



What's Wrong with My Tomatoes?

Answering Questions Collaboratively

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College of Food, Agricultural, and Environmental Sciences

May 18, 2005

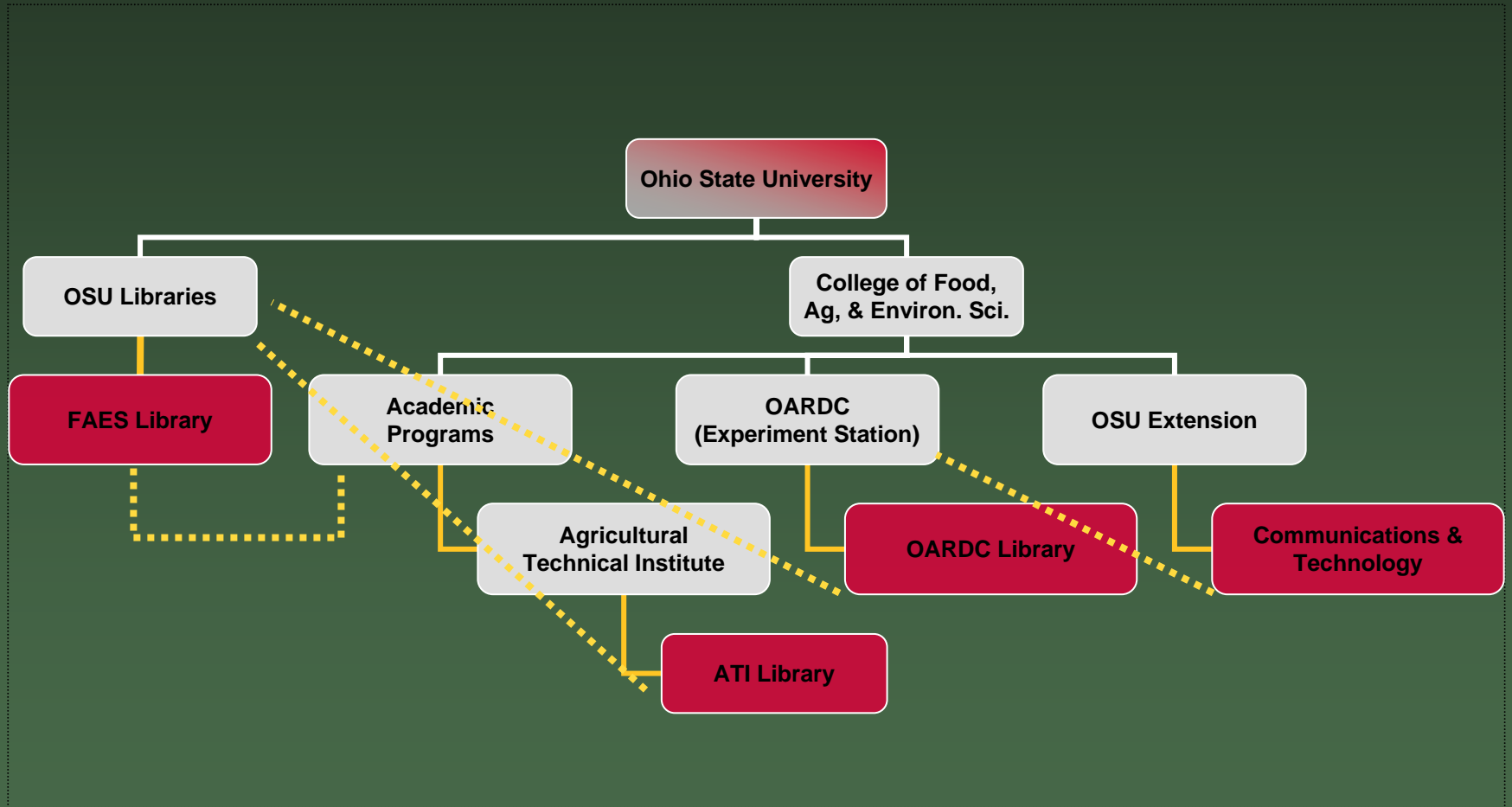
Connecting people with information



- Libraries and Extension have similar missions
- Customers come to Libraries and Extension for information
- Our methods of answering questions differ
- How can we work as partners?



OSU Organization Chart



Ohioline: Access to OSU Extension's Publications



College of Food, Agricultural, and Environmental Sciences



Ohioline

your **L**ink to **I**nformation, **N**ews, and **E**ducation

- ▶ [Search](#)
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[Yard & Garden](#) — [Food](#) — [Community](#) — [Home](#) — [Business](#)

[Youth](#) — [Family](#) — [Farm](#) — [Environment](#) — [News](#)



<http://ohioline.ag.ohio-state.edu>

Ohio State University Extension is committed to ensuring all citizens have access to its research-based information. If you are having accessibility problems with this web site that are addressed by the Americans with Disabilities Act, you may send e-mail to: accessibility@ag.osu.edu, or phone 614-292-2011.



Ohioline and Ask-A-Librarian


College of Food, Agricultural, and Environmental Sciences

 **Ohioline** 

Searching for 'compost'
there are 171 matches.

Change your search?:

Match words, answer in format
sorted by:

 [Controlling the Compost Process: Compost-Amended Potting Mixes, CDFS-160](#)
... Extension Fact Sheet Ohio State University Fact Sheet Community Development 700 Ackerman Road, Suite 235, Columbus, OH 43202-1578 Controlling the Compost Process: Compost-Amended Potting Mixes

- ▶ [Ohioline](#)
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- ▶ [Fact Sheets](#)

- ▶ [Topics](#)

- ▶ [Food](#)



Composting At Home, HYG-1189-99

... such as leaves, grass, thatch, chipped brush, and plant cuttings. It can be easier and cheaper than bagging or paying to have them removed. **Compost** also improves your soil and the plants growing in it. If you have a garden, a lawn, trees, shrubs, or even planter boxes, you have a use for **compost**. Why ...

<http://ohioline.osu.edu/hyg-fact/1000/1189.html>

07/06/01, 19306 bytes

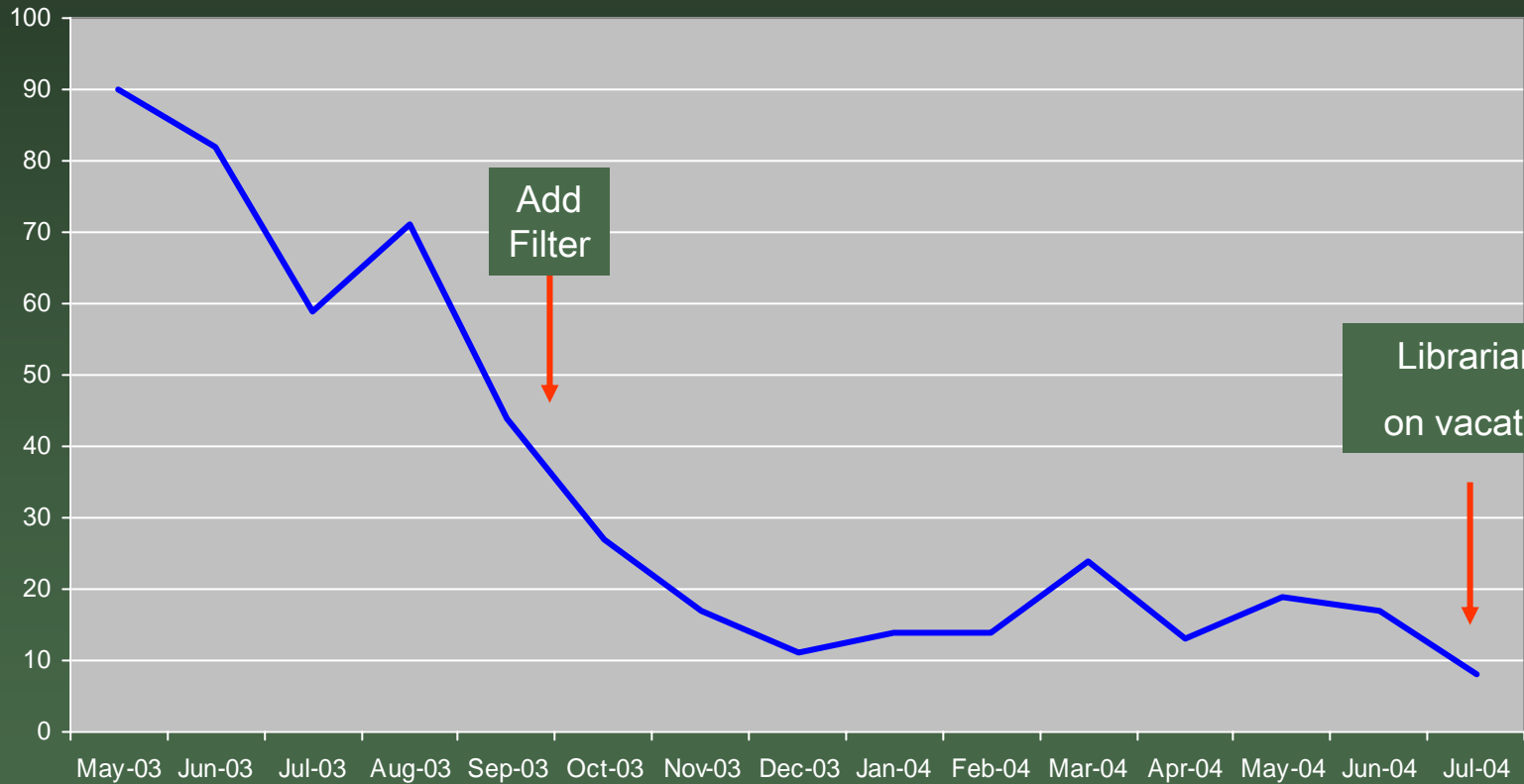
Pages:



Not finding what you need?
[Click Here](#) to Ask-A-Librarian.

[Contacts](#)

Questions Answered



Filtering Questions



http://ohioline.osu.edu/lines/before_you_email.html

College of Food, Agricultural, and Environmental Sciences

T · H · E
OHIO STATE UNIVERSITY

Ohioine

Extension Offices

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- College of Food, Agricultural, and Environmental Sciences
- College of Human Ecology
- The Ohio State University

Before you send that e-mail...

Please take a look at the suggestions below. If your question falls into one of the categories identified below, we have provided some suggestions that might help you answer your question.

Are you trying to identify something?

Try entering your search term below, and click the "Identification Search" button. A new search page will be launched in which we've added some terms to help narrow your search.

Are you outside of Ohio?

If you're not looking for Ohio-specific information, your needs would be better served by getting in touch with your local Extension office. You can find a list of county Extension offices, sorted by state, [here](#).

Are you looking to obtain a specific publication?

We maintain a listing of available Ohio State Extension publications, including prices, [here](#). You're invited to call Janis Cripe at (614) 292-1607 for ordering or general information. Research publications of the OARDC can be requested by calling (330) 263-3780.

Are you looking for information related to 4-H?

You can find specific 4-H information, including contact information, at <http://www.ohio4h.org/>.

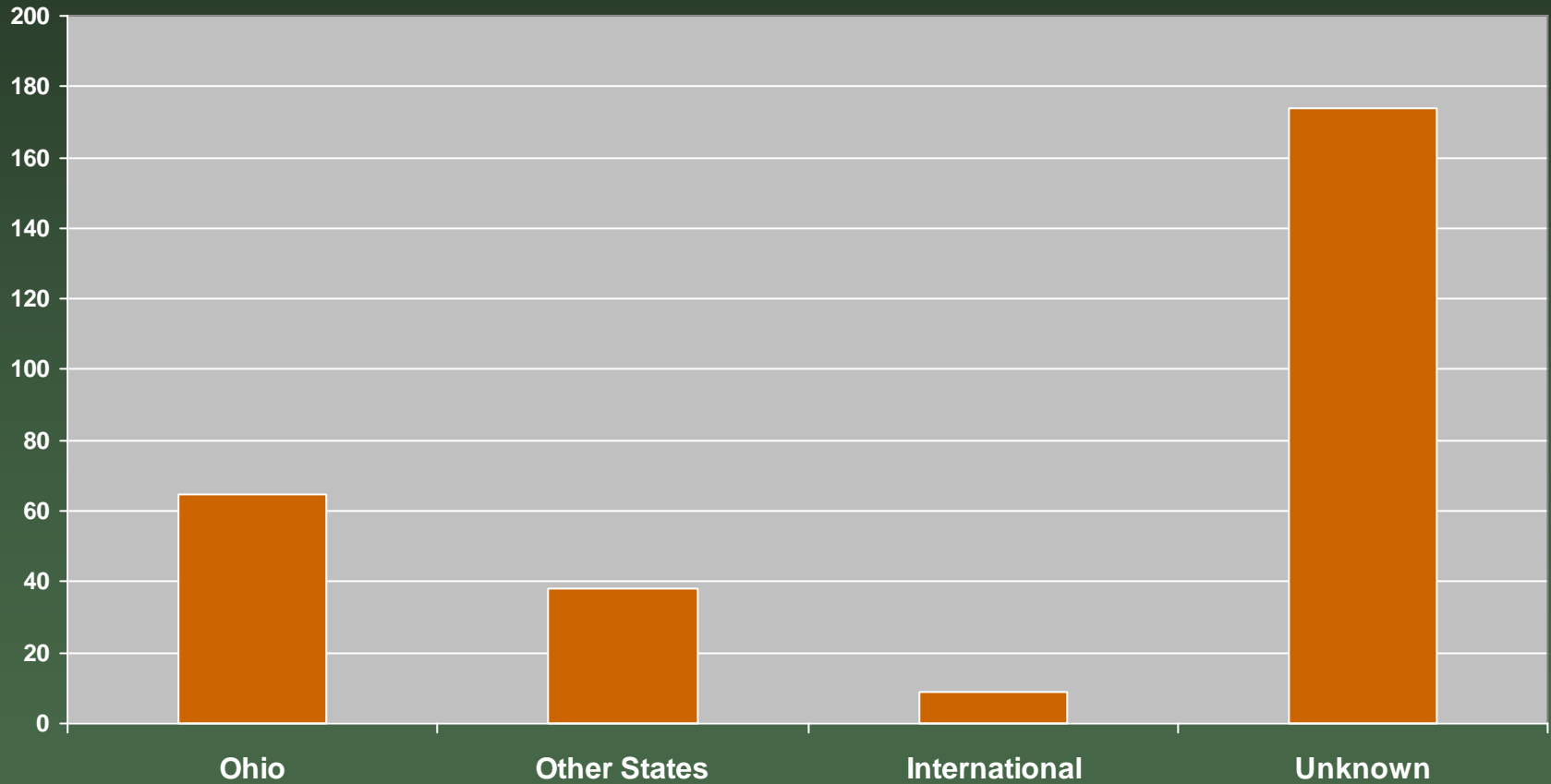
If you still can't find what you're looking for...

[Click here](#) and your question will be sent to the Ask-a-Librarian service.

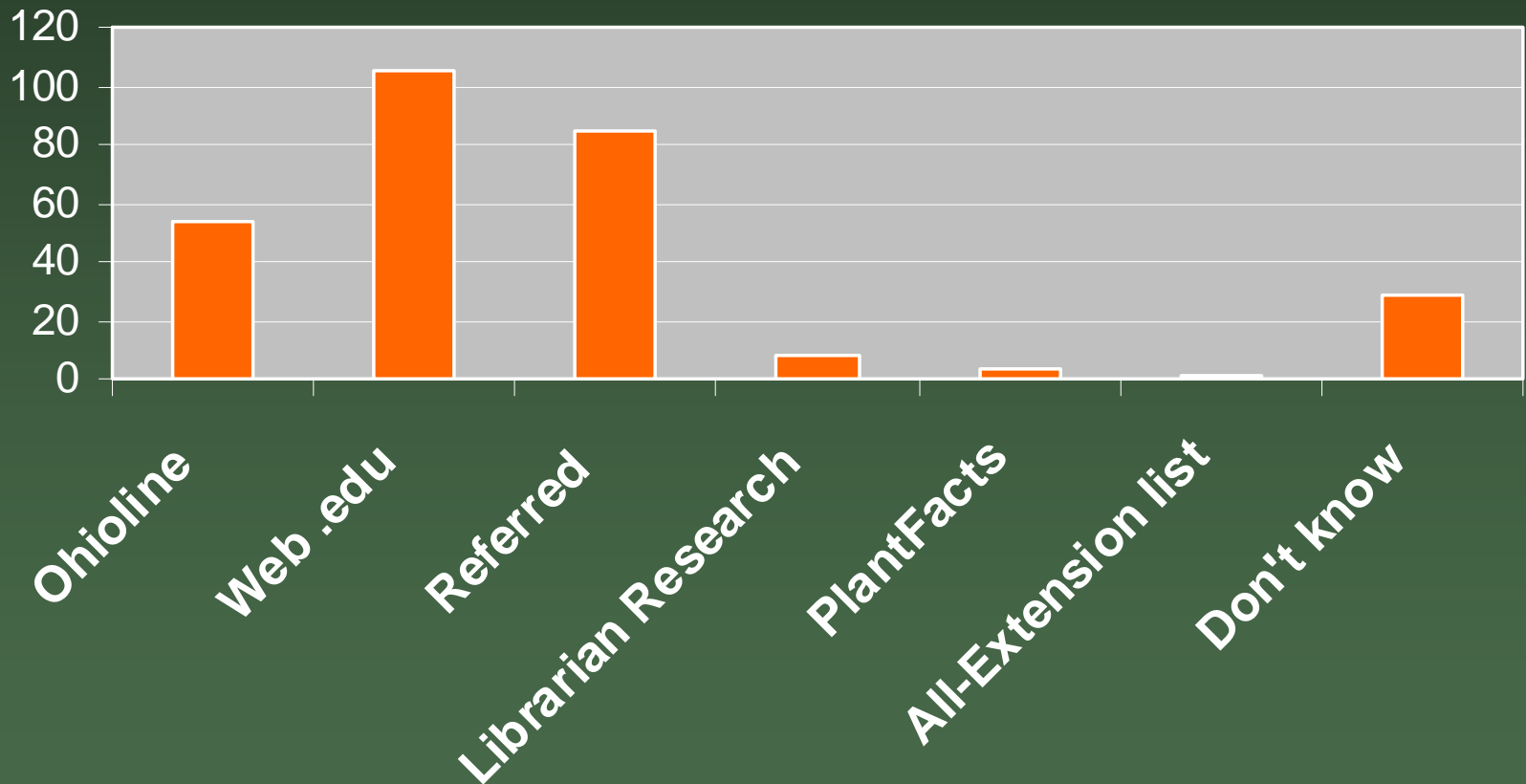
Contacts

All educational programs conducted by Ohio State University College of Food, Agricultural, and Environmental Sciences are available to clientele on a nondiscriminatory basis without regard to race, color, creed, religion, sexual orientation, national origin,

Where Did Questions Originate?

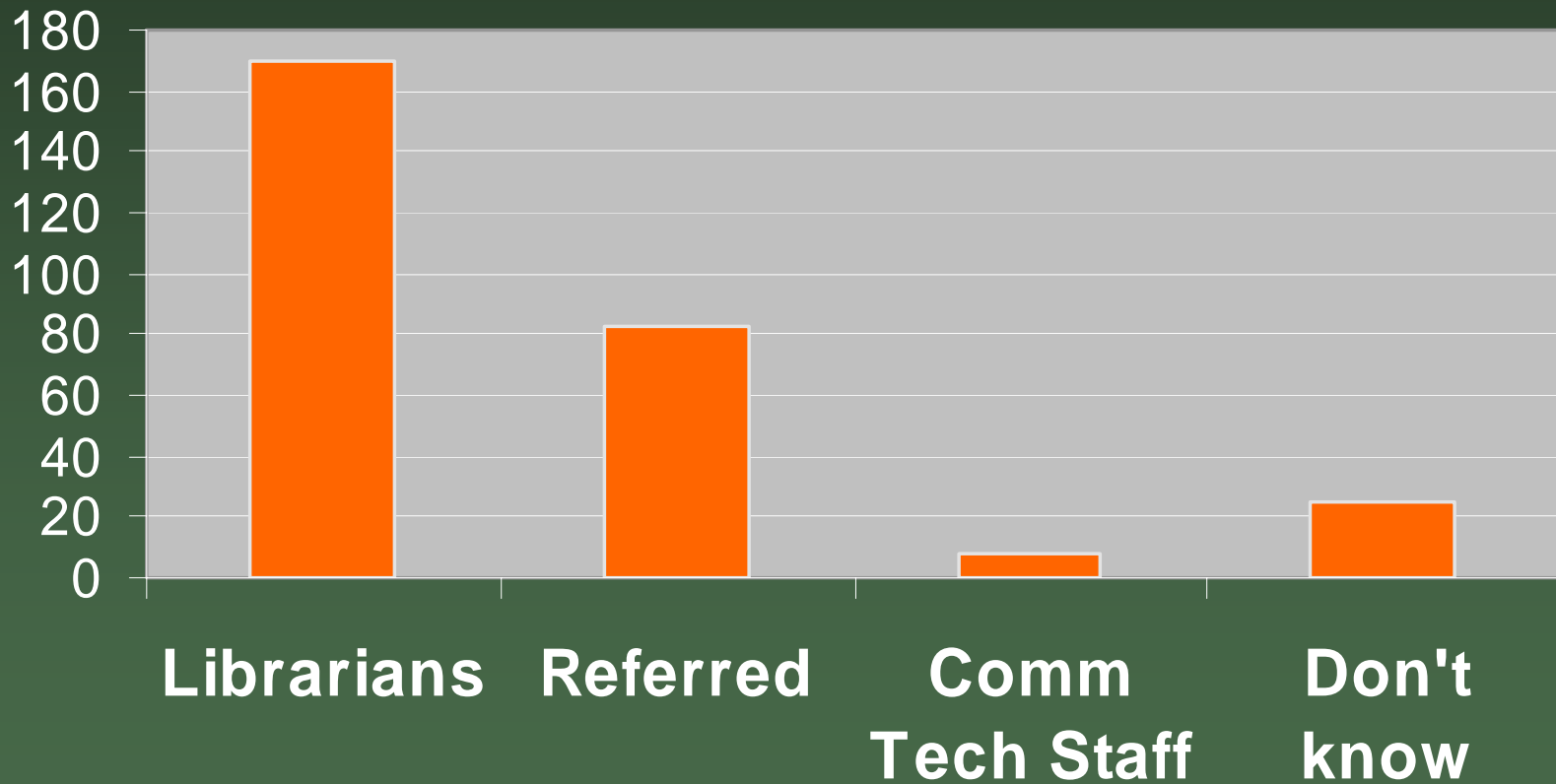


Source of Answer





Who Answered Questions?



Question Triage



Librarian (out of scope)

Q. I am trying to locate information for my grandson and he needs to know what is the state fruit of Ohio. I have found the state tree, flower and bird but not the fruit. Please help.

A. The list of Ohio symbols from the Ohio Secretary of State's office does not include a state fruit for Ohio.

<http://www.oplin.lib.oh.us/products/ohiodefined/symbols.html>

Librarian FAQ/Ohioline/ other web

Q. Where would I find information on pruning Basil and any other information on the growing of Basil? Please respond ASAP.

A. Here is an Ohio State University Extension factsheet on growing basil:

Growing, Selecting And Using Basil <http://ohioline.osu.edu/hyg-fact/1000/1644.html>

Feel free to contact your local extension office if you have further questions. http://www.oardc.ohio-state.edu/library/county_extension_offices.html

Extension referral

Q. We had a question from one of watershed residents. If one keeps up with streamside vegetation procedures, what would keep the rats away. This is a very urban city. The residents are afraid if there is tall grass, there will be rats. How can we assure them they should keep up with the process and no rats will come?

A. Referred to specialist who compiled a number of responses and resources to share with customer.



Service Challenges

- Coordinating responses was an intensive process
- Lack of an FAQ meant that excellent answers were not available for re-use by librarians or discovery by searchers
- What could we learn from other states?



Survey of Extension Web

- 39 States have links to submit a question
- 15 States have question filter pages
- 12 States have FAQ pages
- 7 States have searchable FAQ pages



Where is the Contact Link Found?





RESEARCH AND EXTENSION

Business & Economics

Crops & Livestock

Environment

Health & Nutrition

Home, Family & Youth

Lawn & Garden

Wednesday, November 17, 2004



[Solutions to Insect, Pest Problems](#)



[Prepare Your Home For Winter's Chill](#)



[Flu Prevention Tips](#)

Need an Expert?

- [Contact your local County Office](#)
- [Kansas/Missouri Extension InfoNet](#)
- [Use Our Feedback Form](#)

From The Newsroom . . .

- [Kansas Complete Environmental Leadership Program](#)
- [Q&A: Simplify Turkey Dinner](#)
- [Cook's Tips: Ready...Set...Bake](#)
- [Burns to Join Staff of K-State Research and Extension Ford County Office](#)
- ['Tis the Season to Trim Stress](#)
- [Crop Production School Scheduled Dec. 1-2 in Wichita](#)

Featured Sites

- [Kansas 4-H Youth Development](#)
- [Kids a Cookin': Where Cooking is Fun](#)
- [Weather Data Library](#) for Climate Information
- [Walk Kansas](#)

Staff Corner

People Search: By: Last Name

- About Us
- Directories
- Publications
- Job Opportunities
- Feedback

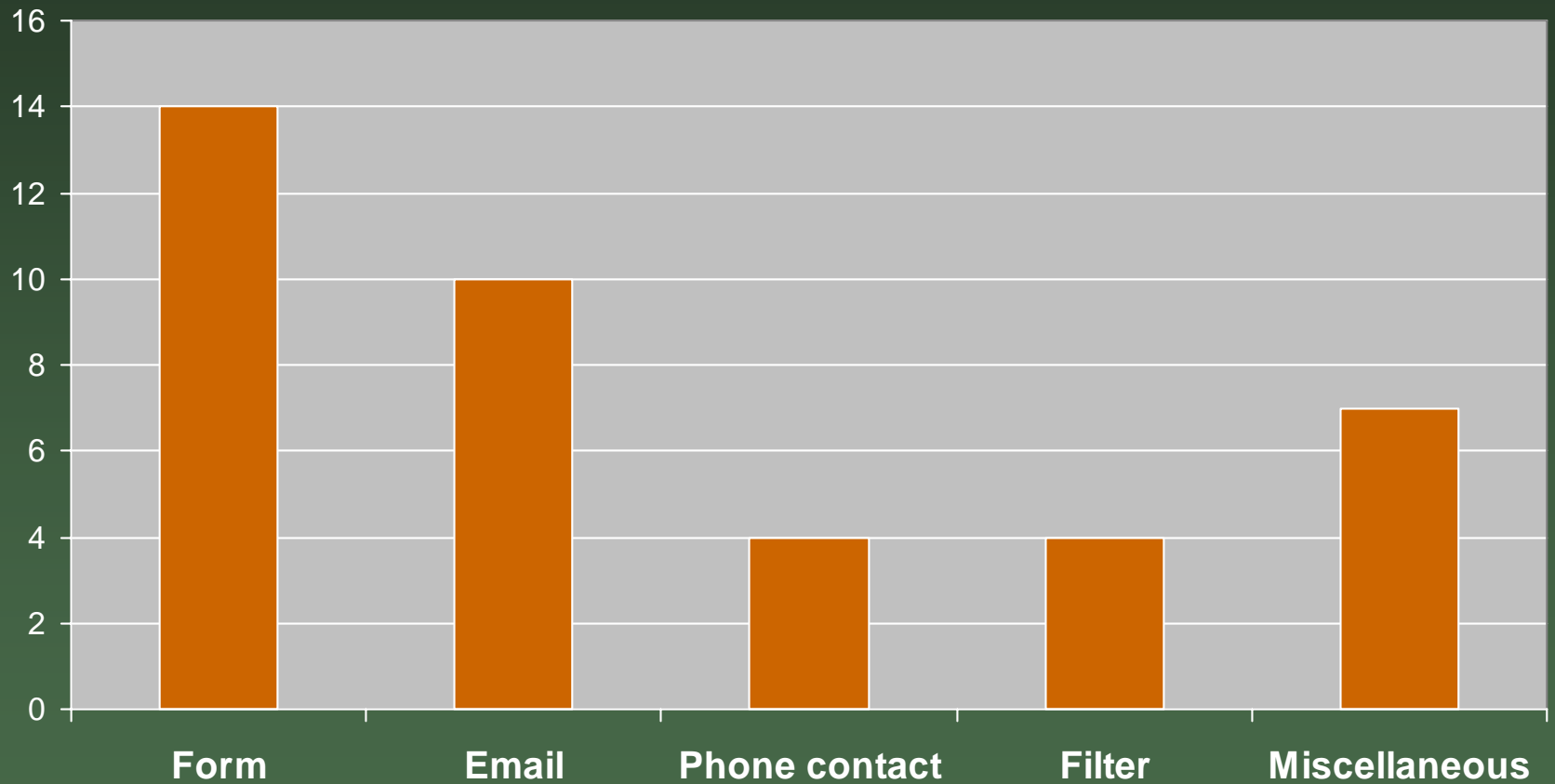
"Knowledge for Life"
Kansas State University
Agricultural Experiment
Station and Cooperative
Extension Service

[Business & Economics](#) | [Crops & Livestock](#) | [Environment](#) | [Health & Nutrition](#) | [Home, Family & Youth](#) | [Lawn & Garden](#)

It is the policy of Kansas State University Agricultural Experiment Station and Cooperative Extension Service that all persons shall have opportunity and access to its educational programs, services, activities, and materials without regard to race, color, religion, national origin, sex, age, or disability. Kansas State University is an equal opportunity organization.



How Are Questions Submitted?





Do you have a question?

[Visitors from Michigan](#) [Visitors from other U.S. states](#) [Visitors from other countries](#)

Visitors from Michigan - This page has been designed to facilitate timely and accurate routing of your message. Route your message by selecting your Michigan County from the list below:

Please enter the following information:

*=Required fields

*=Please enter your Email Address, Phone number or Address for us to respond

*Your Name:

*Choose the county you are from: [Visitors from other U.S. states](#)

*Your email address:

*Your Phone Number:

*Your Address:

Type your comments below:



To find answers for residents of other states and countries, see below.

Visitors from other U.S. states - The link below will show you a map of the U. S. If you click on your state you will be shown several links. One of those links will be for the Extension Service in your state. Many states allow you to send email to the Extension Office in your county. For the most accurate information regarding your question, please direct your question to an expert in your state.

<http://www.reeusda.gov/1700/statepartners/usa.htm>

Visitors from other countries - The link below will connect you to the National Agricultural Library web site. The library has extensive resources in its collections and the NAL staff is extremely knowledgeable. They may be able to help you find the information you seek.

<http://www.nal.usda.gov/>

[Return to top](#)

For questions regarding the web page, send to webdir@msue.msu.edu

Return to main page www.msue.msu.edu



[CES](#)
 [College Home](#)
 [Links](#)
 [Maps and Directions](#)
 [UConn](#)

For a list of UConn Cooperative Extension faculty and staff who can help you with your question, please select from the list of general topics, then from the list of specific topics.

General topic:

 Specific topic:

Staff from All Centers

Contact Information	Title and Programs	Projects and Web Links
John Castagno (Extension) email: jcastagn@canr.uconn.edu (860) 345-4511 Middlesex County Extension Center	Master Gardener Program Coordinator Coordinate Middlesex County Master Gardener Program.	
Mary Collins (Extension) email: mcollins@canr.uconn.edu (860) 870-6934 Tolland County Extension Center	Master Gardener Program Coordinator, UConn Certified Advanced Master Gardener Coordinate Tolland County Master Gardener Program.	
Robert Durgy (Plant Science) email: robert.durgy@uconn.edu (877) 486-6271 Storrs Campus	Research Assistant Assist the Integrated Pest Management team with research and outreach education programs. Also offer an educational program for organic farmers and home gardeners.	Home and Garden Education Center Integrated Pest Management
Norman Gauthier WEB CV (Plant Science) email: norman.gauthier@uconn.edu (860) 486-0189 Storrs Campus	Associate Professor, Certified Entomologist Insect and arthropod pest diagnostics and recommendations; fruit specialist -- pest management advice to growers, pest control, pruning, educational programs; organize pesticide recertification training for fruit growers; development of small fruit pest control recommendations for New England.	
Katie Melvin (Extension) email: kmelvin@canr.uconn.edu (860) 570-9013 Hartford County Extension Center	Master Gardener Program Coordinator Coordinate Hartford County Master Gardener Program.	
Carl Salsedo (Extension) email: carl.salsedo@uconn.edu	Extension Educator My expertise is in the area of sustainable landscapes for	

THE UNIVERSITY OF ARIZONA



COLLEGE OF AGRICULTURE AND LIFE SCIENCES

[| HOME](#) | [ABOUT US](#) | [SEARCH](#) | [DIRECTORY](#) | [SITE MAP](#) |

Do you have a question?

Hello, and thank you for contacting The University of Arizona Cooperative Extension. We welcome your questions, but ask that you direct them appropriately. Many questions can be answered if you search our [website](#). If you cannot find an answer to your question online, please contact your County Cooperative Extension Office.

[Arizona Cooperative Extension Offices](#)

[Other State Cooperative Extension Web Sites](#)

For questions on:

- [Bugs, rodents, and wildlife](#)
- [Plants, gardening, and landscaping](#)
- [Cooking, food safety, and purchasing](#)
- [4-H — clubs and volunteer opportunities and questions](#)
- [All other questions](#)
- [Technical comments about our web site or permission requests](#)

Cooperative Extension is the outreach arm of
The University of Arizona - College of Agriculture and Life Sciences, in Tucson, Arizona.

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Phone: (520) 621-7205
Fax: (520) 621-1314

<http://cals.arizona.edu/extension/>
Last Reviewed and Updated:
Questions/Comments:<http://cals.arizona.edu/extension/questions.html>
November 18, 2004
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AnswerLine

Information and resources for consumers
with home and family questions.



Child Development

Cleaning

Consumer Management

Food Preparation

Food Preservation

Food Safety

Home Environment

Household Equipment

Nutrition

Textiles and Laundry

Search By Keyword:

Search

[Advanced Search](#)

[Keyword Index](#)

Other Links

[Extension to Families](#)

[ISU Extension](#)

[Iowa State University](#)

[College of Family and
Consumer Sciences](#)

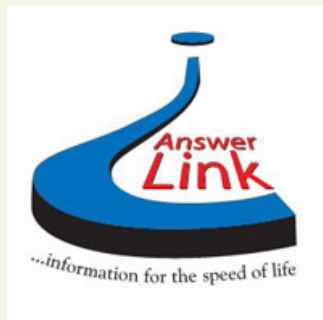
Food Preparation [\(Full Question and Answer Listing\)](#)

- [What do I need to do to safely prepare a turkey in the oven?](#)
- [What is the best way to thaw a turkey?](#)
- [Why do some cooks soak turkey in a brine? What is brining?](#)
- [How do you deep fat fry a turkey?](#)
- [What is the best way to handle turkey leftovers?](#)
- [I left the giblets inside the turkey cavity while it was in the oven. Is it safe to eat?](#)
- [Why are my cookies spreading more as they bake?](#)
- [I have purchased dry active yeast in bulk. How much do I use when a recipe calls for one package?](#)
- [Can I substitute applesauce for oil when baking to reduce fat and calories?](#)
- [What can size should be used when a recipe says "no. 2" can?](#)
- [How can I make a substitution for buttermilk from milk?](#)
- [When a recipe calls for a fresh herb and I have it in the dried form, how much should be used?](#)
- [Is there a substitution for "self-rising" flour or do I have to buy a package for a new recipe?](#)
- [How can I make a meringue that doesn't weep and leak?](#)
- [What is the difference in the white flours available in the grocery store?](#)
- [How can I prevent milk from curdling when I make cream of tomato soup or scalloped potatoes?](#)
- [Can eggs be frozen?](#)
- [Is it a good idea to freeze cheese?](#)
- [What is the best way to freeze a fruit pie like apple or cherry?](#)



4-H / Youth | Agriculture | Family/Consumer | Horticulture | Natural Resources | Nutrition Resources | Home

Welcome to Colorado State University Cooperative Extension's new question and answer forum--AnswerLink!



Search Our Frequently-Asked Questions

We store thousands of answers to questions in AnswerLink. You can search by topic, keywords or phrases. If you still can't find your answer, you can ask us!

Ask A Question

If you can't find your answer in our frequently-asked questions, you can submit your question and receive an answer by e-mail.

Announcements

- AnswerLink is designed for Colorado situations.
- A new way to access Cooperative Extension information--online 24 hours a day/seven days a week.

My Info

Login to check the status of your current questions, update your personal information, or let us know if you want topic updates.

How Are We Doing?

Submit a suggestion or other feedback about this site.





Putting Knowledge to Work



CSU Cooperative Extension - AnswerLink

- 4-H / Youth
- Agriculture
- Family/Consumer
- Horticulture
- Natural Resources
- Nutrition Resources
- Home

- AnswerLink Home
- Search FAQs
- Ask A Question
- My Info
- Help

Topic ⓘ
 All Topics
 All Sub-Topics

Search Text (optional) Search Tips

Search by Phrases
Sort by Default Sort

Powered by RightNow

4969 Answers Found Page: 1 of 249 Go

Subject
1 Will my entire county, or the state, be sprayed either by trucks or aircraft?
2 We planted a honeylocust tree ten years ago. 3-4 years ago it started produci...
3 I have a weeping fig houseplant and it was doing very well, I had it in a so...
4 Years ago I got a recipe from you to boil pumpkin seeds in salt water and the...
5 What is being done about the possibility of transfusion-related West Nile virus
6 How safe are pesticides that are used around the home?
7 What is the best way to deal with plants that have bbe damaged by hail? Shou...
8 I was searching through the FAQs; I read a mention of planting sour cherry on t
9 I have an Alaska Daisy that was infested with aphids last summer. I would lik...
10 Can frequent hand washing make a difference in the amount and frequency of colds
11 What are the training requirements to become ornamental technicians?
12 Where did West Nile virus come from?
13 What do I do if a pesticide is spilled?
14 I have a thriving boston ivy in a container on my patio. It sits protected un...
15 Should I be pruning my overgrown forsythia and lilacs now?
16 I am getting the garden ready for winter. I have a nicotonia plant that was p...
17 Is there a human vaccine against West Nile virus?
18 Should I invest in the stock market now?
19 What happens when an inspector from the Colorado Department of Agriculture comes



[AnswerLink Home](#) [Search FAQs](#) [Ask A Question](#) [My Info](#) [Help](#)

Identification

* User ID: (enter e-mail address if you do not have a user ID)

Your question is...

Additional information

* Topic: --
 --

* State: --

* City:

* Zip Code:

* Denotes a required field.

Attach documents to question

1

What if...



FAQ

Filter

Form





Next Steps?

- Ohio
 - Move to web-form and query management system (QuestionPoint)
 - Enlist greater participation by Extension Educators
- National/International
 - Monitor eXtension prototype
 - AgNIC collaborative reference service



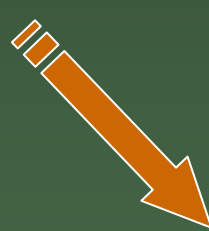
Practical Partners for Success

Librarians

- Access to electronic and print resources
- Skilled in locating and organizing information

Extension professionals

- Subject expertise
- Produce new materials



Desire to meet the needs of our customers



- Presented at Globalization of Information: Agriculture at the Crossroads.
 - XIth World Congress of the International Association of Agricultural Information Specialists
 - 2005 Biennial Conference of the United States Agricultural Information Network
 - May 18, 2005, Lexington Kentucky