OCLS Orientation

**Part A: OCLS Orientation**

Do you remember going to the library as a child and enjoying the pleasure of opening up a book and losing yourself in a story? There were so many books to choose from that it was hard sometimes to take out only what you were allowed or could carry. Reading those books opened up new worlds, places you would never see and ideas that were just make-believe. The library allowed you to have books that perhaps your family could never afford.

As a college student, libraries can still do the same thing for you, but your reading may not be about princesses and princes or famous sports figures. It may be about faraway places or ideas that are new to you. Libraries for academic research allow you access to books, media and articles that help you to learn about the important concepts necessary to be a successful student.

Libraries have changed a lot over the years. Not too many years ago, a library had a card catalog that was drawers upon drawers of 3 x 5 cards that helped you to find your books. Card catalogs are long gone. They are replaced by online public access catalogs (OPACS). This is a fancy term for a database of all the materials owned by the library that are available electronically. Using a computer allows you to find what titles are available and where they are located in the library. Almost all of these databases are available via the Internet so you can sit at home and see what books your local library has on a particular topic.

Previously, to find articles, you had to use an index. These were books that had lists of article citations categorized by subject, author and title. Now all that index information has been transferred to databases that allow searching by the same ways, but also a lot more, like by title, keyword, date, etc. These electronic article indexes are also available over the Internet. We call them library databases.

Since the library—in our case the university—has to pay a vendor to get access for its students, each library has to create a way to “authenticate” its own users. So all of the article indexes that IWU provides require an authentication process for access. For almost all of the article indexes you will need to use, IWU requires the use of a 14-digit library access number that is assigned uniquely to each person. This comes either by an email from Off Campus Library Services or you may eventually get an actual ID card, especially if you are an onsite student. This number is your “passcode” to enter the world of online electronic subscription databases!

Finding good articles and books for writing papers, discussing new topics, or putting together a team project will allow you opportunities to explore the IWU library. Knowing your way around will make your research a fun challenge as you try to find good research material for your various assignments. We will learn about some of the resources that will be most helpful to you as a student. You will also be learning skills and knowledge that will stay with you the rest of your life.

**Introducing Off Campus Library Services**

Indiana Wesleyan University strives to provide you with quality library services even though you may never enter the doors of Jackson Library. Off Campus Library Services (OCLS)
PART B: Making the Research Process Work for You

The Research Process

One of the competitive measures that companies use in this day of the Internet and instant global access is the ability to collect information that will give their company some kind of competitive edge. In this lesson you will learn how to do research, where to look for business specific research and how to organize that research information into coherent presentations. Our goal for this lesson is to learn about the process of doing research. Later you will be introduced to some of the premier databases, library catalog and Internet sites that will make your research process possible in the business discipline. Identifying Internet web sites requires evaluating critically the information you are considering to use for your research. Let’s begin by looking at the research process.

Understanding the research process actually helps you to maximize your time as you prepare to write papers and make presentations. Here are the basic steps to completing a research project. It might end up in a paper, a PowerPoint presentation or a class presentation.

1. Define your search topic; construct a working thesis.
2. Gain a general overview and perspective of your topic.
3. Decide how your topic should be searched - the reference resources, indexes, and subject headings needed.
4. Locate the citation information to likely documents.
5. Locate the documents.
6. Scan the documents to gauge their usefulness to you.
7. Read and take notes on your selected sources.
8. Repeat steps two through seven if a new topic has occurred to you in your research.
9. Revise your thesis statement to correlate with your actual research materials retrieved.
10. Create an outline or concept map to provide a skeleton organization to your paper.
11. Begin writing or preparing for the presentation.
12. Correctly cite in text and in your list of references (bibliography) any sources that you take ideas from to include in your paper.

Using Boolean Searching

One of the steps you read about was the preparation of a working bibliography. You can certainly use the Internet as a means to access many resources. Libraries provide journal or periodical indexes. These indexes are the BEST way to identify appropriate sources for your research. You search a database that specifically indexes journal articles and perhaps newspaper articles. The library catalog is also a database and it identifies books/media.

Although it is possible to find articles by searching Google, or other well known search engines, you are also searching many websites that include commercial sites, government sites, educational sites, personal sites, etc. We can use the analogy of searching a haystack to find a
needle versus searching a pile of needles to find the best size needle for the sewing job. Google can be a never-ending haystack and the pile of needles is the library database that only contains articles or only contains books. So as a rule of thumb, when you need articles use a journal database; when you need books use a library catalog and when you need a variety of websites, use search engines or web bibliographies that a lot of libraries provide for their patrons.

Finding specific information in library databases can be done by using keyword, a term that describes the topic, e.g. downsizing. Your previous experience, however, tells you that this kind of search, e.g. in a search engine like Google, can retrieve thousands and thousands of hits. It is usually necessary to combine terms so that your search results are smaller in quantity and therefore, hopefully, more relevant to your desired outcome. This process is called Boolean searching from its developer, George Boole. We will look specifically at the following operators: AND (Intersection) and OR (Union). These operators allow the researcher to get more resources or to reduce the number of resources.

The provided link is a demonstration that Louisiana State University Library put together. [In case the link does not load correctly, you can copy and paste this link into a new browser window: http://www.lib.lsu.edu/sites/all/files/instruction/flash/Boolean.html. Here are examples of how you might use a Boolean search:

Business ethics AND Wall Street (the result of this search in a database will get articles that discuss both business ethics and Wall Street).

Downsizing or restructuring (the result of this search in a database will get articles that discuss either downsizing or restructuring).

The first one would reduce the number of results and the 2nd search would increase the number of results.

Another tip for searching in databases and even in some search engines is to use quotation marks around words you want to stay together. For example, if you want to search for articles on Americans with Disabilities Act, it would be best to type: “American with disabilities act” Just keep in mind that these little “tricks’ may not necessarily work in every database so if you get odd results, that might be your first consideration to redo the search without using the quotation marks.

**PART C: Locating Appropriate Books and Journal Articles**

In many of your classes you will have assignments where you will need to use articles and books to find information about a topic. When you are learning about new information, you have to consult other sources to provide a coherent report or presentation. Where do you get that information? Articles in journals, books and the Internet can help you get the information you need. But you need to be able to find appropriate articles/books, etc., on your topics. A library can help you get those resources. As in the case of IWU, many resources are available online and you can use the library without ever having to get in your car and go someplace. It just means knowing how to navigate, using your Internet access to provide the right resources.

It could be that libraries have changed a lot since you last used one. Maybe you have never used a library for research purposes instead of leisure reading. Maybe they were using a card catalog, or paper indexes. Now all of that is computerized and available on the Internet. You just need to know how to get to them.
The IWU Library Catalog

Any library houses thousands of books, periodicals and other non-print materials, like videos, DVDs, etc. Libraries now even offer a lot of electronic items such as e-journals and e-books. Systems are used by librarians to categorize the books so that there is a logical order and a way to find the specific item a patron needs. Fortunately, the process of finding books has been made easy by the computer and Online Public Access Catalogs (OPAC’s). If you previously used card catalogs, your access points were authors (exact spelling), titles (had to know the first word) and subjects (had to know subject headings' language). With the online version of the catalogs, you can do keyword searching. Because of the Internet the OPAC is searchable from home and you can search multiple library catalogs. We will look at IWU’s OPAC, but before you get too far into your program, find out if your local public library or an academic library nearby has remote access to their OPAC. You may want to see what is available locally for your research topics, too. You may be one that just likes to hold the book in your hand!

Online Journal Indexes or Databases

Finding articles on your topics is similar to this illustration. When you need to buy a special kind of screwdriver to complete a home project, you go to a store that specializes in tools. You wouldn’t go to a bookstore. When at the hardware store, you find that there may be a lot of different kinds of screwdrivers, but the way they are displayed helps you to determine the one you need. You leave the store, content, that you can finish your project because you were able to easily find your tool without a lot of searching and disappointment. If you had gone to a bookstore, expecting to find a screwdriver, you would have left disappointed and realizing you had just wasted a lot of time.

Using a journal index is analogous to the hardware store. To find an appropriate article on your topic you go to a source that helps you to find articles on your topic. A journal index only gives indexing information for articles, so you do not have to waste time looking through books, videos, etc., that you do not need. You need to know how to navigate to these online indexes and then how to conduct searches that will be helpful and result in the exact article(s) you need.

An index allows you to do searching by topic and then view all the citations that match your search criteria. The initial search gives the “bibliographic” information on your article. This includes the author (if available), title of the article, the title of the journal it was found in, the date or volume/issue information and the pages of the article. You could take that information to a library that has that journal title and find the exact issue or date of the issue and turn to the pages to read/photocopy your article. But the nice part about many online indexes today is that many of the citations also have the associated full content of the article available and you can print or email the articles. Let’s look at a citation from an index, so we can understand its parts.
Let’s try to interpret the citation above. The title of the article is listed first, “Different Paths to a College Education.” Then the author(s) are given. *U.S. News & World Report* is the title of the journal/magazine. The date of this issue is September 2009. Additionally, it gives you the volume and issue number. The p40-42, 3p information tells you that the article begins on page 40-42 and is a 3-page long article. The first couple of lines of the abstract are given next (not the full article). This format is specific to this database, **not a writing style**. For example, the title has each word capitalized. This is not correct in APA as titles of magazine/journal articles are in small case except for the first word, first word after a colon and any proper nouns.

You will find that other indexes may display this citation in a slightly different way. The Database: Business Source Complete, tells you what database the full text is available. The link, HTML Full Text, shows you that for this index, by clicking on that link, you would open up the full content of this article. To find this in a library, you would look for this title, find the September 2009 issue and turn to page 40. But instead you can take the full text link and get your article on the spot!

**Putting It All Together**

Off Campus Library Services has provided a PowerPoint™ presentation that demonstrates the OCLS web pages, how to find appropriate books, how to find appropriate articles and how to use the internet to find the research you will need for your success as a student.

First of all, let’s go to the OCLS web pages and have a look around. If you return to the IWU Portal (MyIWU), you will see a link to OCLS on the right hand side of the screen. There is also a link on the drop down for Academics >> Library Services (OCLS). You can also navigate directly to our page, [http://www2.indwes.edu/ocls](http://www2.indwes.edu/ocls). In fact, you set this as a Favorite so you can navigate to the library without going through the portal first.

[http://www2.indwes.edu/ocls](http://www2.indwes.edu/ocls)

Take some time to investigate. There are several links on this page, all of which get you to many additional resources for your use while in your associate program. The page is divided into 7 areas.

- **Article Databases** – gives you access to the tens of databases available through the library that will give you access to articles and some books. For most of your courses in
the Associate program you can use two primary databases:
  - Business topics – click on: Business >> Business Source Complete
    - Good for ASB, ASA, AST
  - Any other topic – click on: General >> Academic Search Complete
    - Good for ASM, ASJ, ASP, ASE, elective students
So, do not let the vast number of available databases scare you off!

- **Books** – gives you access to our IWU library (first 2 links) as well as WorldCat, which is a database of almost all of the libraries of North America. But you can customize to display results from your zip code. The next two, Ebrary and EBSCO eBooks, are two of our e-book vendors. Credo Reference and Virtual Reference are full e-book collections of reference e-books, like dictionaries, handbooks, and encyclopedias.

- **Websites** – gives you access to a lot of web sites that OCLS librarians have chosen as sites that they deem would be good for academic research. Take a look at what is available as there may be something you can use sometime!

- **Key Links** – An email request form for services; access to the journal title search tool so you know what full text newspapers/journals that IWU has for students; APA writing style helps; and more.

- **Faculty** – Although most of these links are for faculty, you do have full access to Films on Demand, a 7000+ title movie collection of educational films. You can search the database by segment or by full title and locate movies that are relevant to you topics. You can view them right on your computer screen.

- **OCLS Tools** – request materials that IWU does not own (interlibrary loan); generate your library access number if you know your university ID number; another link to our request for services; Tutorials that give you visual guidance for using the library’s databases. Click on the More... to access a lot more resources for students, too.

- **Help** – links to other university sites that are important for students such as Blackboard, IWU portal, etc.

Be sure you know how to get to the request for services form. This form allows you to easily email OCLS. By using that form you will be certain to include all the information that is needed by OCLS to expeditiously care for your request. OCLS’ intent is to service you within 1-2 business days, Monday through Saturday. They are your librarians while you are an online student. You can ask them to help you find information, help you get articles that are not available online (keep in mind that not all articles are available from online sources), consultation about APA, etc.

After familiarizing yourself with the web pages, go to the following site and open the PowerPoint™ that will try to pull everything together so that you can begin to feel comfortable finding resources you will need for research. The PowerPoint™ should be saved to your computer first by right clicking on the link; Save As Target; find a location on your computer to save it so you can then open it in PowerPoint.
Select your degree program below and follow the directions to get to your orientation Powerpoint™

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<th>Degree Program</th>
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After working through the tutorial, try doing a simple search in the library catalog and in EBSCO's Business Source Complete. This will give you “live” experience doing a search. Here are the steps to follow:

**http://www2.indwes.edu/ocls**

Click on: Business (Business students; under Article Databases) OR Academic Search Complete (for other disciplines; click on, General, under Article Databases), OR if your PowerPoint demonstrated a specific database, follow the directions for your PowerPoint, e.g. Education student, click on: Education >> Choose one of the 3 databases highlighted in your PowerPoint.

Authenticate with your last name and the last 8 digits of your 14-digit library access number from your IWU student ID card or by requesting it from OCLS.

In the search box, type some sample searches that are different from the PowerPoint™. Remember to use the Thesaurus or Subjects (top toolbar) so you can be sure to use the same “language” as the database:
- ASB – Christian business; click on: Browse >> check mark your term >> click on: Search
- ASA – balanced scorecard; click on: Browse >> check mark your term >> click on: Search
- ASEO – reading comprehension; click on: Browse >> check mark your term >> click on one to search
AST – malware; click on: Browse >> check mark your term >> click on: Search
ASJ -- prison conditions: Browse >> check mark your term >> click on: Search
ASM – church management: Browse >> check mark the best term >> Search
ASP – libel: Browse >> check mark the best term >> Search
Elective – type a term that may be well understood in the area where you would like to major or select one of the above.

Look on the left hand side, under: **Refine your results**

Note the options for limiting your search results. Any of these can be check marked and/or the date range changed.

The full text link for an article is right under the citation in the grayish bar.

1. Does marriage and having children crowd out employees’ intrinsic motivation?
   This paper investigates how major life events, such as marriage and childbirth, affect employees’ intrinsic motivation. We hypothesize that major employees’ perceptions and...
   Subject: EMPLOYEE motivation; WORK-life balance; MARRIAGES; CHILDREN; INTRINSIC motivation; LIFE change events
   Database: Business Source Complete

Now try to find some e-book titles on the same subject, just like the PowerPoint™. Again follow the steps below to get into the Ebrary collection.

**http://www.indwes.edu/ocols**

Click on: Ebrary (under Books) OR Library Catalog

Use the same terms as above, depending on your program. Place quotation marks around the term.

Click on: Search

The books populate below the search area. By clicking on the title or Show Table of Contents, you can navigate to the chapters and then to a specific chapter to read.
Now you may be brave enough—or confident enough to try some of the other indexes that are available and see what else you can find. If you run into problems, email or call OCLS (800-521-1848) so you can get help in understanding how to navigate the databases. You may also want to ask your embedded librarian a question.

OCLS wishes you all the success possible as a student at IWU!