AUTOMOTIVE SERVICE MANAGEMENT LIBRARY ORIENTATION

INTRODUCTION: Welcome to the Penn College Library. My name is Alan Buck. I’m an associate professor on the library faculty, and my goal for you in the library orientation you are about to complete is to introduce you to the various library research tools. If at anytime you become confused and/or frustrated, you may contact me at abuck@pct.edu or 570-320-2400, extension 7742. At the completion of this library orientation, you should know how to find books in library catalogs (both ours and others’), how to find magazine articles in the Penn College databases, how to use paper magazine indexes to find articles, how to do legal research, and how to find reliable information on the internet. Good luck!

I. LIBRARY CATALOG:

A. What is a Library Catalog?

A library catalog contains records for all the library materials owned by a library. To find the Madigan Library’s catalog, go to the Library Homepage. Find the “Search Madigan Library Catalog” box on the left side of the page that appears. Keep the Catalog open while you are doing this part of the tutorial to help you visualize what I’m explaining.

B. Searching the Library Catalog

When you first see the Library Catalog on our homepage, you will see the “Quick Search” screen. As the name implies, you are able to do uncomplicated searches here. Search results using the “Quick Search” screen will include only what the Madigan Library owns. If the Madigan Library search does not give you the results you need, you are able to search what local libraries, as well as other libraries worldwide, own on the topic you entered. To do this, simply click the appropriate box in the “Penn College Madigan Library” box at the top of the left column next to your search results. To search for a specific author, title, or subject and to limit or expand your search in a number of other ways, you should use the “Advanced Search” method found under the “Search the Madigan Library Catalog” box on the library homepage.

After doing a catalog search, you should see a results list in the center of the screen. Clicking on the title of any item in the results list will provide you with additional information about the item. Near the bottom of each item record in the list, there will be a “Held By” field, and it will indicate whether Penn College owns the item. Beneath the “Held By” field will be a line that indicates whether the item is available, the call number of the item, and the
location of the item. On the left-hand side of your results list, you will notice several boxes that will help you narrow your search by format type, authors, years, etc. Do a search in the catalog on “automotive repair” and observe the results list and the boxes on the left. Find an item that is in the Penn College Library and click on its title. Scroll down the screen that appears and notice the various headings with important information about the item you chose. Pay particular attention to the “Description” heading. Inside the Description link, you will see a “Subjects” box. These subjects are the major subjects the item deals with and are hyperlinked; clicking on them will often provide you with more specific results. Also, in the Description area you will often find additional information about the item that may help you decide if the item is useful for your project. For example, a table of contents, a summary of the item, and/or a bibliography may be given here. Inside the “Availability/Holding” link, you will see repeated from the results screen whether the item is available, its call number, and its location.

C. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTIONS:
(I will grade these responses, so don’t skip them.)

1. What will you find in a library catalog?

2. If you want to limit or expand your catalog search, what should you do?

3. After you do a catalog search, what will you see in the center of the screen? On the left-hand side of the screen?

4. If a Madigan Library catalog search does not give you what you want, what should you do to search other catalogs on your topic?

5. What is the heading for the box that will tell you how many books, DVDs, etc. your search produced?

6. In the results list, how do you know if Penn College owns an item or not?

7. Clicking on the title of an item in your results list will open up a screen with more specific information about the item. In what heading link would you find the call number of the item? What floor it’s on? The major subjects it deals with? A Table of Contents and Summary (Abstract)?

Questions 8-10 require you to investigate on your own. Do a search on “automotive repair,” and click on a book that belongs to Penn College. Make sure the book you pick has a call number, etc. under the “Held By” field. Then answer these questions:
8. Where would you find the major subjects the book deals with?

9. Under what heading could you find what other libraries own the book you picked?

10. Under what heading could you find what other editions might be available for your book?

D. Locating Items in the Library Catalog:

To locate items found in the Madigan Library Catalog, you should follow this process: 1. Do a search in the search box; 2. From the results list find the title of a hit that interests you; 3. Look under the “Held By” field; 4. Copy on to a piece of paper the “call number” and the “Location.”

Most books in the Madigan Library used for research purposes are located in either the reference or circulating collections. Reference books are located on the first floor and do not circulate (may not be checked out); circulating books are split between the first and second floors (A-P: first floor, Q-Z: second floor) and may be checked out for 1 month.

E. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTION:
(I will grade these responses, so don’t skip them.)

1. After doing a Madigan Library Catalog search, where on the screen that appears will you find the call number and location?

2. List two details about circulating books.

3. List two details about reference books.


5. What floor would this book be on: REF Z247 .R93 2006? (Look closely at this call number.)

II. DATABASES:

A. What is a Database? :
Databases: In library jargon, this primarily refers to electronic indexes that will allow you to find magazine, journal, or newspaper articles. There are full-text databases that include the entire magazine/journal/newspaper article and non-full-text databases that include only citation information (author, title of article, title of magazine, volume number, issue number, issue date, and page numbers) and sometimes an abstract (summary.) PCT subscribes to many different databases. To identify the focus of any one of these databases, read the description that appears under the database title. This description will indicate what the database covers and whether it will identify magazine, journal, or newspaper articles. If the database is a full-text database or a partially full-text, it will contain complete articles in it. If it’s not a full-text or a partially full-text database, it will only provide citation and usually summary information. This is called a non full-text database.

To search only full-text databases, click the “All Database Types” drop down menu at the top of the screen and choose either “Full image (PDF) or “Full-text.” Penn College subscribes to approximately 170 different databases. To limit the number of databases students must examine and to group similar databases together, we created an “All Subjects” drop down menu where we arrange our databases under broad subject categories. Match your topic with the broad category (ies) that fits/fit it best and examine only the databases in that/those short list(s). You will probably want to start on this subject list if you have no idea which database you want to begin searching in. This page is designed to limit the number of databases you have to examine when you are conducting research.

B. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTION:
(I will grade these responses, so don’t skip them.)

1. What is the general name given to electronic magazine indexes that enable you to find both full and non-full-text magazine and journal articles?

2. What is the name given to a summary of an article?

3. How do you determine the focus of a database?

4. What are two purposes of the “All Subjects” drop down menu?

5. What is the term given for the author, title of article, title of magazine, issue date, page number of a magazine article?

6. How do you search only full-text databases?

7. When would it be appropriate to use the “All Subjects” drop down menu?
III. LEGAL RESEARCH

A. How Do You Conduct Legal Research in the Penn College Library?

You learned earlier in the Databases section that a database primarily indexes magazine and journal articles. But, like most rules, this one too has exceptions. There are two databases specifically devoted to finding laws. These two databases are Nexis Uni and Thomas Reuters Westlaw, mainly known as just Westlaw. Although both are excellent tools for identifying most legal research, Westlaw is generally considered the better of the two. Both of these databases are easy to use. Should either or both of these databases ever be unavailable, Penn College also owns a law library on the second floor of the library where you can find Pennsylvania and federal statutory, administrative, and case laws. These volumes can be somewhat complicated to use. You will probably need a librarian’s assistance if you need to use these.

B. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTION:
(I will grade these responses, so don’t skip them.)

1. What are the names of three ways to do legal research in the Penn College Library?

2. Which of these three ways is the most complicated to use?

3. Which is the best way to do legal research?

4. Where would you locate these three ways to do legal research?

IV. PAPER (PRINT) MAGAZINE INDEXES:

A. How are Print Magazine Indexes and Databases Related But Different?

A paper magazine index accomplishes the same thing as an electronic magazine database: it provides you with citations to magazine articles. To use a paper index you must first look up your subject in the index. Under the subject will be citations to articles about that subject. The major reason for using a paper magazine index in addition to a magazine database is to do a comprehensive search of your topic. (Magazine databases do not always include citations to the same articles as paper indexes do.) Likewise, paper magazine indexes usually contain citations to older magazine articles, whereas magazine databases only generally go back 15-20 years.
B. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTION:
(I will grade these responses, so don’t skip them.)

1. How are a paper (print) magazine index and an electronic magazine index alike?

2. Where should you search to find magazine information that is older than 20 years?

3. What will you find under the subjects in a paper index?

C. How Do I Find Magazine Articles from a Print Index?

When an electronic index (a database) does not have the full-text of an article, you should click “Journals” under the RESEARCH heading on the library homepage. This link will take you to a tool called Journal Locator. Journal Locator will tell you if we own the magazine your article is in. This is the same process you should follow for an article you find in a paper index. Obviously, a paper index could never contain the full-text of all the articles it indexes. Consequently, you must then check Journal Locator to see if we subscribe to the magazine you identify in a paper index. Again, this is the same process you would use to locate an article that is not full-text in an electronic database.

D. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTION:
(I will grade these responses, so don’t skip them.)

1. What should you do if an electronic index (a database) does not contain a full-text article?

2. What is the first step to locating an article you find in a citation in a paper index?

V. THE INTERNET:

A. How Do You Choose Reliable Information on the Net?

The internet is filled with all types of information. Some of the information, however, is not suitable to include in college research papers. The goal of this section is to help you evaluate the information on the net for its reliability and to introduce you to a scholarly search engine (ask.com) appropriate for college research. As you evaluate the many websites you find
on the net, consider these criteria for identifying quality information. Keep in mind that every one of these criteria does not have to be satisfactorily met in order for the information to be useful to you. But, generally speaking, if 2, or 3 below cannot be clearly identified in some way, the information is probably suspect. Here are the criteria you should base your decisions on: 1. Look for .edu, .gov, .org in the address. These extensions often indicate the information presented is of a reliable nature. That is not to say that .com, and other addresses should be totally avoided. It simply means that you should scrutinize a .com more carefully because it’s purpose is usually “commercial” in nature, i.e. to sell you something. 2. Is it clear who is responsible for the page’s content? This is highly important in your selection process. If you cannot establish who is responsible for the information presented, a huge red flag should go up in your mind. After you determine who has produced the information, then you must ask yourself whether this person or group is an expert in the field. Can they be trusted to put out reliable information in their literature? 3. Is the information on the page backed by legitimate research? This is the most important criterion of all. If the information on the webpage is backed by good research, it can be used in your paper regardless of whether any of the other criteria (1, 2, 4, or 5) is present. To identify legitimate research, look for work cited pages, footnotes, or direct links to research that back up their statements. There are thousands of websites out there whose sole intention is to further their agendas. Look at the language they use in their postings. Do you detect inflammatory language? Do you detect language that creates an emotional (either positive or negative) response in you? If you can answer yes to this question, the information is undoubtedly biased, BUT if this biased information is supported with legitimate research as described above, it’s acceptable to use in your paper. 4. Is the information current? Is a date given? This is especially important if you are limited to using only recent information in your research project. 5. Is the site complete, or is it still under construction? Again, if you can establish either number 2 or 3 above, you probably have reliable information.

B. ANSWER THESE QUESTIONS FROM THE ABOVE DESCRIPTION: (I will grade these responses, so don’t skip them.)

1. Of the five criteria listed above, which two are most important for identifying reliable information on the net?

2. Why is criterion 3 the most important criterion of all?

3. From the description above, explain one circumstance when biased information may be used in your research paper.
4. After you determine who is responsible for the creation of a page’s content, what should you ask yourself about this person or group?

5. What is the address of a scholarly search engine?

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