

FAQ's – Frequently Asked Questions

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Writing Papers

1. How do I cite my research?
2. Why don't the citation examples given in some databases match the examples in the ALA, MLA, and Turabian handbooks?

Computers

1. Where can I type a paper?
2. Who's in charge of the Bunton Computer Lab?
3. Why doesn't the library provide access to MS Office – Word, Excel, etc.?
4. Can I print a document in the library?
5. How do I log into the wireless network in the library?
6. How can I save my research if I forgot my thumb drive/flash drive/memory stick?

Other

1. How do you subscribe to the Thrift Library Blog?

2. Can I do color printing in the library?
3. Can I bring food or drink into the library?
4. Can the library let students into the Vandiver Art Gallery?
5. What is the library's policy concerning lamination?
6. What do I do if I lose something in the library?

[Special Topics](#)

ArtStor

etvStreamlineSC

NAXOS

Turnitin.com, etc

Using the Library – General Info / Rules

1. What are the Thrift Library's hours? What about holidays?

During the semester, our hours are typically:

Monday – Thursday - 8 a.m. – Midnight

Friday – 8 a.m. – 5 p.m.

Saturday – 11 a.m. – 4 p.m.

Sunday – 3 p.m. – Midnight

Our hours are also available on the library website at the [Library Hours and Calendar link](#). Hours change for holidays and during the summer. Updates are posted on the library website, the library blog, and on the Electronic Bulletin Board next to the library entrance.

2. Where can I find general information about the library including rules, resources, and services?

The Library webpage is a great place to find needed information. Under **About the Library**, you will find pertinent links, including the [History/Rules/Services/Staff link](#). Here you will find an abundance of general information.

3. How can I contact the library?

The library can be contacted through email at library@andersonuniversity.edu or by phone at (864) 231.2050. If you would like to contact a specific librarian, their email addresses and phone numbers can be accessed via the [History/Rules/Services/Staff link](#).

4. Can I still check out books if I forget my Student ID?

No. Your student ID is required to check out books. This is for your safety – you certainly wouldn't want someone other than you to check out books under your name and then not return them because you would be responsible for them. By requiring an ID, we can verify that we're checking out books to the appropriate person.

5. What do I do if my books are overdue?

You may renew materials over the phone at 231-2050, by email the library at library@andersonuniversity.edu, or do it yourself online through the [Library Catalog](#) using your library account.

6. How do I check my library account?

Go to the [Library Catalog](#) and click on the Patron Account button. NOTE: You will need to know your five digit student ID number (located on bottom right of your student ID) and you will have to have first given the library a PIN of your choosing. Once logged on you can 1) determine what materials you have checked out and their due dates, 2) renew materials, and 3) place books on Hold.

7. Can magazines be checked out of the library?

No. Magazines are treated like Reference Books.

Can't find the question you need? Contact the library at 2050 or library@andersonuniversity.edu Not only will we answer your question, we'll add it to the list.

Research, General

1. Where should I start my research?

Always start with the [Thrift Library Home Page](#). This is your gateway to scholarly/reliable resources. Depending on your topic, generally start by looking for books on the topic. You would do this through the Library Catalog. Both regular collection books and reference books can be great resources for research. Then, check out our electronic resource collection of databases and ebooks. Finally, ask a librarian if you cannot locate needed information for your research.

For a detailed discussion of Freshman level research go to the library's online tutorial on its web site called [Find It](#).

2. I'm having trouble focusing on my topic. How do I get started?

The best way to get a handle on a topic is to look it up in an encyclopedia. Not only will this give you an overview, but it may contain a bibliography of authoritative sources for further reading. Try [Britannica Online – Academic Edition](#) or [Wikipedia](#). But, be careful not to write your paper using a “general” encyclopedia. This is just a way to get started. You will need many more references.

Note: If you are off campus, you will need to log on via the Off Campus Database Link to access Britannica Online.

3. What's the difference between a “general” encyclopedia” and a “subject” encyclopedia?

A “general” encyclopedia, like *World Book* or *Britannica* tries to provide basic information on all topics. “Subject” encyclopedias, like - *Encyclopedia of Keynesian Economics*, *Encyclopedia of Medieval Literature*, and the *Cambridge Encyclopedia of Child Development* – narrow their focus to a special category of knowledge and provide in depth details. Also, they are not as scholarly. General encyclopedias are not used in serious research. Subject encyclopedias are.

4. I've looked everywhere I know to look and still can't find what I need. What do I do now?

Ask a librarian for help. You can find us at the Circulation Desk. You can also call 231-2050 or email us at library@andersonuniversity.edu

5. Is it ok to use the internet for research?

Yes and no. All of the library's databases and eBooks are accessible via the library's web page – which is on the internet. So technically, you have to go to the internet to get to the library's resources. However, when you use the library's online sources you are using the same sources as in the library – books, articles, recordings, etc. - just in a digital format.

The way you get into trouble doing research on the internet is when you use Google and Yahoo! These search engines find the most “popular” sites (as well as the sites advertisers pay them to find). Your instructors want “reliable/scholarly” sites. If you go beyond the sites selected by the library you risk writing a paper based on false, slanted, or inferior information.

6. How can I be sure I'm using “reliable/scholarly” resources?

Always start your research at the Thrift Library Home Page. There are enough “reliable/scholarly” resources there for almost any topic. Avoid Google and Yahoo! For further information, go to the library's online tutorial on its web site called [Evaluate It](#).

7. How do I avoid plagiarism?

Plagiarism can be avoided if you simply cite your source whenever you quote, or paraphrase, or use somebody else's idea. For further information, go to the library's online tutorial on its web site called [Plagiarism / Copyright](#).

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Finding Books

1. Where do I go to find books?

Go to the library's homepage and click on the [Library Catalog link](#).

2. How do I use the Library Catalog?

You can search by Title, Keyword, Author, or Subject. There is also an advanced search feature that allows you to search for a combination of terms, like Title and Author, etc. Once you've searched, you will receive a list of results. These results will provide you with all the books, scores, and media we have, and give their call number (where they are located on the shelves in the library). Note: the Library Catalog does not contain journals or articles.

3. How can I get a book the library doesn't own?

Books and other resources we don't own can be requested through Interlibrary Loan (ILL). To request a book, go to the Thrift Library Home Page, and in the second square down on the right side of the table you will find a link for [Interlibrary Loan Requests](#). Fill out the form and submit it.

4. How much is Interlibrary Loan and how long does it take?

Interlibrary Loan is free and takes about a week on average. Basic information about the Interlibrary Loan process may be found at the [Interlibrary Loan Q&A's link](#).

5. I've written down the call number. Now how do I find the book?

Call numbers that start with the letters REF will be downstairs in our reference section, and call numbers that start with CURR will be located in the Curriculum Lab upstairs. Most other books are in the Main Collection – that is located upstairs, and are arranged alphabetically by call number. Make sure, however, that you check the book's location in the catalog record – if the location says something like "3-hr Reserve" the book is on reserve, and must be requested at the Circulation Desk.




Call Number as Found in Library Catalog

LB2343 .A294 2007

Call Number as found on Spine of Book

LB
2343
.A294
2007

Note that books are arranged upstairs by call number in a horseshoe shape from left to right, and that JUV – Juvenile Books are located on the last row on the right of the front section.

SHELVING LAYOUT																			
Back Rows																			
37	36	35	34	33	32	31	30	29	28	27	26	25	24	23	22	21			
U-Z	R-T	R-R	Q-Q	P-Q	P-P	P-P	P-P	P-P	P-P	P-P	P-P	N-P	N-N	N-N	M-N	M-M			
Front Rows																			
A-B	B-B	B-B	B-B	B-B	C-D	D-D	D-D	D-E	E-E	E-E	F-G	G-H	H-H	H-H	H-H	J-K	K-L	L-M	JUV
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
																			
		PAC						PAC						PAC					

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Finding eBooks

1. How do I find an eBook?

Look on the Thrift Library Home Page under the EBooks heading.

2. What are the best sources for eBooks?

[NetLibrary](#), containing more than 33,000 eBooks, is the library's biggest and best source of eBooks. Also located in the EBOOKS box on the Thrift Library Home Page are [Credo Reference](#), with over 400 full text reference books and the [Gale Virtual Reference Library](#) with 25 reference titles. Other than some classic works, most of these books are very current and are still under copyright, making them perfect for use in assignments and class projects. A number of free websites having extensive collections of ebooks, such as [Project Gutenberg](#) and [Google Books](#) are also noted here. However, while these sites contain many, many freely available ebooks, most of these are older books.

Note: If you are off campus, you will need to log on via the Off Campus Database Link to access NetLibrary, Credo Reference, and Gale Virtual Reference Library.

3. How do I sign up for NetLibrary (eBooks)?

[NetLibrary](#) is very easy to sign up for. However, it is very important to note that when you sign up for NetLibrary, you must be on campus. When you sign up, open [NetLibrary](#) (located in the EBooks box on the Thrift Library Home Page) and in the top right corner you will see a link labeled "Create a Free Account." To create an account, you'll just need to fill out a few questions and create a username and password. Once your account is created, you can access NetLibrary from all over the world.

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Finding articles – Using Databases

1. Why are some articles listed in the databases not available? How do I get them?

Our databases often index far more journals and articles than we actually have available in full text. The first place to check for an article you can't find in a database is in our [360 Link](#) (located on the Thrift Library Home Page in the top square on the right side of the table). This will allow you to search by journal title. You can find information on whether we even subscribe to the journal, and, if we do, whether we have it in print or online, and, if it's online, what databases we have it in and the years that we have it for. Sometimes articles are available in other databases. If that is not the case but we have it in print, you can find the current copy on the magazine shelves. Some older journals are bound – they are located on the tall shelves next to the reference section. Others are stored downstairs and must be requested at the front desk. If we don't subscribe to the magazine or journal at all, the article can be requested through interlibrary loan.

2. I'm trying to get into the databases from off campus, but I can't get in.

Make sure you're using the [Off-campus Database Access link](#). You will have to log on using your Anderson University email name and address. If that does not work, call the call the Help Desk at 231-2457.

3. When I click on a particular database link it takes me to a "certificate warning."

Ignore the warning and click on "Continue to this website."

4. How do I know which database to search for a particular subject?

The [Thrift Library Database page](#) provides a Subject Listing located below the two columned Title Listing. Click on your desired subject and you will be taken to a listing of recommended databases.

Note: If you are off campus, you will need to log on via the Off Campus Database Link to access the library's databases through the above link.

5. How do I know which database to search for a particular journal?

Information about the journals we subscribe to is available through the [360 Link](#), which can be found on the Thrift Library Home Page in the top right square of the table. Within the 360 Link, you can search by journal title, browse by subject, or view lists of titles available in each database. To search for a particular journal, type its name in the box at the top of the page. The results you get from this search will let you know if we have the journal, what formats we have it available in (print or electronically), what databases that journal can be found in, and what dates we have it available for.

6. How do I save my database research?

Many databases allow the user to email articles to themselves or create a personal, online folder for storing your research. Although the steps of procedure vary from database to database, each will require the user to first set up an online account.

7. What is an "Alert" and how do I sign up for it?

Alerts are emails sent to you by a database to alert you to the fact that a newly published article or journal issue is now available. The alerts are automatically generated according to your instructions. For instance, you can tell a database to send you all newly published articles on "the history of theatre in 19th century London" or the table of contents of the latest *Sports Illustrated*.

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Writing Papers

1. How do I cite my research?

Find out which citation style your instructor wants – APA, MLA, Chicago, Turabian, etc. Manuals for each style are available in the Bookstore for purchase and in the library for checkout. There are also copies kept at the Front Desk which cannot go out of the library. For online assistance, go to the Research Assistance Box on the [Thrift Library Home Page](#). There you can find short style guides with examples for each style. There is even a link to a free online tool that will generate citations for you.

2. Why don't the citation examples given in some databases match the examples in the ALA, MLA, and Turabian handouts?

Many databases (*Academic Search Premier, Academic One File, Credo Reference*, etc.) generate citations for their content, and do it for multiple styles - APA, MLA, Chicago, Turabian, etc. The same goes for the free citation generation websites noted above. Most are good at traditional resources, but poor at online resources. One problem is that style usage continues to change and it takes online vendors time to catch up. Another problem is that style usage is a very complicated issue. Most online vendors try to simplify it and so often provide a "simplified" citation. This results in portions of the citation being dealt with badly, particularly urls, format variances, and database identifications.

It's usually a simple matter to correct them, though, using the examples provided in the citation handouts provided by the library at the [Citing Sources – APA, MLA, Turabian link](#). The examples are of the library's most used databases and are based on the ALA, MLA, and Turabian Style Guide Manuals

Citations should always be double checked for accuracy!

Examples of Improper Citation Generated by Online Resources

Academic OneFile (APA Style)

Sobel, Karen. "Promoting library reference services to first-year undergraduate students: what works?." *Reference & User Services Quarterly* 48.4 (Summer 2009): 362(10). *Academic OneFile*. Gale. Anderson University. 18 Aug. 2009 <<http://find.galegroup.com/gtx/start.do?prodId=AONE>>.

Academic Search Premier (APA Style)

Sobel, K. (2009, Summer2009). Promoting Library Reference Services to First-Year Undergraduate Students: What Works?. *Reference & User Services Quarterly*, 48(4), 362-371. Retrieved August 18, 2009, from Academic Search Premier database.

Wilson OmniFile Full Text Mega (APA Style)

Sobel, K. (2009). *Promoting Library Reference Services to First-Year Undergraduate Students: What Works?*. *Reference & User Services Quarterly*, 48(4), 362-71. Retrieved August 18, 2009, from OmniFile Full Text Mega database.

BibMe Bibliography Maker (Online Tool)

Sobel, Karen. "Promoting library reference services to first-year undergraduate students: what works?." *Academic OneFile*. 18 Aug. 2009 <<http://find.galegroup.com/gtx/start.do?prodId=AONE>>.

Corrected Citation

Thrift Library Style Guide (APA Style)

Sobel, K. (2009). Promoting library reference services to first-year undergraduate students: what works? *Reference & User Services Quarterly*, 48(4), 362-371. Retrieved August 18, 2009, from Academic Search Premier database.

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Computers

1. Where can I type a paper?

The Bunton Computer Lab in the basement of the Thrift Library provides the usual Microsoft Office software as well as additional software program suitable for creating papers, spreadsheets, power point presentations, and more.

2. Who is in charge of the Bunton Computer Lab?

The IT Department/Help Desk. Contact them regarding lab hours, paper, toner, etc. at 231-2457 or help@andersonuniversity.edu

3. Why doesn't the library provide MS Office – Word, Excel, etc. on its computers?

The library's public access computers are reserved exclusively for research and reference. This was done at the request of students who frequently found themselves unable to do database research, or even look up books, because the library's computers were being monopolized by other students working on papers. To satisfy both groups, 39 computers containing MS Office were placed in the Bunton Computer Lab while 12 "Office- Free" computers were placed in the library.

4. Can I print a document in the library?

Yes. The library has two emergency print stations for use when the Bunton Lab is unavailable.

5. How do I log into the wireless network in the library?

- For easy, but unsecured access to the Internet, select **AUGUEST** for your wireless network connection. No Password or username needed.
- For "secured" access to the Internet, T Drive, and Student Apps Folders, select **AULIBGUEST** for your wireless network connection. This will require you use your AU email name and password.

6. How can I save my research if I forgot my thumb drive/flash drive/memory stick?

- You can check out a floppy disk or thumb drive at the front desk just as you can a book.
- You can also purchase floppies, thumb drives, CD-Rs, and CD-RWs at the front desk.
- Finally, most of the library's databases allow the user to email articles to themselves or create a personal, online folder for storing your research.

Can't find the question you need? Contact the library at 2050 or library@andersonuniversity.edu Not only will we answer your question, we'll add it to the list.

Other

1. How do you subscribe to the Thrift Library Blog?

The [Thrift Library Blog](#) is good way to keep up on what's going on in the library. To subscribe to the Thrift Library Blog, you will need to have an RSS aggregator or reader (like Google Reader or a similar service). RSS stands for "really simple syndication" and an RSS reader or aggregator is a free service you can use to view all of your blogs in one place. This video is a quick and easy explanation of how RSS feeds work and how to subscribe to them. <http://www.youtube.com/watch?v=0klgLsSxGsU>

2. Can I do color printing in the library.

The library has a color photocopier which costs 60 cents per copy. Also there is a color ink jet printer located in the Curriculum Lab. These prints also cost 60 cents per copy.

3. Can I bring food or drink into the library?

No. There is a \$50.00 fine for bringing food or drink into the library.

4. Can the library let students into the Vandiver Art Gallery?

Please contact the Art Department concerning the Art Gallery. The library does not supervise activity in the Art Gallery. The only time we open the art gallery for a student is upon the permission of a professor.

5. What is the library's policy concerning lamination?

We do offer lamination service. Please drop off items to be laminated the day before you need it. Laminating is done weekday mornings before the library opens and is not available on weekends. Cost is 50 cents per foot for AU Students and \$1 per foot for non AU students. All items must be 3" wide by 3" tall.

6. What do I do if I lose something in the library?

The library has a Lost and Found. Ask at the Front Desk or call 231-2050. However, since the college also has a Lost and Found, and since someone finding your lost article might take it there rather than to us, you should also check at the Switchboard in Merritt. Call 0 from on campus or 231-2000 from off campus.

By the way, the most frequently found items in the library are Thumb Drives, and they almost never have a name or telephone number on them.

Can't find the question you need? Contact the library at 2050 or library@andersonuniversity.edu Not only will we answer your question, we'll add it to the list.

Special Topics

Note: If you are off campus, you will need to log on via the Off Campus Database Link to access ArtStor, etvStreamlineSC, and NAXOS for the first time. Once registered you will be able to log in from off campus.

[ArtStor](#)

ArtStor is a giant collection of thousands upon thousands of images – paintings, photographs, sculpture, metalwork, buildings, architectural drawings, etc. You can search ArtStor without logging in. However, if you want to use all the bells and whistles including creating and looking at saved collections of images, you will need to create a user account. You must do this from on campus. Thereafter you may access your account from anywhere. The following pages may be useful – [What is ArtStore](#) and [Getting Started](#). Additional information is available at [Online Help](#).

[etvStreamlineSC](#)

etvStreamlineSC provides thousands of audio and video clips for use in the classroom. New users must sign up for an account using a secret password available from the library at 2050. You will be asked to provide your name and AU student number.

[NAXOS](#)

NAXOS is an online site for listening to streaming classical music. It contains over a half million recordings. AU instructors can create and share playlists for their classes. These are found by clicking on Playlist, and then the instructor's name and class. NAXOS has User Guides and Video Tutorials. Just click on Help in the upper right-hand corner.

[Turnitin.com](#)

1. How do I sign up for Turnitin.com?

Go to Turnitin.com, click on New User, and follow the instructions. You must use your Anderson University email address as your user name. You do not need to be on campus.

2. I've signed up for Turnitin.com, but now it won't let me log in.

The most common login problem for Turnitin is where the user has forgotten or mistyped their password – either in logging on, or during the initial setup. You can request your password by clicking on the Forgot Password link at the top, right corner of the Turnitin home page. However, if you typed your email address in incorrectly during the original set up of your account, Turnitin will not be able to find your email address. If this is the case, you will need to create a new account using your correct email.

NOTE: Neither your instructor nor the library can retrieve this information for you.

3. I've logged into Turnitin.com, but I can't find my instructor or class.

This will happen if the class code is entered incorrectly. Double check with your instructor to make sure you have the correct code.

4. I don't know how to use Turnitin.

[Turnitin](#) provides online training in the form of quickstart guides, user manuals, and flash videos. Go to the Turnitin homepage and click on [Support](#).

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