Library Handbook

University Library

Papers ~ Projects ~ Research

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Overview of the University Library

The University Library uses current information technology to provide relevant and timely information in support of the learning process.

Our library users are “knowledge workers” and busy working adults who need to develop the ability to access and utilize information from the desktop. For our library users, travelling to distant libraries that match their schedules is often inconvenient. The online distribution of scholarly resources provides functional access to the kinds of information our library users are expected to use throughout their academic programs and careers.

The core of our library website is an array of databases available to all students and faculty at any time and from virtually any location where an Internet connection is available. In addition to our numerous database subscriptions, the library facilitates user education, offers document retrieval and interlibrary loan services, and provides research guidance.

The online distribution of information is not only optimally matched to the needs of working adult learners, but also allows for equitable sharing of library resources among students and faculty members. University Library users enjoy access to the same broad spectrum of resources regardless of the location and modality of instruction.

Obtaining Access to the University Library

The University Library is available from the student and faculty website where users may also access course modules, grades, and other resources and services.

If you encounter difficulties with access to any portion of the University Library, please contact the University Library Technical Support toll free at 1-800-366-9693.

If you reside in a country other than the United States or Canada, or are unable to call a toll free number, you can reach technical support at 1-602-387-2222. When calling, please provide technical support with a telephone number so they may call you back to minimize phone charges.

Components of the University Library

The University Library is segmented into three major components: the University Library Search Tool, Library Resources, and Library Services. Choosing the appropriate component is an essential first step in research.

University Library Search Tool

This University Library Search Tool, located on the center of the University Library homepage, allows users to conduct research by searching multiple resources simultaneously through a keyword search. The University Library Search Tool also

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gives users the option to select a subject specific to their research needs to provide them with the most relevant materials on their topic.

Library Resources

The databases are organized into major categories such as Article Databases – Major and Article Databases – Specialized. These categories are useful when users know the type of database they are looking to search.

The library also offers other ways to search for a resource. These options include:

Choose Databases by Subject

The Choose Databases by Subject feature contains several topics with links to appropriate databases and examples of search strategies.

View All Databases Alphabetically

The View All Databases Alphabetically feature allows users to view each database available to them in an alphabetized list.

Find a Specific Publication

This resource allows library users to access the library's subscription databases by targeting specific publications by title.

Library Services

The University Library provides several options for students and faculty members to obtain assistance with library research. The popular Ask a Librarian service allows users to obtain detailed research guidance from experienced professional librarians. Over 2,000 Ask a Librarian inquiries are fulfilled each month.

The Request a Specific Document service allows users to submit requests for copies of documents that are not available in the University Library. The University Library has established partnerships with leading document delivery suppliers and interlibrary loan providers in order to facilitate access to these materials.

Additional features in this area include the Research Tutorial, which provides an online tour and orientation of the University Library, and the online version of this handbook.

Other Resources

These resources are available on each page of the University Library.

Ask a Librarian

Our Ask a Librarian service is your pathway to obtaining professional guidance and recommendations regarding your research. You will receive a detailed response with specific referrals to appropriate resources and research techniques. A response will be

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provided in no more than 48 hours; however, average response times are often significantly lower.

Terms and Conditions

The terms and conditions included at the conclusion of this document are also available via a link presented on each page in the University Library.

Useful Resources

These resources are available on each page of the University Library.

Reference and Citation Generator

The Reference and Citation Generator produces several citation examples to serve as reference page entry and in-text citation models. In addition, this online tool helps draft properly formatted APA reference page entries and in-text citations. The generator will not fix errors or typos that you entered in the various fields, however. Please make certain that you review the populated entries for APA accuracy before using the entries in your papers.

APA Information

The APA Information link presents you with sample papers and title page templates as well as a citation examples and a links to the Reference and Citation Generator. This link provides a quick, easy-to-use reference for formatting in-text citations and references for books, articles, websites, course materials, simulations, and other sources.

Grammar and Writing Guides

The Grammar and Writing Guides are easy-to-read resources for students and faculty that contain a grammar glossary and sections on grammar mechanics, writing style, and plagiarism. The Grammar and Writing Guides also contain helpful information for English language learners. Each section includes definitions, examples, and interactive quizzes.

Selecting a Database

The University Library includes numerous databases covering a wide variety of media and subjects. The listings below provide detailed information to assist in choosing an appropriate database.

*The following resources are listed as found in the University of Phoenix, Axia College, College for Financial Planning, Meritus University, and Western International University libraries. Universidad Latinoamericana and Universidad UNIACC library information is listed under the Spanish Resources heading.

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Article Databases—Major

These databases are appropriate for all subjects and are configured to provide full-text articles.

EBSCOhost
Gale PowerSearch
ProQuest

Article Databases—Specialized

These databases provide overviews and full-text articles on various specialized topics.

ABI/INFORM
ACM Digital Library
American Health Line
Best-In-Class Benchmarking Reports
Business & Company Resource Center
Business Insights
Business Source Complete
CQ Electronic Library
Demographics Now
EBSCOhost Images
Economist.com
Emerald
Faulkner's Advisory on Computers and Communications Technologies
GreenFILE
Homeland Security Digital Library
Hospitality & Tourism Complete
IEEE Computer Society Digital Library
International Security and Counter Terrorism Reference Center
Journal of Leadership Studies
Journals@Ovid
JSTOR
Literature Resource Center
Medical Evidence Matters
Medical Letter
National Journal
Natural Medicines Comprehensive Database
NBER Working Papers
Opposing Viewpoints Resource Center
Oxford Journals
Prescriber's Letter
ProQuest Business
ProQuest Historic Newspapers
ProQuest Newsstand
ProQuest Nursing
ProQuest Psychology and Social Sciences
PsycARTICLES
RDS Business Reference Suite
Roll Call

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SAGE Full-Text Collections
Security Management Practices

Books, Dissertations, and Theses

These databases provide a searchable collection of larger text documents, dissertations, and book chapters on various disciplines and topics.

Books@Ovid
Business Book Summaries
Dissertations & Theses @ University of Phoenix
Forensic & Law Enforcement netBASE
Info Security netBASE
IT Knowledge netBASE
MyiLibrary
Oxford Scholarship Online
ProQuest Dissertations and Theses - Full Text
PsycBOOKS

Canadian Indexes

These databases provide a comprehensive business and organization directory, daily newspapers, trade publications, and academic journals specific to Canada.

Canada Info Desk*
Canadian Newsstand / CBCA Complete
CPI.Q
**Only available to Meritus University users.*

Company Directories and Financials

These databases provide company profiles, financials and analysis, industry averages, statistics, market research and trends, and content for various other aspects of company operations.

Dun & Bradstreet Key Business Ratios
Hoovers Academic
Hoover's First Research
IBISWorld
Leadership Library on the Internet
Marketline Business Information Center
Mergent Bondviewer
Mergent Online
Mergent's InvestorEdge
Morningstar
Plunkett Research Online
ProQuest Accounting and Tax
Proquest Historical Annual Reports
Proquest Snapshot Series

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Country Profiles and Economic Data

These databases provide comprehensive information on economic, social, cultural, political, and demographic trends for countries and regions worldwide.

Balance of Payments Statistics
CountryWatch
Culturegrams
Direction of Trade Statistics
EIU Country Data
EIU Country Intelligence
EIU Market Indicators & Forecasts
EIU Viewswire
Euromonitor International
Europa World Plus
Government Finance Statistics
IMF E-Library
International Financial Statistics
National Trade Databank
State of the Nation

Encyclopedias and Dictionaries

These databases include searchable bibliographies of historical people who shaped American and international history, encyclopedias, and dictionaries.

American National Biography
Britannica Online
Credo Reference
Gale Virtual Reference Library
Grolier Multimedia Encyclopedia
Original Sources from Britannica
Oxford Art Online
Oxford Dictionary of National Biography
Oxford English Dictionary
Oxford Music Online
Oxford Reference Online
Routledge Encyclopedia of Philosophy
Routledge Politics and International Relations Online
Routledge Religion Online
Sage eReference
Webster's Third New International Dictionary, Unabridged

Journal Indexes and Abstracts

These databases provide citations of journal articles. Please note that these databases are not completely full-text. Some document listings will link to full text; other documents listed may have to be obtained from other databases or in hard copy.

CINAHL
Cochrane Collection
Criminal Justice Abstracts

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Directory of Open Access Journals
EconLit
Education Research Complete
ERIC
Google Scholar
JournalSeek
Library, Information Science & Technology Abstracts (LISTA)
MEDLINE
PsycEXTRA
PsycINFO
ScienceDirect
SocINDEX

Multimedia

These resources provide information in a variety of media formats including transcripts, pictures, videos, and more.

Counseling and Psychotherapy Transcripts, Client Narratives, and Reference Works
Counseling and Therapy in Video
Facts on File
Global Issues in Context
GREENR
Health and Wellness Resource Center
Medcom Nursing Video Collection

Test Guides and Preparations

These databases provide listings and reviews of test instruments and numerous standardized practice tests, including CLEP.

Mental Measurements Yearbook
Testing and Education Resource Center

Writing and Publishing Resources

These databases provide information on current publications and calls for participation from professional associations**.**

Books in Print
Papers Invited
Ulrich's Periodicals Directory

Spanish Resources

Spanish resources are available to all users. Students accessing the Universidad Latinoamericana and Universidad UNIACC libraries will find these resources listed under Bases de Datos en Español on their library homepage. Users from other institutions will find these resources listed alphabetically on the View All Databases

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Alphabetically list under the Library Resources section. Materials in these resources are listed primarily in Spanish with a focus on Spanish speaking regions and cultures.

Administración de Empresas
e-Libro
Enciclopedia Universal en Español
Fuente Académica
ISI Economías Emergentes
Libros en Español a la Venta
Medicina y Salud
Noticias de América Latina
Universitas

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Using Boolean Searching to Harness the Power of Library Databases

If you have used any of the popular Internet search engines, you may be used to typing a phrase or a question in order to find a website you are looking for. While this strategy will sometimes work for public websites identified through well-known search engines, article databases found in libraries work a bit differently. Many library databases are fairly literal in the way they interpret the searches users submit. These databases tend to look for the exact words typed in their exact order of appearance. As a result, searches that consist of long phrases, complete sentences, or questions are often unsuccessful.

Fortunately, there is an alternative, Boolean searching. Boolean searching is a way of searching for topics by breaking the topics down into keywords and joining the keywords together using the operators **and**, **or**, **not** or **wildcards**.

And

And joins two or more different keywords together to ensure that all the keywords are mentioned in all of the articles retrieved. For example, typing **automation and human resources** forces the database to show only those articles that mention both **automation** and **human resources**. Any number of keywords can be joined using **and**.

Or

While **and** joins two different ideas together, **or** is used for related words. **Or** allows either keyword or both keywords to be present. **Or** is best suited for joining two synonyms or related keywords. The search **human resources** or **personnel**, for example, will find any articles mentioning **human resources**, **personnel**, or both keywords. **Or** searches tend to find vast amounts of information and are usually not useful unless combined with **and**.

And and Or

And and **or** can work together to create more sophisticated searches. For example, the two searches mentioned above could be combined as **automation and (human**

resources or personnel). Note that when **and** and **or** are combined, the **or** statements should go in parentheses to make sure that the search is processed correctly.

Not

Not excludes an undesirable keyword from search results. For example, **market and shoes not United States** will look for articles on the market for shoes outside the United States.

Wildcards

Wildcards are another tool to add power to searches. Wildcards allow different word endings to be accounted for using just one symbol. Usually this symbol is the asterisk (*). When a wildcard is placed at the end of a root word, any possible endings can be added to the root word. For example, a search for information on telecommuting could be done with the keyword **telecommut*** As a result, articles mentioning **telecommuting**, **telecommuter**, **telecommuters**, **telecommute**, and **telecommutes** will all appear in the search results.

Finding Peer Reviewed Articles in Library Databases

Faculty members and students often express an interest in finding publications that are considered to be peer reviewed, also known as refereed or scholarly. Since the various databases in the University Library all contain a broad spectrum of publication types, it is important to understand how to separate peer reviewed journals from newspapers, trade journals, and popular magazines.

What is Peer Review?

Peer review is a process designed to ensure the quality of published scholarship. When a scholar submits a manuscript to a peer reviewed publication, a panel of the author's peers evaluates the manuscript to assess the quality of research. These peers are not chosen by the individual author; instead, they are recognized leaders in their fields who have been selected to serve on the editorial board of the journal. The identity of the author is usually unknown to the reviewers to ensure that no personal bias influences the acceptance or rejection of articles. Once the manuscript has been reviewed in this manner, it may be published, rejected, or sent back to the author for modification.

Why is Peer Review Important?

While many undergraduate students may not be aware of peer review, faculty members and graduate students routinely look to peer review as a way of guaranteeing the quality of scholarship. For graduate and even upper division undergraduate courses, insisting on the use of peer reviewed publications is an effective means of ensuring the quality of sources cited in a paper, presentation, or research project. Peer reviewed publications are more likely to back their conclusions with primary research and verifiable statistical analysis. In addition, articles in peer reviewed publications are less likely to be subject to the biases of their authors or editors.

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Locating Peer Reviewed Material

Some vendors offer a checkbox on the initial search screen allowing for search results to be limited to only those articles from peer reviewed publications. Checking this box will result in fewer search results since this feature filters articles, but it will also result in a set of articles found exclusively in peer reviewed publications.

For databases that do not offer an option to limit search results to peer reviewed materials, users can use the following guidelines to help determine whether or not an item is peer reviewed. Please note that that following criteria are meant to guide users in the selection of peer reviewed materials and that users should contact their individual instructor when in doubt for clarification of an article's appropriateness for their course.

Peer reviewed items are usually substantial in length, often 10 pages or more.

Peer-reviewed articles usually contain extensive discussion of the research methods used by the author.

Peer-reviewed articles usually have an extensive list of works cited at the end of the article text.

Peer-reviewed articles often contain substantial statistical analysis.

Searching Library Databases vs. Searching the Internet

Users of the library databases frequently ask what makes these databases different from Internet search engines such as Yahoo!® and Google™. The table below shows the differences in several key areas.

Area of Comparison	Library Databases	Internet Search Engines
Type of material	Articles from published newspapers, magazines, journals, newsletters, investment reports, financial documents, and reference books. Most of these documents cannot be retrieved using Internet search engines.	Websites freely available to the general public. These will include the websites of companies, individuals, government agencies, non-profit organizations, colleges, and universities. However, access to the type of copyrighted publications found in library databases will be limited.

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Reliability of material	Generally high since all the publications in library databases are subject to some sort of editorial or peer review before publication.	Varied. Some websites from reputable organizations will contain reliable information. However, because web publishing is inexpensive and easy, a great deal of advertising, adult materials, demagoguery, and other materials not appropriate for academic research will be included.
Best used for...	Searching for published articles corresponding to academic or news topics.	Searching for the websites of specific organizations, searching for information distributed by government agencies for non-profit organizations, and searching for information on popular culture.
Recommended search technique	Some databases allow limited natural language searching. However, since this technology is limited in its strength, Boolean searching is recommended for best results.	Varied. Check the online help of each search engine for best results. Some will use natural language searching, some will use Boolean, and some will use + and –.
Method of displaying results	Results are displayed in reverse chronological order. In other words, the most recent items are displayed first.	Results are displayed according to the frequency with which the search terms appear. In theory, this should result in the most relevant items appearing first. However, results vary in actual practice.

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