TROY UNIVERSITY, GLOBAL CAMPUS, LIBRARY SERVICES

VOCABULARY/CONCEPTS TO LEARN FROM THIS GUIDE (Updated January 11, 2015)

- ✓ LibGuides
- ✓ Library Catalog
- ✓ Databases
- ✓ Interlibrary Loan (ILL)
- ✓ Documentation (citations and references)
- ✓ Citation Linker
- ✓ Peer-reviewed/Refereed

CONNECTING WITH YOUR LIBRARIANS

We are just a call or click away; via online chat (24/7 when classes are in session), in person, by e-mail, and by telephone. The final section of this handout provides all of our contact information. An overview of library access is provided in the brief video linked here.

LibGuides (get to know LibGuides) are online guides created by librarians to assist you in using the library to access information. Libguides can be accessed from the Library site. There are LibGuides for finding subject information, e.g., nursing, as well as LibGuides for assistance in using the library services such as interlibrary loan. Click to see example LibGuides http://troy.libguides.com/.

Additionally, in-depth library presentations (**by major**) are available in the *Information and Help* section of the library site.

INTERNET ADDRESS

The direct address of the Troy Global Campus Library is http://trojan.troy.edu/library/globalcampus/. You can get to the Libraries Web site by using the Libraries link on the Troy University home page, http://trojan.troy.edu/. The Library is also linked from the left-side menu (after login) within the Blackboard courseware used for the delivery of online classes.

RESOURCES (Overview)

An enormous amount of journals and books on our online databases. Interlibrary Loan (ILL) service to help you obtain books and journal articles that are not available electronically or locally. A collection of online helps (citation guide, tutorial, bibliographies, and more).

RESOURCES (Selected)

You need information—you need data; you need facts and figures; you need books and articles; you need a government document; you need a name, a date, or a place. You need a photograph. You need an issue of *The New York Times* from 1989. Two of the Library's core resources for finding information are the *Library Catalog* and *Databases*.

The Library Catalog

Use the catalog (get to know the Library Catalog) to look up print books and government documents held in TROY Libraries.

OF NOTE: You can use the Interlibrary Loan (ILL) service to request that TROY books and other materials be sent to you **within the continental United States**. ILL is linked on the Library site. Graduate students may also use ILL to request books not owned by TROY.

Use the catalog to look up eBooks (electronic books) which you can then access from the Library's databases.

OF NOTE: The Library Catalog and the Databases are two different things (which are sometimes confused with one another). Catalog: listings of print books and eBooks; Databases: the full text of journal articles and eBooks.

You can also use the catalog to find out if the Library subscribes to a specific print journal.

OF NOTE: You can use the Interlibrary Loan (ILL) service to request copies of articles be sent to you worldwide. You would desire to do this if you had the citation to an article (its author, title, journal, volume, issue, pages), but could not obtain the text online or locally. ILL is linked on the Library site.

The Databases

Library databases (<mark>get to know databases</mark>) are where you can access (instantly, online) tens of thousands of books, and millions of journal articles. The databases are high-quality academic resources provided by the Troy University Library. The database named *Films on Demand* provides access to educational films.

<mark>MUST KNOW</mark>: Access to databases is restricted to currently registered TROY students. Access is by username and password . . . the same username and password as your Trojan e-mail.

Databases are primary tools (one of the first places to look) for accessing many types of information. **Databases are tools with which you must familiarize yourself—knowing how to use them effectively is essential to your academic success**.

While the majority of the information provided by the databases is in the form of journal articles and books; databases also provide access to information in such diverse forms as corporate data, geographic information, music, video, and photographs. Databases provide reliable, authoritative information that is licensed for use by the University's patrons.

PLEASE: While databases are excellent in the performance of their primary function—indexing information sources—you should **never, ever trust them to show you how to document** (do citations and references for) those sources. See next item…

DOCUMENTATION (Citations and References)

The ability to write citations and references for information sources is a critical skill for students to develop. **Databases and other online tools should never, ever be relied upon to show you correct documentation style!**

The documentation style your instructor requires is spelled out in print books (not available online) such as those published by the American Psychological Association (for APA style) and the Modern Language Association (for MLA style). For more information, see online *Library Tutorial*, the *Information and Help* section of the Library Web site, or the Troy University Writing Center http://trojan.troy.edu/writingcenter/.

HOW DO YOU FIND A SPECIFIC JOURNAL?

If you have a citation to an article (its author, title, journal, volume, issue, pages), you need find the text. A search utility named *Citation Linker* (get to know Citation Linker), linked on the library home page, tells you which journals are in what databases. The Library Catalog can tell you if we have a journal in print format, in which case, you can use Interlibrary Loan (ILL) to request that we send you a copy of the article.

WHAT DOES MY INSTRUCTOR MEAN BY A *SCHOLARLY*, *PEER-REVIEWED*, OR *REFEREED JOURNAL*?

If you don't know what these critically important terms mean, now is the time to learn. To review this subject, see the "Evaluating Sources," section of the *Library Tutorial*. Click here for a video on the topic of Peer Review.

POWERFUL RESEARCH TOOLS TO TRY OUT

In addition to the Library Catalog and Library Databases (discussed earlier), we encourage you to take a few minutes to explore these research tools: Search Library Resources, LibGuides, and Literati.

CONTACTS

Live Chat can be used to contact us 24/7, when classes are in session. From the Library Web site, click the "Have a Question?" image.

Ask a Librarian allows users to contact TROY's professional librarians via e-mail at libhelp@troy.edu.

Telephone may be used to contact the Reference Desk of the Troy Campus Library during operating hours. The number is 334-670-3255.

Global Campus Librarian, Mr. Jay Brandes
Telephone: 334-808-6344 or toll-free 800-800-9660
E-mail: jayb777@troy.edu

Subject Specialist Librarians

Business and Management:
Mrs. Rachel Hooper, hooperr@troy.edu, (334) 670-3261
Education (including Counseling and Psychology):
Ms. Lisa Vardaman, lisavardaman@troy.edu (334) 670-3262
Humanities (Art, Music, Literature):
Mr. Jeff Simpson, simpsonj@troy.edu (334) 670-3257
Science (including Math and Nursing):
Mr. Brian Webb, bwebb@troy.edu (334) 670-3198
Social Sciences and Government Documents (Criminal Justice, History, Human Services, International Relations, Political Science, Public Administration, Rehabilitation, and Social Work):
Dr. Kristine Stilwell, kstilwell@troy.edu, (334) 670-3261

Best practices: If you email or leave a voice mail and do not hear back within an expected period of time, please initiate contact again (**don't wait**). When leaving a **voicemail**, please leave your name and complete phone number(s). Sending a follow-up email to ensure that we have the correct information. When **emailing**, in addition to your contacts (complete name, TROY email address, telephone number), provide key information such as: The name of your instructor. The title and location of the class for which you need assistance, and specific information about your needs, for example: the exact assignment/nature of your research; what you have already done; and the types of information you need, e.g., journal articles, books, statistics, case studies, or Web sites.