We'll go ahead and get started. so just so you know we have Danielle here in person with us and then it's nice to see you all, Carrie, Courtney and Shayla. I'm Anne Pemberton, I have a very long title Associate Director for Research and Instructional services for library assessment. And my colleague, Tammy Ivins, is behind the scenes, oh there she is! You can see her on her camera. So she is recording this, she is the one that helps out with the folks who are doing this online um, if you have any technical questions, you want to send those to tammy through chat, to try to help resolve those, can everyone hear me okay? So if you could give a yes, no A couple yesses ok, Carrie can hear me, OK Courtney let us know if you have any problems hearing us. All right so let's get started so you're attending introduction to randall library for graduate students workshop. My plan is to stop about every ten or fifteen minutes to see what questions that you have so that I don't get too distracted so if you could just wait until we have a little break for questions that would be wonderful and then I'll take those questions. So thanks again for attending. So um, hopefully you had already read the description of the workshop um, we're gonna focus really on three things tonight--services professional questions and spaces for you graduate students and those are the three areas we'll focus on we'll stop along the way so if you have questions definitely let me know if I haven't covered something so I'm gonna read the description really quick but it' emphasizes what you're gonna get out of this or what I hope you're gonna get out of this. So effectively using the resources in randall library including liaison librarians, research databases, and specialized research tools can have a tremendous impact on the best of your graduate school research projects and even if Randall library was your undergraduate library all graduate students will benefit from this overview. But that's my goal is that I hope that some of this information is gonna help you directly with your graduate work. Now and in future semesters. There are more workshops coming up so if you have not registered I think most of you have probably registered for most of the ones in the series, which is great. So we have one more this semester um, that was a scheduled one and then for a lot of us the hurricane threw a lot of things off, so we did reschedule the overview of literature reviews workshop for November 5th so I hope you can attend either in person or virtually for that. And then in the spring we have three more workshops in the beginning part of that semester. So January 14, Tammy is gonna talk about citation managers, February 4th, is data and statistics, and then February 18th is digital products fair use and copyright for the topic. Alright, so starting with services. Almost all pretty much all of the information that I'm gonna cover can be found on the library website so, library.uncw.edu. So if you wanna go ahead and pull up the library web page I'm gonna have you look at some parts of it here in a second. Um there is a link halfway down the page in the center column right smack dab in the middle of that list is graduate students. So anytime you're trying to remember what was covered tonight or get a description of a particular service you can click that link and get a really good summary of everything. One of the probably, I think the most important services that we offer, here at Randall Library is our liaison librarian program. So I would say this is probably the number one thing that I want you to take away from this workshop is A) knowing that you have the librarian for you and B) how to find that person to see what they can actually do for you. So liaison librarian at some other institutions they can be called subject specialists um, or personal librarian so there's different, different names of these librarians at different places we refer to us as liaison librarians. And they really are your dedicated librarian for the program that you're in. There are some folks who are liaison librarians who have a master's degree in that field as well so that's an added bonus. So all of our librarians have at least one master's degree in information sciences and again some of them do have a secondary master's degree in a discipline. So they can help you with your research they're an excellent resource just for getting started on a research project too so if I have my first major research paper coming up and it's at the graduate level, not only have they been through the process before, they've been through graduate school before but they are very familiar with the type of projects that are a part of UNCW, so they can be a lot of help. And moral support too, so (laughs) that can be useful as well. So you with your liaison librarian one

on one um, especially for those of you at a distance, you know Jacksonville and Durham, it's not really feasible to drive up here and have a thirty minute meeting so we are happy to talk on the phone with you, um they can do these types of of sessions we can do zoom, we can do skype, um, a lot of work can get done just through back and forth emailing so you can even send your liaison librarian your research question, let them know where you've already gone to get started and then have a dialogue back and forth over email. Another cool thing that a lot of us will do is if you can't figure out a time to meet you know virtually or talk on the phone, if you can't figure out a time to do something synchronous. [audio cuts out] So if you have a question that you just need sort of a general overview of a program or database and you couldn't figure out a time to go through it together they can make a video. So what I want you to do is actually find your liaison librarian so hopefully you got the library homepage pulled up so on the homepage in the lower left corner there's a guest help banner and one of the links says find your librarian. And once you've found that person if you'll just type their first name into a chat box You didn't think you'd actually have to work but I just wanna make sure everyone can find their person. Yes! Oh good, good, awesome Melissa is great. So whenever you find your person just put their name into the chatbox whenever you can. So again please, please, please remember that you have these --

(Tammy) Does she know--she's sending you a message to the link, for the website,

(Anne) Yeah I sure can, so on the library homepage, let me pull that up. So get help is sort of lower left. Actually it's kind of middle, middle left. There's a banner here get help and then find your librarian is the one two, fifth link down. OK great.

(Tammy) Courtney says her librarian is Stephanie Crowe.

(Anne) Yay. Awesome. Stephanie is great. All right. John Osinski, good. OK Carrie we'll see yeah, this'll be recorded. So there is additional help so maybe you email Melissa every time you get an out of office and she's on vacation or you know you're kind of in a pinch, in a panic you need help now, there's definitely lots of other ways to get help so on the library homepage that says get help that banner it's replicated at the top, of the website as well, so we've got get help linked a couple of different places so one really good way whether you're in Wilmington or not is if you contact the help desk and that is the desk where librarians are working we all have hours on that desk with the exception of one hour a week it's only librarians that work that des, so if you need a research question we will at least be able to get you started on it and point you in the right direction and you can get help from the research help desk in person but also by email, by phone, you can do chat which is really cool. You can actually text the desk a question um but you have all those options so you certainly don't have to be in the building. There's also our circulation desk so if you have questions when the research help desk is closed you can contact them as well they don't have texting capability but they do have email and phone. Those are options and then the same, the technology assistance center that is located in Randall Library that's located on the first floor so if you were in the building you could visit but they also have phone and email as well. And they have a really good website where you can type in a question and it'll sort of search their database for responses to sort of typical tech questions. So let me stop there and see if anybody has any questions at this point. Are we good? All right. So moving on, other services in addition to the liaison librarian program and other ways you can get help inter library loan is an awesome services that does not cost anything to you as a student so if there and this is gonna come up a lot--I remember when I was doing my thesis here a few years ago even though we have an amazing collection there are gonna be times where we don't subscribe to a particular journal or we don't have a book that you need and interlibrary loan is the service that will get you whatever you need. So if you're doing research you find an article and we do not have access to it, you can use interlibrary loan and let me just show you how to get there so, from the library homepage there is use the library under the banner, and then on the right hand side under services there is interlibrary loan. And essentially, I'll just login as myself, so you can see what it looks like, but essentially you just login to the interlibrary loan

system. And it's your UNCW username and your password, and on the left it'll say new request and this is where you'll fill out a form for whatever it is you need. So let's say you needed an article or a chapter out of a book then you're just simply filling out this form for what you need. And the easiest thing to do is if you are looking at one of our databases or looking at google scholar you can just copy and paste or copy and drag the text into the field. And the way that it'll work once you hit submit roughly three to five days to get an article, you'll get an email notification from our interlibrary loan staff and it'll explain step by step how to actually retrieve your article and it'll be a PDF. It's not being mailed to you, you don't have to drive all the way from Durham to Randall Library it's all electronic. And it's the same process with books. If it is a book and you have designated in the system that you're a distance learning student we will mail you the book and include packaging to mail it back to us at no cost. There's no cap on how many articles or books that you request. So feel free I remember there was a particular journal when I was working on my thesis and we didn't have that journal there is a cap I think it's something like five articles? You can only request five articles from a particular journal but you may run into that and if that's the case talk to your liaison librarian and see if it's possible for us to purchase that particular issue or possibly even get a subscription to that journal if we need it. So just talk to your liaison librarian about options when you run into that. But I can almost guarantee you that if you have a thesis or a dissertation you will use interlibrary loan. Another service that can come in really handy are citation managers. I mentioned Tammy is doing a workshop in the spring about citation managers so if you love creating citations then don't worry about citation managers but if there's something you're not fond of which I can say with certainty I am not a fan of making citations from scratch. So what citation managers will do and an example of that would be, Zotero is a citation manager um, yeah Shayla, well I can't save it, so what a citation manager will do is it's a piece of software and as you're collecting citations to articles or books you will input the information into the software and many of these programs will actually let you save a PDF version of the article or chapter into the software and then when you're ready and you're writing your thesis, you can use this software to insert your citations and then they magically format the citations and the bibliography for you in whatever format. So, APA, MLA, um, whatever, Chicago, whatever citation style you're working in um, so it's amazing I wish I had known about these programs a long time ago, so definitely consider coming to that workshop. We do have some information on the library page, let me show you where that is, if you go to the library website and also under the get help banner education and bibliography help and there's information about endnote basic, which is one of the citation managers and also Zotero, Tammy is a big fan of Zotero. So either of those, there are others, there are others out there but these are the two that we recommend and that we have some inhouse expertise um, they sent a link to get to this page. Awesome. And then alert services. If you're at a stage right now with your thesis or any kind of research project if you are starting to collect citations if you're starting to articles that you might need to cite for your lit review, one thing you can do is in our databases you can set up what's called an alert, so set up an alert on a topic or keywords and then every time an article is added, that that pings off of that keyword off of that topic, you will get an email that say this article on the lancet was just published and so rather than you on a weekly basis saying, is there anything new on my topic, the database will alert you to it and that can be really handy. And you could, um, you could mention this to your faculty many faculty have no idea that this is an option, so if you wanna score some brownie points mention that in a conversation and be like, so, Dr. So and so, do you use alert services on Randall Library databases? And maybe they'll let you get out of an assignment or something that's another thing, I wish I had known about a long time ago, it would be really helpful. And lastly on here just letting you know that you as a graduate student you can check out books for the whole semester. Which is nice, um, if someone does put a hold on a book you'll be asked to bring it back before the end of the semester. But this is so funny, I have um, I checked out a book I think over the winter holiday about procrastination and i read half of it and I kept putting it off

and putting it off, because I'm a procrastinator and then I got an email that someone had put a hold on it so I just had two more weeks with the book. So you don't have to return it immediately but we do ask to bring it back. But generally speaking if no one puts a hold on it you get the book for the whole semester. All right so let me stop there and let's see if anyone has any questions at this point? All right great, so equipment. So I know that this is um, really for Danielle who is physically here in the building, we do have equipment that graduate students or other students can use laptop computers if you don't have your own laptop or if your laptop goes down unexpectedly and you need to check one out, we have pc's and mac's. Our charging kiosks throughout the building to charge your devices I don't think any of our business folks are on but we have Bloomberg terminals, cis terminals, and we'll talk about printing here in a little bit, so I know that Courtney and I know Shayla this doesn't ever apply to you but if you ever did come to campus you'd certainly have access to all this equipment that I'm talking about. So collections, we have a ton of stuff, that's what libraries are, you know that's what we're known for is all of our stuff. We have about two million total items, books, ebooks, academic journals, magazines, newspapers, we do still have dvds and we have more and more streaming video and the main thing probably that I think you'll be most interested in is that we have 300 databases. Research databases. So that a lot of times is really gonna be the main tool that you're using and it may be that you're not focused on just one database you may be using four or five at a time. So we're gonna use those, most of the time. There are lots of different collections too and it's really just gonna depend on what kind of research you're doing you might not really need any of this other stuff. At your program some of these may not necessarily apply to you but we do have the UNCW archives, um, more and more of that is going online so things that are related to the history of our university. We have lots of art, lots of digitized art, so I don't think anybody here has a master's in an art program but that might be just for fun, you can look at all the art we have we have lots of other types of digital collections like digital collections special collections. Just making you aware of that we have a lot more of what you traditionally think of when you think of what's being in a library, there's a lot of different collections. So to get to those databases that I mentioned I would suggest going to your subject guide so I wanna make sure everybody can get to that. So if you're on the library homepage and if you just go to the second banner, the second tab where it says "get help" and then the column help yourself and then the second link in that column is subject and course guides. And what these guides do is they provide based on your discipline a list of helpful resources so I'm gonna go there and you wanna go as well. So again get help, and then in the second column subject course guides. Then you should find the name of your program on the left. OK so take a look--there's education! And you're gonna wanna click on the bold education you might wanna look through these other guides, and but for the purpose of just getting started you'll just wanna click on your discipline, your subject. So click on education, and this is what the education guide looks like. Um, some of these so for Shayla and Courtney your pages might look a little different So our liaison librarians have the ability to organize it however it works best for them. On the education page if you scroll all the way down to the bottom you see your liaison other pages they're in the top right corner, so all of them do have the liaison librarian contact information there so that's another good reason to know how to get to the guides, um, on your liaison librarian. And essentially these guides provide, again, recommended resources and the main thing I want you to look at is this middle column that says recommended databases. So these are the databases for your discipline and you may have even heard your faculty mention oh you should search ERIC, or oh you know you should search Kim Abstracts, or they might kinda name drop a database and so these really are tools to find scholarly articles, to find other thesis and dissertations. To find books. So these are the places to go. And this is what your liaison can help you with kinda getting you started we spend a lot of time using these databases and know them very very well, we spend a lot of time with so if you have a top and maybe you come to this page and you're overwhelmed and you're like okay out of these ten where do I get started?

So chances are your liaison librarian will tell you oh go with ERIC first and then try JSTOR, and then project muse, they'll be able to tell you where to go. Um, but almost in every case the first database listed is usually the premiered database for your discipline. They all operate the same. They look different, it's sort of they have different vendors so it's sort of like walking up to a pepsi machine or a coke machine for getting carbonated beverages out but they look different. So for example ERIC, I'll click on ERIC which is the main education database, it has one interface but then if I were suppose I go to a different database but they're all essentially doing the same thing which is indexing providing you with a searchable interface, indexing scholarly journal literature and book chapters. And thesis. But ERIC doesn't wanna open up let me try education

(Tammy) It made me put in a trouble quest in earlier, I know ProQuest database is running slowly

(Anne) Oh, ok

(Tammy) So if you ever notice an error message or something running slowly please let us know

(Anne) Yes, cause it could mean we haven't noticed it and it's an easy fix on the back end of things so definitely let us know. So this is what ERIC looks like a lot of the databases have you know one box or you know a couple boxes you know they might have similar features like in ERIC you could limit your reviewed articles um which is great especially when you're you know doing a literature review for your thesis or research paper often especially as a graduate student that is what you want um, so they almost all have an option to limit to the scholarly sources and just a hint peer reviews, scholarly, refereed and academic journals it all basically means that different databases will have different journals. And then a lot of them have other ways to limit your search. I usually tell people right off the bat to not try to go through and limit by education level and target audience cause in the end you'll get nothing. In the end if you have so many limits that there's probably not gonna be an article that fits all of your criteria so what I usually tell students is start with your search terms if you only want peer reviewed articles check that off and then you can use that that. It's just gonna depend so like Shayla for you, in clinical research she is probably gonna look for your topic you might wanna look through the last three years or several months versus like Danielle it depends on what you're doing but you may wanna go back a couple years for yours. So let me just do a quick search here, so what I'm gonna do is personalized learning and distance education. Let's look at the last three years and I've limited it to peer review articles only. So I got thirteen results, so this is pretty typical of what you would see um, I picked ERIC on purpose because it's one of those one of the few databases that we have that doesn't have the full text in it and that doesn't mean we don't have the articles available in full text, you can just think of this as think of these databases as a catalogue, basically, and then now you have to get the full text. So for example in ERIC, there are thirteen articles, there are no full text there um, directly but you do have the option to get it from UNCW or there is get full text and it's basically the same thing so go out to another database and try to retrieve that full text. So here I clicked on get full text and there's an option over here on the right for me to download that full article. Um, if you are at all frustrated and you're in one of these databases and there is not a time when you can find the full text that is absolutely a time where you can contact the help desk, contact the liaison, so don't I would suggest you know identifying articles but you know if you're having trouble actually finding the full text actually let your liaison help with that. So it can be it can be a little frustrating if you're in a database that doesn't have the full PDF right there. So just let us know how we can help. Lemme go back to guides. Did everybody find they're guides okay? Carrie and Shayla were you able to find yours okay? OK great, OK awesome, good good good. OK so so we have about 300 different databases and again we use these database guides to show you the ones that are relevant and specific to your program so if you have gone to the library homepage before you may have searched this search box on the homepage, and that is not bad, I have a really bad habit of

referring to this as sort of the Walmart of our databases it's like anything and everything, every discipline it's not just scholarly sources it's not just newspapers it's everything. So this is what we point our undergraduate students to and what we would want you as graduate students to use are the specific discipline databases, so I'm gonna stop there and see if there's any questions. Yeah go ahead

(student) [inaudible question]

(Anne) That's a good question, so whether or not there's overlap in them and yeah there are time where there is overlap so there are also times where you're gonna see a unique article in ERIC or a unique article in SAID (Unsure of how to spell what she is saying here (38:35) and we tried to help with that on most, not all of the guides there is I'll go to clinical research there click the search box um, they don't all look like this let me go back to education real quick somewhere on the page you'll see a little search box and OK yeah so that is one way to search these at one time. And so that helps so that you don't have to search everything individually. So the one downside to this is that you're not seeing [audio cuts out] it depends how the quick search is set up in the [audio cuts out] database it's coming from so it really depends in part how your faculty teach you how to do research so I remember um, well, nobody taught me how to do this for my master's degree but I've been in classes where faculty have said I want you to search these databases individually and sort of keep track of ok ERIC had this, SAGE had this, and so it kinda depends on how you're led to do research. If you're taking a first pass at any topic this quick search is perfect but then once you sort of dig in like if you're doing a thesis paper and you wanna make sure you don't miss anything at all you'll wanna go into the individual databases.

[audio cuts out / inaudible]

(Tammy) It's already filtered - it's filtered down, but it's not necessarily including all of those databases.

(Anne) Oh OK, gotcha.

[audio cuts out / inaudible]

So for a smaller project, yeah, I think if you're hittin thesis time and you're like, I have to be sure of getting this I would recommend doing the search of what you specifically want but talk to the liaison first because they will have a better sense. Thank you Tammy, I don't know why I had it in my head - OK chime in if you have any other questions, if not I'm gonna keep on moving. I did wanna mention if you don't work from here all of our databases you can access remotely um, so Courtney and Shayla you're gonna be able to access any of the stuff from anywhere. So you'll get this, you'll click on the side and then you click on a database, click on that and it'll pop up with the screen and it'll just ask you to put in your username and password um, there is a way around that so I'm not gonna go too in-depth to it but there is a technology called VPN Virtually Private Network or something like that where you can make your computers think on this. Login, so that is an option, some people prefer that so on the if you, on the university's web page if you type in vpn in the little search box you will find all the instructions on how to find that software if you want it. And then I did want to make a little note about using google scholar which we all know and love and I've had a lot of I've heard a lot of faculty mention "Oh, just use google scholar" it's got everything and that's a little misleading um, it definitely doesn't have everything there's this concept that we frequently talk about called the deep web and the public web, or surface web, and essentially what this means is that we're used to using the surface web all the stuff that we do have access for free. So every time you're able to do a search for something in google and you search for a news article or youtube even something like that it's just the surface web it's all just but scholarly journals most of them, unless it is a free, open-access journal is sort of buried down in what we call the deep web and that's the purpose of those databases, is [audio cuts out] to get the content from the deep web and make it accessible to you. So the library pays um, I don't know I think it's 2-3 million dollars a year for access to the databases and the journals and we definitely would not be paying that much money if that stuff

weren't readily available. So the connection back to google scholar is that if you're on campus or you're using VPN, and you're doing a search in google scholar it kind of seamlessly connects to our databases so you have this sense of like everything is free and it's google scholar. So just be aware that most of the time you are trying to connect to the databases first. Google scholar is great, but it's not a comprehensive research database. [audio cuts out] Courtney are you talking about VPN, that students aren't OK ahh you can definitely use VPN

(Tammy) I'll try to find the link and Courtney I'll put it on chat.

(Anne)Awesome. OK Tammy's gonna do a little digging and see what she can find. OK. And then again, Chase I know that Courtney and Shayla, you're not here, physically, but if you ever get a chance to come to campus there is always someone in the library who is specifically for you and is card access only so only graduate students can use our computer lab. Only grad students on the second floor. There's a lot of spaces that you can reserve online, so if you were making a trip to wilmington, or Danielle, if you have a group you need to meet with or a partner you can reserve our spaces, lots and lots of cool group study spaces you can book online. And then I mean the whole library is the first floor is a big like it's a big collaborative space. Even if you can't all the study rooms are booked, you can move desks and create your own with whiteboard walls or so it's a lot of flexible space. Our hours so if you are coming to the building, make sure that we're open. We're open a ton, but there are definitely holidays like Thanksgiving next month you know we'll be closed that day. So you can always check the library website and make sure that the building is open. And then printing, again this is more for Danielle, that you can have the ability to use the iPrint system which is a campus wide printing system. There are lots of stations in the library. And every semester you have an 8 dollar credit on your one card and that equals 50 cents a page so you get a hundred copies to start with. Um and you do have to have your one card to be able to print. So that is the gist of uh, of my presentation so I wanna pause and see if any of you have specific questions that I didn't cover um, so anything at all that you're curious about, that we can discuss.

[inaudible background questions]

Yeah, yeah, so OK yeah so let's say if you go out here you're on a computer when you go to print, you're gonna see different printers one of them it'll say iPrint black and white or iPrint single sided, iPrint color and you'll choose and what is confusing is that initially you're choosing a printer once you have done that you can go to any printer on campus like you can go walk to watson and it'll just it magically you take your one card, put it up against the orange sticker that recognizes you, you'll be able to print um and when you'll, the way it makes connections when you go to file, print, it asks for your username and then you name the print job, paper, whatever you wanna call it and then when you retrieve that's how it connects between your ID. And you can always stop at either of our desks and we'll walk you through it so if you do anything probably, ah technology I don't know what it is! But just, let us know and we'll walk you through it. Yeah. Any other questions? Uh, pont me in the right direction about statistical analysis. Uh, yeah so I would start with your liaison librarian they may send the rest of us an email and ask for help if needed but yeah they can definitely at least get you started, you do have access to I'm not sure if it's spss or sass that you it was teal ware like three days ago and now it's called something else but you have access to statistical software, statistical analysis software online virtually [audio cuts out] called [audio cuts out / inaudible discussion] Horizon, OK, OK as long as it's not something like sea something, or bill something so yeah I would reach out to your liaison they're not gonna none of us have a level of knowledge you know some of us could be like basic statistical analysis. But they'll be able to at least get you started, to point you towards some good resources. You're welcome! Any other questions that you can think of? Well if you think of any questions you know feel free to email me, email Tammy, but certainly your liaison is the best person to ask any questions of but we're all here to help you that's absolutely what we're here for is to help you guys so don't hesitate to ask. All right well thanks for coming, it was

good to meet you. Courtney and Shayla, it was good to see you, virtually, it was good to hear from you have a good night, thank you.