it is not entered into the system as yet.
    Okay? Clear?

T228. S1 : Okay.
T229. P1 : Right. Er.. I want to thank you for your time
    and attention er.. for this er..
    library instruction that I've conducted.
    I hope to have you all again and
    I hope it won't make you shy away and I hope
    you'll have more understanding.

T230. S1 : Is this all about Business only on this disc?
T231. P1 : Well, as you know, there's also something on
    engineering. Right?
    So you can also look for engineering subjects
    here. We did look for engineering subjects. Okay?

T232. S1 : Alright.
T233. P1 : Okay? Any more questions?
T234. Ss : No.(smile)
T235. P1 : Thank you very much.
T236. Ss : Thank you.(Get up to leave)
APPENDIX B:

Transcript of CD-ROM session conducted by Pustakawan 2

Date: 14th Dec 1994

Participants and legend: P2 = Pustakawan 2
(S = Librarian 2)
S1 = Student 1
S2 = Student 2
S3 = Student 2
S4 = Student 4
S5 = Student 5
Ss = Students in unison

T 1. P2: Assalamu'alaikum Warahmatullaahi Wa Barakaatuh
and Good evening to everybody.
First, I would like to introduce myself.
My name is AXX XXX bin XXX and I'm working...er in the Reference Unit in this
library... I think that's all. (smiles)
Now you can introduce yourselves...
er... starting from you. (Gestures to S1)

T 2. S1: Er... my name is AXX GXXX. I'm from 13D and
majoring in Engineering.

T 3. S2: My name is HXX HXXX. I'm from 13N and I'm
majoring in Business Administration.

T 4. S3: Hmm... I'm MXX XXXX bin ZXXX from 13P.
I'm majoring in Economics.

T 5. S4: My name is TXX MXXX. I'm from 13C
and I'm majoring in Engineering.

T 6. S5: My name is SXX XXXX. I'm from 13P and I'm
majoring in Economics.

T 7. P2: Okay, thank you everybody...er...now, I'll explain
to you all about CD-ROM.
I think you all are familiar with the
CD-ROM technology.
For today, I'm going to explain about...er
The Times and Sunday Times on CD-ROM which is a
complete database...er.. of newspapers from UK,
..er from the London division.
(Ss busy taking down notes)

T 8. P2: Er... to begin, you have to er use...er Drive D, okay?
You have to type "D Prompt" here,
starting from C Prompt, okay?
You type "D colon" and press ENTER. Okay?
Er... to start, you have to type "TIMES VGA", okay?
And press ENTER, okay?
(S2, S3 and S5 consult one another)

T 9. S2, S3 & S5: Times... V? (Whispering among themselves.)

T10. P2: Times VGA.

T11. S3: V...?

T12. P2: Yes. (to S3)

T13. P2: (to other Ss)
Because this is... the latest CD-ROM addition
starting from 1st Jan 1994 to 30th Sept 1994, which is the latest CD-ROM of Times and Sunday Times. Okay?
Hmm... now you can er.. see the screen here..
(Point to Onscreen Menu, faces screen and explains.)
Er.. top of that, you can see the Option Menu, starting from Date Range.
The 2nd: Section of paper, the 3rd: Headline Search, the 4th: Byline Search, the 5th: Text Search and last, Clear Selection. Okay?
Er.. I can explain er.. one by one, but the important options here are: Date Range, Section of papers, er.. Text Search, and Clear Selection.
Headline Search and Byline Search Selection, I will tell you later.
Okay. First we go to the Date Range.
The CD-ROM that we have here.. er covers from Jan. 1st 1994 to Sept. 30th 1994.

T14. Ss : (nod to show they are following)
T15. P2 : You also can limit..er.. give a limitation.
T16. Ss : (nod)
T17. P2 : You can range it maybe... maybe you want to search information, any information starting from say January to May. Okay? Understand?
T18. Ss : Yes.
T19. P2 : We can limit..er.. say starting Jan to May for example, if you know of any events that happen during this time, er.. you can limit er.. the Range... eh?
T20. Ss : (nod)
T21. P2 : Okay. I enter from this option eh.. Date Range option. (Keys in option) Now you can see what I mean just now. Eh.. this is the start date..(Points to screen) And this is the end date, the 30th... okay? The stories is.. er.. 56,000 over, okay? So if you like to see all the..the stories, you only have to press ENTER and this is the message .. eh.. (Points to message on screen) "Press Spacebar to view the Headlines".Okay? So this is the Spacebar, just press. Okay? And this is a listing, titles of with the stories within that particular date.. eh.. Jan to Sept. Okay?
This is the first story. 1 out of 56,000, okay?

T22. P2 : If you would like to see the contents, okay.. well, you'll have to press ENTER. Okay? This is the menu... this is the menu given below: "ENTER to view stories". It's very easy to use.
T23. Ss : (nod)
T24. P2 : Everybody can use this CD-ROM. Press ENTER and you can see the stories. Okay?
(Points to the Onscreen Menu)
This is... er... bibliographic details, the source...eh? The Times not The Sunday Times. This is The Times, date: 30th of Sept.; page no. 22. This is the title of the story, okay? In some, they have the...the reporter's name, eh? So to return, we have to press ESCAPE to return to the previous screen.

T25. P2 : Okay so far?
T26. Ss : Yes. (nod)
T27. P2 : Er... what do you... er want to know? What do you want to ask?
T28. S3 : So, the latest stories is... er, they are on the diskette.
T29. P2 : Yah...they are on the diskette.
T30. Ss : (nod)
T31. P2 : If you would like to see the previous er...contents, I mean before the 30th Sept... er you have to press PAGE DOWN. This one eh? (Presses to show) Okay? See? 30th... ENTER, (Presses ENTER key) to start with the latest date between 30th Sept stories. (Presses ENTER several times) Okay, so this is the 29th until to 1st Jan. but this is a... I mean you have to see er you have to browse... starting from 30th Sept. to 1st Jan. This is not...
I mean if you want to get the information fast, you don't have to do this type of searching. Okay? Because you have to browse...er... starting 30th Sept. to 1st Jan., it takes time, isn't it? Okay? So the best if you have to get information fast, you have to... to go to the text search. Okay? This is an important option...eh? Text search. Bear in your mind. The best way to get information, the fast way you have, is to use the text search. Okay?
T32. P2 : And before that, er... I would like to show you the "sections of the papers" option. Okay?
T33. Ss : Hmm. (nod)
T34. P2 : We go next to the section of the papers.
I think I would like to explain to you more about that. As you all know, in the newspapers we have many sections, we can read many columns like Sports, anything... politics and many others... Okay? This is the topics. Er... the sections that cover The Times and The Sunday Times CD-ROM. Okay?
So for you, maybe you... you come from Engineering programmes... er subjects and maybe the others from Accounts, so you can search by that section or through all sections. (Points to screen) I mean, you can search... er... all of these sections eh?
No need to go to the specific sections.
(Looks at Ss scribbling down notes)
You can do so, but if you want to get more information, the best way is to select that section.

T35. Ss : (nod to show they follow)
T36. P2 : But if you would like to be more specific to the sections you would like to search, such as Sports, eh? You have to go to the Sports section.
No need to go to all sections.
Maybe, the search terms that you would like to see come from the Business section ..er which is not related to your search needs.
So far, do you understand what I'm explaining?

T37. Ss : Yes, yes. (Ss nod)
T38. P2 : I hope you understand.
T39. P2 : You see here, okay, I would like to give you an example.
(Waiting time while P2 consults his notes)
Or you would like to give an example.. what.. what search term that you would like to suggest?

T40. S1 : What about law report?
T41. P2 : Law report? Okay. (Keys in)
T42. P2 : We go to law report. Okay. Law report eh?
Okay, there are 648 stories eh?
Now, you see there are many stories eh.. 600 over. So before you..you see the er, I mean..
you view them .. the stories,
I think you must have a term,
a subject that you would like to get, okay,
the information that you would like to get.
So, to do so, you'll have to go to the Text Search,
which as I mentioned earlier, you have to limit what type of information you want to get. Okay?
So, what stories it is would you like to see?
Here, you have to type the terms that you would like to get this information. Okay?
What..what about the stories that you would like to see? Give me a term.

T43. S1 : Violation?
T44. P2 : Sorry?
T45. S1 : Violation.
T46. P2 : Okay, we type "violation". Make sure you..you type er.. you spell correctly eh? V-I-O-L...
T47. P2 : Okay? Is it correct?
T49. P2 : Okay ..er.. Press ENTER. (Presses ENTER key)
There are 4 stories, okay?
T50. P2 : Did you ever heard about Boolean logic searching er .. strategy?
T51. Ss : (Ss shake heads to indicate 'No')
T52. P2 : You don't? You don't eh?
T53. Ss : No.
T54. P2 : This is a strategy, er.. how to search for information which you can get exact..er results. Okay?
The Boolean logic contains . . . er operator AND and operator OR, eh? AND, OR. You can combine between 2 terms . . . eh . . . maybe you would like to combine . . . er Violation and say something . . . eh . . . Violation and . . . ?

T55. S1 : And Corruption.
T56. P2 : Corruption, okay.
T57. P2 : Now, if you would like to combine Violation and Corruption, you press ENTER again. Okay? Can you see the Boolean logic? What I mean just now . . . AND, OR . . . eh?

T58. S1 : Hmm.
T59. P2 : If you select AND Boolean logic, that means you'll want to narrow down the term . . . er the search, okay? If you would like to search on Violation AND Co . . .

T60. S1 : Corruption.
T61. P2 : So, er . . . the result will be Violation, the term combined with Corruption, okay? If you would like to search Violation OR Corruption, you can get . . . er Violation or Corruption in that story, okay? Either . . . er either Violation only or you can get . . . er only Corruption in that story.
To see, you press 'A' eh? Press 'A' and you can combine. You type Corruption . . . (Keys in) I would like you all to see how you do this. I would like to teach you. Okay, and press ENTER. (When search result is displayed) Zero.

T62. Ss : Zero? (in disbelief)
T63. P2 : Unfortunately we can't get the story. Maybe you can try the others. Before we start a new search, you have to clear selection . . . eh . . . the previous search, okay? You can start again. Like what we did just now, go back to the Section of papers, okay? Er . . . any example?

T64. S3 : Sports?
T65. P2 : Okay, you can try . . . for example?
T66. S2 : Sports.
(Keys in. When results of search are displayed) Here the total . . . eh, 9,000 . . . er over. Then we go to the Text Search, eh? Go to the Text Search. Okay, maybe you would like to see . . .

T68. S4 & S3 : . . . Football.
T69. P2 : Give the very specific term.
T70. S3 : . . . fraud?
T71. P2 : Maybe you would like to see football fraud eh? (Keys in) Maybe you'd like to search for the club eh?
T72. S3 : Okay.
T73. P2 : You key this in . . . this is interesting eh?
(When results of search are displayed)
Oh .. many eh?
So you want to combine with what? Arsenal?
Maybe you'd like to see the result of their match with Liverpool eh?
Okay. AND Liverpool. (Keys in)
Okay, 150 .. eh? Many eh?

T74. Ss : (nod to show they agree)
T75. P2 : So you would like to see the result.. eh.. the stories.. press Spacebar again.. eh.
(Reads headline aloud)
Press ENTER.
Okay. The term that I have typed just now, "United" er..., will be highlighted.
Whatever.. eh.. "Manchester", "Liverpool" will be highlighted in yellow.
Okay? If you want to see the next er ..

T76. S3 : Page?
T77. P2 : Page... you'll have to press PAGE DOWN.
T78. Ss : (Ss nod to show they understand)
T79. P2 : This is a good example eh.. as you can see..
United and Liverpool because you search using Boolean logic AND.

T80. P2 : We try to .. er another search eh?
You press ESCAPE to see the previous screen.
What would you like to start with?

T81. S3 : Date Selection?
T82. P2 : Date selection first eh? Text Search?
T83. S5 : Section of paper?
T84. P2 : The same. You can apply in any option , eh?
Section of paper, and the others.
You can see other features which is new for The Times and Sunday Times
which is the graphic features .. eh?
The pictures, the graphics, the charts.
Right. I'll give an example. Say you'd like to search about ... Mahathir and Thatcher.
Say you have an assignment and you want information about them.
We go to er.. let's say Search Selection.
Press ENTER, and then you would like to see the graphics, the pictures eh?
If you'd like to see Mahathir and Thatcher and their pictures, you press ENTER. (Presses key)
Graphic? Er.. and go to the Text Search.
Start to search? And you type in " Mahathir and Thatcher". Press "A" and ENTER again.
For Text Search, press ENTER again, okay?
(When results of search are displayed)
See? There are 4 stories. Press Spacebar.
There're 2 asterisks over there which indicate that er 2 stories have pictures or graphics.
So you press ENTER eh?
Okay. "Thatcher" will be highlighted and "Mahathir"..eh? Okay?
Now you press, "Picture available". Press Spacebar, you can see the picture. The caption you can read there: "Dr Mahathir and Mrs Thatcher sign the agreement". See?
Okay. To go reverse print, you have to press ESCAPE again, ESCAPE again and ESCAPE again.
Okay? It's not so... so far any questions eh?

T85. S3 : If I want the story in 1993?
T86. P2 : 1993?.. You can't get from this CD-ROM. You can get from the counter. Now we have this one from Jan to Sept 1994, okay? You can get the previous CD from the counter. You can ask them. Okay?

T87. Ss : Erm.
T88. P2 : So to start another search, you have to clear selection. Okay?
Er.. what else? Maybe you would like to know what is a Headline Search. Okay?

T89. Ss : Yes. (nod)
T90. P2 : This is another kind of search which you can search through this CD eh?
Headline Search... what do you know about the headline of the newspaper?

T91. S1 : It is the title?
T92. P2 : It's the title. Er.. very short title er in newspapers.. er.. like "Mahathir visits China". Very short title, in big letters eh?
That's called a headline. Okay?
In Headline Search, we can get only the type of information that we need. Use the headline "Mahathir visits China", okay?
You can get a very small number of hits when you search by headline search. (Types in)
You can try. In UK newspapers, okay.. you can see how many times Mahathir's name will appear.
Only very small in number, okay?
Only 10. (When search results are displayed)
(Ss read information from screen) Very small number. Only one page.
This is page 1 of 1. So you don't need to PAGE DOWN.

T93. Ss : (Ss nod)
T94. P2 : Okay. This is very short eh? Not much on Dr Mahathir.
T95. L2 : Can you understand eh.. what's this Headline Search?
T96. Ss : (Ss nod)
T97. P2 : Now, Byline Search. Do you know what is search byline?
Byline... what is Byline?
Byline is the reporter's name eh?
Here, we have a photocopy of er.. Sunday Times and so maybe later, you can see this and study it if you want.
(Reads) Byline Search er.. this is most useful in finding articles written by specific reporters.
If you know the name of a certain reporter...eh...
Do you know one of them?

T98. Ss: No... (Laughs)

T99. P2: Maybe you can type...to get the index (Keys in)
There are many names...
(When list of names appear)
Okay. The articles that you like, you can print here, okay? Okay, I'll give one example eh?
Go to Business... since you're business students eh?

T100. Ss: Okay.

T101. P2: Er...go to Text Search. I have one example here.
Say you search on STOCKS (Keys in)
ENTER. I'll combine with...er...AND KUALA LUMPUR
Okay? (Keys in)
(When search results are displayed)
There are 5, okay? Press Spacebar. Okay, Kuala Lumpur and Stocks will be highlighted. Okay?
So you see down here...eh...FUNCTIONS PRINT.
So to print,
you have to press this key (Points)
You have to press this key, eh?
Make sure the printer is on. Okay. Press.
(During printing process, students interact and exchange notes and views.)
(At end of printing)

T102. P2: How...how do you find this Times and Sunday Times CD-ROM? Is it okay or difficult?

T103. S1: Not that difficult.

T104. P2: Okay, ...er now I'd like to let you all have some time to...er for hands on.

T105. S1: Can we print graphics?

T106. P2: Graphics? Can... but we don't allow because the carbon takes too much eh?

T107. Ss: Hah...hah! (Laugh)

T108. P2: So, okay. You can start to search. Anyone of you?
(S1 moves forward to try)
Okay. See how far you have understood what I've explained.

T109. P2: (to S1)
Any topics...eh? You can search under Engineering. You can type Engineering and UK stories... so any stories regarding those terms it can find.

T110. S1: Hmm...

T111. P2: (to other Ss)
Maybe there is no such stories or during that date...er Jan to Sept, okay?
(S1 continues to key in search term)

T112. P2: (to S1)
You want to combine with what?
(Other students watch with interest while S1 keys in confidently)
Okay, only one eh? Luckily you get hah, hah.
Press ENTER. The menu is already there.
T113. S3 : If I want... er to type more than 2 words?
T114. P2 : 2 what?
T115. S3 : 2 words.
T116. P2 : 2 words in one line you mean that...
T117. S3 : Physics, new discovery and ....
T118. P2 : Ah like that one can, can.
T119. S3 : Can eh? (obtains confirmation from P2)
T120. S1 : Come again. (Keys in the suggested terms)
      Physics, new discovery and ....
T121. P2 : Albert Einstein... Albert Einstein eh? Einstein...
      make sure the spellings is correct, okay?
T122. S1 : Umm...Yes.
T123. P2 : If not, the system will tell you eh... if not
      correct.
T124. S3 : The system can er.. correct the mistakes?
T125. P2 : Only it'll give a warning message.
T126. P2 : (to S1) You can type.
      (S1 continues keying in)
      Okay, you see eh just now er.. these 2 asterisks
      indicated er ...so, you can see graphics eh?
      Now you can see "Picture available".
      (S1 presses ENTER, picture of Einstein appears)
      Hah,hah... okay? (Ss show they are impressed)
T127. P2 : (to other Ss)
      Okay? Easy eh?
      You have to search not only from journals or
      books but also from newspapers, okay...
      to complete your assignments and so on.
T128. P2 : (To S1)
      Now you can clear selection.
T129. S1 : Hmm.
T130. P2 : (Beckons S2 to come forward)
      You can try now.
      The Date Range...the rest lah...
      Press lah another...
      (When S2 completes his search)
      (to S2)
      Now you can give the chance to another
      participant. (Gestures to S3)
T131. S2 : Oh..alright.
      (S3 tries while P2, S4 & S5 observe.)
T132. P2 : (To S3) You have to limit the Date Range.
      Maybe you'd like to search from Jan to May?
      Maybe you remember.. er a particular date eh.. from
      Jan to Sept?
      If you're.. when you're really sure of that
date... or you would like to know what had
happened on your birthday.
      Maybe your birthday is Jan 1st eh?
      You can type "Jan", okay?
      Make it interesting.
T133. S3 : How to limit the 1st of Jan.?
T134. P2 : Okay, the menu there eh.. (Points to screen)
      To start date, you have to press the arrow key eh?
      You want to start from 1st Jan?
T135. S3 : Hmm... yah.
T136. P2 : You want to start from this, arrow er... forward
day or backward day. You can backward the day to
be ...., okay?
You can arrow down eh... or PAGE DOWN.
PAGE DOWN, make it faster. Then PAGE DOWN, okay,
okay, again and again until 1st Jan.
Now that's 2nd Jan. So to bring it to 1st Jan,
arrows down... arrow down, okay? Now ENTER.
Only 221 stories. So if you want to see, you can
press Spacebar. Okay?
(S3 presses Spacebar)

T137. P2 : (to Ss)
This is the story eh in that er... 1st Jan er... newspaper eh?
(Ss try to read from screen)
This CD-ROM doesn't cover... er adverts eh... and
lottery, and lucky draws.
That one not included lah eh?

T138. S5 : Only for 1st Jan stories?
T139. P2 : Yes, the section that you see just now.
T140. P2 : (to Ss) Any questions?
T141. S3 : So we can search er... from only one type of
newspapers?
T142. P2 : Yes. This is only The Times and Sunday Times.
The rest we have The Guardian on CD-ROM,
also from the UK.

T143. S3 : Only from UK newspapers?
T144. P2 : Yes.
T145. S3 : The other countries?
T146. P2 : Er... US, you have New York Times, but we don't
buy it yet, New York Times.
The rest, we have NSTP online.

T147. P2 : (to other Ss)
Do you know that we have?
And for that, you'll have to pay only RM......
no matter how long the text printed.

T148. P2 : (to S3) Picture available.
T149. P2 : (to other Ss)
Any questions eh?

T150. S1,S2,S4,S5 : (Ss shake heads to indicate "No")
T151. P2 : (To S3 who is at the terminal)
This is only a map eh... see the rest.

T152. S3 : Yes.
(When S3 is satisfied, P2 signals S4)

T153. P2 : (to S4) Would you like to try?
T154. S4 : Yah. (S4 keys in search term)
T155. P2 : You have to clear first.
T156. S1 : There's one speaker there.
Does the sound come from the speakers?

T157. P2 : Speaker? It doesn't have the function... er...
facility. That one, you can only use in Micro-
soft Bookshelf, the Windows applications... eh on
CD-ROM.
(S4 tries while P2 guides him)
T158. P2 : (to S4)
Then you go to the Section of the papers, ENTER.
If you'd like to see any of the titles...
Economics is too general. Try to get a
very specific term. Because when we
type it, Economics, there will be more stories
eh..100 , or more than that. So, be specific.

T159. S4 : If I want to type there another option?
T160. P2 : Start again. So you start again. ENTER again.
T161. S4 : I'll type in...
T162. P2 : Type in another option.
(S4 keys in)
(When search result is displayed)
Eh..mm..no story about that er.. that period
of time.

T163. S4 : (Smiles) Never mind.
(S4 continues while the others watch.)
T164. P2 : (to other Ss)
Right now you don't have any assignments given
by the lecturers?
T165. S1 : Not yet. Just started our course.
T166. P2 : Just started... this week with lectures?
T167. Ss : Hmm. (Ss nod)
(S4 keys in confidently while P2 guides him. Other
students exchange notes and views. At the end of
his search, gets up for S5 to have his turn.)
(S5 comes with a search question in mind.
Asks for help when he faces a problem)

T168. S5 : How do I correct this?
T169. P2 : Delete it .
T170. S5 : Which one to use?
T171. P2 : That key.
T172. S5 : (Keys in another search term)
What about ESCAPE key?
T173. P2 : No, you have to type it. No short cut.
T174. S5 : I want to narrow down.
T175. P2 : You want to narrow?
T176. S5 : Yah.
T177. P2 : Okay, press ENTER.
(While S5 gets on with his search, L2 asks the
others)
T178. P2 : Maybe you have some last questions for me ...
or comments on how I instruct...
T179. S5 : How much is the charge if I want to print?
T181. S5 : Per copy of article or ...
T182. P2 : Per page.
T183. P2 : (to other Ss)
Maybe if you make smaller er.. the text, so you
can save the page.

T184. Ss : (nod at suggestion given)
T185. S3 : From this er.. computer, we can search only the
stories from newspapers?
T186. P2 : Sorry?
T187. S3 : From this computer, so we can search for only
stories in the newspapers lah?

T188. P2: We have many databases here. As you can see here, you can search also from the Electronic Encyclopedia, Microsoft Bookshelf and so many others. Maybe next time we can show you others, but now we can only show you the CD-ROM on Times and Sunday Times. The rest you can use here later on eh?

T189. P2: (to other Ss) Easy eh? Not too difficult lah.

T190. Ss: Hmm..

T191. P2: Note.. note er because all this is menu driven eh.. you can follow from the menu. Quite interesting eh?

T192. Ss: Yes. (lean forward to take a closer look)

T193. P2: You can see pictures. Not only general information but you can also search on specific areas like Science and Technology.

T194. P2: Okay. Any other questions?

T195. Ss: No.

T196. P2: Are you satisfied or not with my instruction?

T197. Ss: Yes. Satisfied. (Smile)

T198. P2: (smiles) So next time hopefully we can try another CD-ROM okay?

T199. Ss: (nod) Hmm..yah.

Total number of turns = 199
APPENDIX C:

Transcript of CD-ROM Session conducted by Pustakawan 3

Date: 15th Dec 1994
Participants and legend:

P3 = Pustakawan 3
S1 = Student 1
S2 = Student 2
S3 = Student 3
Ss = Students in unison

T1. P3: Assalam... and good evening.
   Er... before .. my name is NXX .. I'm an Assistant
   Library Officer.
   Actually, I'm doing er.. I'm from the ..er..
   Cataloguing Unit. Er.. so before I proceed to today,
   which as you know, I will be...
   today is Wilsondisc, which is Applied Science
   and Technology Index, or as we call it, "ASTI".
   I think better we begin ..er.. you know..
   so I think better you er.. introduce yourselves.
   First, let me know your names, your studies,
   which .. you know...

T2. S1: My name is HXX XXX...

T3. P3:
   Eh.. HXX ?

T4. S1: Yes. I'm from 13M and I'm majoring in Economics.

T5. P3: Okay. (signals to S2)

T6. S2: My name is AXX DXXX, I'm in 13G and I'm majoring in
   Engineering.


T8. S3: My name is HXX RXX Md AXXX, I'm from 13F and I'm
   majoring in Chemical Engineering.

T9. P3: Chemical Engineering. So both of you are from
   Engineering lab..

T10. P3: but you can become an..? (to S2)


T13. P3: So I think ... let me begin with our database here.
   (slots in CD in reader compartment)
   Before I proceed.. eh let me ask you one question.
   Do you know anything about CD-ROM?

T14. Ss: None. Zero. hah. (Laugh)

T15. L3: Zero knowledge of CD-ROM okay?

T16. Ss: (Ss nod in agreement)

T17. P3: This CD-ROM is .. er we call it Wilsondisc.
   Er.. this one which I'm showing you is the Religion
   Indexes CD-ROM which is contains ..er..
   This is actually a text database.
   You cannot see the images here or sound or whatever
   because it is only based on a text database.
   Some like the Wilsondisc here,
   (points to the one
   just slotted into the machine)
the ASTI database which is the Applied Science and Technology Index which I think er...
I would like to share my knowledge with you all today, okay?
The ASTI or Applied Science and Technology Index here is actually an indexing term. To start...
it's not... you cannot see the abstract.
An abstract is a summary.
Let's say you want to see the one title about the Chemical Engineering.
You see the title here and you cannot see the abstract, the summary about the title.
It doesn't tell you actually what the title is about.
It's just the title... er... the journal name.
Can you understand?

T18. Ss : Yah. (Nod)

So I'll proceed to Wilsondisc here, okay?
Every Wilsondisc, here... Religion Index, Humanities Index, Social Science Index and Applied Science and Technology Index,
you just type a command here which is "WILSON".
For every database, for every CD-ROM which is from Wilson, you just type "WILSON". (Keys in WILSON)
Press Spacebar to start.

(Waiting time)
Actually, the Wilson... er Wilsondisc the Applied Science and Technology Index, it covers... er is about er 400 periodicals... periodicals... er journals let's say from the field of Engineering, Aeronautics, Biology... everything about the Applied Science and Technology also like construction, environmental studies, yah?
Everything, everything that is related to er... apa... related to Applied Science and Technology.
Here... Wilsondisc... as you can see here
First you have three choices here
No.1... keyword search Wilson compact disc
No.2... online search, dial up access Wilsonline
which we cannot offer here as it is online with other databases in other countries, okay?

T20. Ss : (5s nod)
T21. P3 : Er... No.3 choices is command language disc search.
So you can see here, the menu.
For me, it's not so interesting because you cannot see the images here and whatever, like the other multimedia okay?
But I think it's very important for you because you know, one day you are going to further your study abroad and I think, like the UK, they have the Wilsondisc, okay?

T22. Ss : (5s nod)
T23. P3 : And from the disc search here, they offer us... er... 4 choices.
One which is single subject search, which means you can browse.

No.2 - multiple subject search, Wilsearch which means you can combine a search er.. let's say subject and author and the title of journal and year, you can combine to do the searching and the command language disc search. Okay?

T24. Ss : (Ss nod)

T25. P3 : Okay. Let's begin our search and I'll show you here the single subject search.

You can type here anything, whether a subject or author name, but the author name, you must type the last name first and then the first name.

First, author name eh?

T26. Ss : (Ss nod)

T27. P3 : Or everything like title or whatever.

Let's say I type here .. er. "acid". (Keys in) Here eh, okay?

T28. Ss : (Ss nod)

T29. P3 : They list down the subjects. Okay?

Like No.1 here "acid making" .. "acid mine drainage" and so on.

(Presses PAGE DOWN key to view other entries)

So you can see everything about acid.

And you can type everything here. Let's say "environment". (Keys in)

Let the system do the searching. Okay?

(When results are displayed)

T30. P3 : Okay, you see here (points to screen) the entries for "environment" subject you have 7 entries under the subject "environment''.

So you want to browse, you want to narrow down, to see what is actually the subject environment. then you just press ENTER (Waiting time)

Right. Okay, ENTER (Presses ENTER key)

(Points to text displayed on screen.) Subject is "environment". One of seven entries. That means this is the 1st entry, okay?

It'll just show you the author, title, source, contents and subject covered. Okay?

It doesn't show here the abstract or picture whatever because this is just a text database. Okay?

T31. Ss : (Ss nod.)

T32. P3 : So, if you want to..to do further searching, you must write down the author, title and source and go to the counter to ask for the source.

Here is the journal name... Science, June 17 1994. If the library has this journal, you can get the title you want without anymore searching.

For the second entry, you can just press PAGE DOWN. Oh sorry, just press ENTER.

You see the 2nd entry,
the author - Zaman Iskandar.
title here - Building...

(Reads text displayed on screen.)
For the 3rd ...(computer displays citation)
Okay, so see here .. (points to the screen)
F4 is to print this entry,
F5 to go to an entry,
F6 here, the function key here
(points to function keys) F1, 2, 3, 4, 5,
F6. Function key F6 is to print all entries from
here to the frame limit.
Frame limit means until 7 okay?
So you can print all the .. what you call the
citations here.
Here, I'll show you.
Here, I'll print this citation. Just press F4.
Okay, ENTER.
(Printer starts printing. At end of printing
process, the printout is left on printer.)

T33. P3 : Okay, any questions so far?
T34. S2 : Is this used just for printing the titles only...
not for the entry and so on?
T35. P3 : Excuse me?
T36. S2 : Is this I mean, just good for the entries only..
for . I mean just the titles only?
T37. P3 : Yah.
It cannot show you the real article here just like
the BPO and GPO.
T38. S2 : So how to get the articles from the entries.. I
mean, from the title ?
You must write down the source here and the author.
Well, maybe the author but the most important is
the source.
Write down the source. Here is the journal name,
"Industrial Design".
The ISSN - standard serial number, the volume
number 32, page 50 to 51 , September 1994.
If the library has this journal name then you can
get the real article, okay?

T40. P3 : (to S1 & S3)
Any questions for the single subject search?
T41. S1 & S3 : No.
T42. P3 : Right. Now, I'll proceed to the multiple subject
search.
Here you can write down the subject word.
Subject is the person's name, journal title,
organisation and year.
I mean, you get a lot of choices here.
Okay, let me see.. er.. (P3 consults notes)
Now, (keys in) "politics",
2nd subject is "Malaysia", author's name is
"Mahathir". Let's see whether they have the entry
or not.
Press the END key when you have finished.
This is the END key, okay?
Then press ENTER key to perform the search.
This is what we call a multiple subject search or what we call a combined search.
You know, the system do a combination, which means let's say Mahathir is the author and politics is the subject and then they combine together to do the searching.
(When results are displayed)
This one says "No Entries".
That means it doesn't have any entries like the one we typed before eh? Mahathir, politics, Malaysia.
Okay? Press ENTER key.
(Keys in another set of search terms)
(Demonstrates silently, checks CD reader to see if it is functioning)
Zero entry. Okay, for me, I... I do not prefer this type of searching because you need to know exactly the subject, the person name and the year. So the better way is the single subject search.
(No response from students.)
(Points to another way of searching displayed on screen.)
This is the command language disc search which is also for Wilsonline, online to the other databases. We cannot do it here.
So, any questions so far?
It's not interesting eh? Because you cannot see the images or the sound... just er... the text.

T43. S3 : Ex... you mean the text are in another disc?
T44. P3 : No. I mean the CD-ROM here is just contains a text. Just text databases. You cannot... they did not input the images here, sound and others.
(Silence while P3 consults his notes.)

T45. P3 : (to S1 & S2)
Anything you want to know?
It covers almost everything... mineralogy, biology, chemical engineering, robotics.

T46. S2 : This one just shows the titles of the text only.
So the articles, where we can obtain?

T47. P3 : Just now I have told you that you must get the source. Must write down the source, then ask the librarian at the counter or the library itself where you can get the journal or whether the library have the journal or not.
(Long silence)
(to S1 & S3)

T48. P3 : Anything?
So I think I'd better let you try here.
You can type here. Don't be afraid.

T49. S3 : (To S1) Why don't you go first?
(S3 confer among themselves to decide who should try first.)

T50. S2 : You first. (To S3)

T51. S3 : (S3 agrees, nods, laughs and moves forward)
T52. P3 : Anything lah.. er..
(Gives some suggested topics available in ASTI)
(S3 keys in search term confidently. P3 watches intently. When S3 finishes typing)
Okay. Now see Chemical Engineering.
This is just list of subjects.
List of subjects = 108 entries, okay?
In fact, you can look further and find.
Okay, you can choose.
Choose which one you want. Choose.
(S3 keys in another search term.)
Okay, press ENTER.
(Computer displays results.)
See, one of 15 entries. Press ENTER.

T53. S3 : (Reads text on screen) If I want to look for another entry, I press F5, right?

T54. P3 : Yah.
Enter. You can look whether the titles is related to your enquiry or not.

T55. S3 : If you want to change to another topic, then press ESCAPE, right?

T56. P3 : Just to go out, press Spacebar.
From here you can do another searching, another subject.
You just type that to say you want to print.

T57. S3 : (Presses the key in order to initiate printing.)
So for printing, is it er.. the purpose is to make it easier to..er if we don't have time to search for it now, er.. we can keep and refer to it later?

T58. P3 : Yah, yah. (Busy with the printer)

T59. P3 : (to S1 & S2)
Anything you did not understand about the subject?
(S2 comes forward to try)

T60. S1 : So if you're searching for Social Science topics, you have to use another disc?

T61. P3 : Yah, another CD-ROM.
This one is totally Applied Science and Technology Index.

T62. S1 : So if you're searching you can apply the same way as this?

T63. P3 : Hmm.
If you want to look at anything related to religion, it's better you refer to this CD-ROM.
(Holds up the CD-ROM to show.)

T64. S3 : So, we have only 3 kinds of discs?

T65. P3 : In fact, we have a lot of CD-ROM here.

T66. S3 : Covers almost all aspects?


T68. S2 : Er.. if I press ENTER, I can get to the next entry, right?

T69. P3 : (Bends over to help) Erm..

T70. S2 : If I'm at a point, and I want to get back to the 1st entry?


T72. S2 : F4 for the Print ?
T73. P3 : and ENTER
(Is satisfied with search results)
T75. P3 : (to S2)
Do you want to do the multiple subject search?
Try the multiple subject search.
Let's try about Malaysia, Malaysia. (Suggests terms
for S2 to key in)
2nd subject - politics and government, okay?
And the year 1989.
Press the END key, okay?
Press ENTER to perform the search.
(When results are displayed on screen)
T76. P3 : (to Ss)
No entry. (P3 tries again but obtains same result)
You can try. Actually it covers all around the
world, Canada, America, Chile, Australia, Indonesia,
Malaysia, China, Japan.
T77. S2 : (Continues to key in search terms)
If I don't know anything about this is it okay?
T78. P3 : ( Watches while S2 keys in)
Just press END. Press ENTER.
(Reads from screen to share information with Ss)
T79. P3 : (to Ss) Subject Law, 10,650 hits.
The name Newton, Entry 1989.
Then the system will combine the searching for all
three, Physics, Newton, Law and '89.
(When search retrieves no entries)
T80. P3 : (to S2)
No, you cannot find that. Press ESCAPE.
T81. S1 : (Comes forward to try. Types in single search term)
If we want to add another... er title, do we have to go back to the search?
T82. P3 : Another title?
You can straightaway type it.
You can try Japan. Japan Airline. (S1 keys in)
Okay, ENTER.
Japan Airline. (Computer gives message and a beep.)
This one, see... no entries to show.
Try using F8 to see related subject.
That means, they did not use the entry
"Japan Airline" as a subject.
So if you want to see what kind of subjects they use, Press F8. (Reads message shown.)
"See also Airline Group".
If you go back and find the Airline Group okay, eh?
(P3 takes over and keys in)
PAGE DOWN, press F8.
(Points to the highlighted entry.)
T83. S1 : (nods).
(However, P3 does not explain for the
benefit of the other 2 students.)
(S2 and S3 exchange views.)
T84. P3 : (to S2 & S3)
Actually, the ASTI and Religion and Social Science
Index - same technique of searching.
(S1 tries another set of search terms. P3 watches.)

T85. P3: (to S1)
This is more difficult eh? Hah! (Laughs)

T86. S1: F4 to print.
(Printer starts to print.)

T87. P3: (to S2 & S3)
So, if you want to see the real document,
you'll have to use the other databases like GPO
and BPO. (Points to show where they are.)
This is actually contains the author, the title,
but you can see the real article if you get the
other CD-ROM.
This one, just the indexes, yah?
Bibliographic citations.
Anything else?

T88. P3: (to Ss)
You must know this. Maybe, you know,
you'll need for your studies later, you know.

(P3 walks about, wants to know if he should
stop or continue. Consults his notes.
Sum up by repeating the background information
he presented earlier)

The ASTI which dates from 1983 contains about 400
journals..... covers all aspects of technology...
robotics, computer...

(Ss discuss among themselves and watch while
P3 demonstrates another search.)

So you must remember this, okay?

(Reads from the displayed information)
So here is your journal title: Aviation Week and
Space Technology.
This is the ISSN No. Month, author name, title...

T89. S3: Encik NXX, can you just skip from 2 ...er let's
say we are in No.2 and there are... let's say if we
have 50 entries in that particular title and we just
want to see the 15th, how do we do that?

T90. P3: Without pressing ENTER?
T91. S3: Yes.
T92. P3: (P3 demonstrates a sample search.)
Subject - Blackpool, contains 10 entries.
This is the entry. (Points to it on screen)
ENTER. If I want to go to No. 8,
just press F5 here, just type "8" here, ENTER
Go to entry No.8.
And if I want to go back to entry No.3,
just press "3" here.

T93. S3: (nods) Hmm.
T94. P3: (to S1 & S2)
Any more questions?

T95. S2 : How many subjects or titles do you have in one CD-ROM?

T96. P3 : How many subjects?
Like the ASTI, covers all about technology yah.. 100,000 or more.. everything related to technology. But this differs you know. This one, only just covers about Technology and Science. The others like the GPO here, covers general subjects like Communication, Social Science...

T97. S2 : Can we use this disc on another computer?
T98. P3 : No. No.
T99. S2 : It is specific to only one computer?
T100. P3 : Actually we just check here.
(references to information displayed on card which is next to the computer)
With this terminal, you can use the UMI, the Proquest database.
(Point to the next computer)
This one here,
(Point to the one being used at that time)
you can use SPIRS database, okay?
That is only limited to the BPO.

T101. S2 : Just now you said if we want to see the text we can use another CD-ROM.

T102. P3 : That on another field, yes. But let's say you find the title on Chemical Engineering and you want to see the real text here, no you can't, okay? Because they don't have the .. because this database don't give us the real text, the real article.
(Silence)

T103. P3 : (to S1 & S3)
Anything else .. about another database or this database?

T104. S3 : How about the ST titles?
You can just change the disc pressing F3?

Change to the special sign here.

T106. S3 : If it's the same number, just press ENTER?
T107. P3 : Hmm.
Or you can ask the Reference Officer what kind of subject, what kind of database you must use.
(Ss are visibly tired)

T108. P3 : (to all Ss)
Try.. you can use.

T109. S2 : It is easy to understand.
T110. P3 : Yes, not so difficult or complicated.
T111. S3 : (Tries another search)
Football please.

T112. P3 : Remember you’re using the ST Applied Science and Technology Index.

T113. S3 : Oh yes! Oh yes! (Laughs)
Maybe you can find, but I don't think so you can find.

Er...industry?

Just press ENTER.

Industrial (Keys in)

Don't give the...

Try to give the...

See the date coverage - 10/83 to 29/9/1994.
The system will try to find...
here the subject Singapore has 165 entries,
Industrial has 30,000.
And the system do the combination just for the entry.
Press ENTER to see.
Ah, ah... this one okay... okay. (Presses PAGE DOWN to view other entries)
Know this, this time it's ENTER, okay?
Press for ENTER.
Yah, I like the words "Industrial" and "Singapore" because you can search for both.
There's the message "last entry", so press ENTER key.

(S3 reads from the text displayed on screen)

They use subject words only. What if we want to just find the...

(to S2) Just try.
There are many subjects, so if you want to put in more, be more specific about the information you want to find.

Why is this...?
What is the icon for?

I think those are index terms "S2" and "SS". They are combinations, combinations of No.1.

"SS2" means searching No.2?

This is the result: Find 1 and 2 below.

1 and 2 is the combination?

Yah, yah.
Combination quite easy. Simple eh?

Yah, not very complicated.

This time you can try more difficult terms.

Yes. Yah. (sounds more self-confident)

Not actually more difficult.

What does the "modify search" do?
Why is it...?

Say... Malaysia or Japan
(P3 keys in "Japan". Slow computer response time)

If I want to find...

No. Here you must get the general idea first from the ASTI. You know, the ASTI searching like the multiple search here... er, for other databases it is different searching.
They are not called the multiple subject search. They are called Boolean search AND, OR and NOT. So don't be afraid. Just try and type.
For Wilsondisc, they use multiple subject search.
T135. S2 : How about if you want to try to print entry 4 to entry 6?
Can you print it together or print it one by one?
T136. P3 : You've to do it one by one.
T137. S2 : One by one, there's no other way?
There's no other way to skip?
T138. P3 : No. You press F5 to go to an entry, select it
and then you press F4 to print it.
You must remember this.

(Video cameraman signals to P3 that
the tape is finished.)

T139. P3 : (to Ss) Alright, that's all for today.
Thank you.

Total number of turns = 139
APPENDIX D:

INTERACTIONAL STRUCTURE OF SESSION CONDUCTED BY P1.

Session conducted on: 12/12/94

Duration: 51 minutes (4.12 - 5.03 pm)

Legend:
- **Participants** - P1 - Pustakawan 1
  - S1 - Student 1
  - S2 - Student 2
  - S3 - Student 3
  - S4 - Student 4

- **Interactive Roles** - S - Speaker
  - A - Addressee
  - T - Talker
  - L - Listener

- **3 Main Speech Acts** - O - Opening
  - R - Reply
  - C - Closing

- **Interactional Units** - Turn: O, R, C.
  - Exchange: O + R
  - Return / Transaction: O + Rn + (C)

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