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Overview of the University Library

The University Library uses current information technology to provide relevant and timely information in support of the learning process.

Our library users are “knowledge workers” and busy working adults who need to develop the ability to access and utilize information from the desktop. For our library users, travelling to distant libraries that match their schedules is often inconvenient. The online distribution of scholarly resources provides functional access to the kinds of information our library users will be expected to use throughout their academic programs and careers.

The core of our library website is an array of resources available to all students and faculty at any time and from virtually any location where an Internet connection is available. In addition to our numerous resource subscriptions, the library facilitates user education, offers document retrieval and interlibrary loan services, and provides research guidance.

The online distribution of information is not only optimally matched to the needs of working adult learners, but also allows for equitable sharing of library resources among students and faculty members. University Library users enjoy access to the same broad spectrum of resources regardless of the location and modality of instruction.

Obtaining Access to the University Library

The University Library is available from the student and faculty website where you may also access course modules, grades, and other resources and services.

If you encounter difficulties with access to any portion of the University Library, please contact the University Library Technical Support toll free at 1-800-366-9693.

If you reside in a country other than the United States or Canada, or are unable to call a toll free number, you can reach technical support at 1-602-387-2222. Please provide technical support with a telephone number so they may call you back to minimize phone charges.

Components of the University Library

The University Library is segmented into two major components: Library Resources and Library Services. Choosing the appropriate component is an essential first step in research.

University Library Search Tool

This aspect of the library website allows users to conduct research by accessing the library’s subscription resources using keywords. Providing Extensive contents and services for research, the University Library Search Tool gives users the option to select a subject specific to their research needs in order to provide them with the most accurate materials available to them through our resource.
Library Resources
The resources are organized into major categories such as “General Resources” and “Specialized Resources”.
While most users search by keywords in library resources, there are other ways to research. These options include:

Choose Resources by Subject
The Choose Resources by Subject feature contains several topics with links to appropriate resources and examples of search strategies. Prior to searching any of the resources for your subject, first check to see if your subject or a related subject is listed in the subject guides.

View All Resources Alphabetically
The View All Resources Alphabetically feature allows users to view each resource available to them in an alphabetized list.

Find a Specific Publication
This resource allows library users to access the library’s subscription resources by targeting specific documents by title.

Library Services
The University Library provides several means for students and faculty members to obtain assistance with library research. The popular “Ask a Librarian” service allows users to obtain detailed research guidance from experienced professional librarians. Over 2,000 Ask a Librarian inquiries are fulfilled each month.

For documents not available in the University Library, the “Request a Specific Document” service allows current students and faculty to submit requests for copies. The University Library has established partnerships with leading document delivery suppliers and interlibrary loan providers in order to facilitate access to specialized, hard-to-find materials.

Additional features in this area include the Research Tutorial, which provides an online tour and orientation of the University Library, and the online version of this handbook.

Other Resources
These resources are available on each page of the University Library.

Ask a Librarian
Our Ask a Librarian service is your pathway to obtaining professional guidance and recommendations regarding your research. You will receive a detailed response with specific referrals to appropriate resources and research techniques. A response will be provided in no more than 48 hours; however, average response time for inquiries received during the past week has been 2 hours.

Terms and Conditions
The terms and conditions included at the conclusion of this document are also available via a link presented on each page in the University Library.
Useful Resources
These resources are available on each page of the University Library.

Reference and Citation Generator
Reference and Citation Generator produces several citation examples to serve as Reference page entry and in-text citation models. In addition, this online tool will help you draft properly formatted APA reference page entries and in-text citations. However, the Generator will not fix errors or typos that you entered in the various fields. Make sure that you review the populated entries for APA accuracy before using the entries in your papers.

APA Information
The APA Information link presents you with sample papers and title page templates as well as a citation examples and a links to the Reference and Citation Generator. This link provides a quick, easy-to-use reference for formatting in-text citations and references for books, articles, websites, course materials, simulations, and other sources.

Grammar and Writing Guides
The Grammar and Writing Guides are easy-to-read resources for students and faculty that contain a Grammar Glossary and sections on Grammar Mechanics, Writing Style, and Plagiarism. The Grammar and Writing Guides also contain helpful information for English Language Learners. Each section includes definitions, examples, and interactive quizzes.

Selecting a Resource
The University Library includes numerous resources covering a wide variety of media and subjects. The listings below provide detailed information to assist in choosing an appropriate resource.

*The following resources are listed as found in the University of Phoenix, Axia College, College for Financial Planning, and Western International University libraries. Universidad Latinoamericana and Universidad UNIACC library information is listed under the Spanish Resources heading.

General Resources
These resources are appropriate for all subjects and are configured to provide full-text articles.

EBSCOhost
ProQuest

Specialized Resources
These resources provide overviews and full-text articles on various specialized topics.

2015 FLETC Legal Division Handbook
ABI/INFORM
ACM Digital Library
American Health Line
Best Practices Benchmarking Reports Repository
BioMed Central
Business Source Complete
CINAHL Complete
Computers & Applied Sciences Complete
CQ Electronic Library
Demographics Now
DSM – Diagnostic and Statistical Manual of Mental Disorders
Economist.com
EdITLib
Education Source
Emerald
Emerging Markets Case Studies Collection
Entrepreneurial Studies Source
Faulkner's Advisory on Computers and Communications Technologies
GreenFILE
Harvard Business Review
Hospitality & Tourism Complete
IBIS – Healthcare and Social Assistance in the US
IEEE Computer Society Digital Library
IGI Global
International Security and Counter Terrorism Reference Center
Joanna Briggs Institute
Journal of Leadership Studies
JSTOR
Legal Source
Literary Reference Center Plus
Literature Resource Center
Medical Evidence Matters Archive
MEDLINE Complete
National Journal
Natural Medicines Comprehensive Database
NBER Working Papers
Nursing@Ovid
Opposing Viewpoints in Context
Oxford Journals
Phoenix Focus
Phoenix Forward
Phoenix Patriot
Prescriber's Letter
ProQuest Business
ProQuest Entrepreneurship
ProQuest Health and Medicine
ProQuest News and Newspapers
ProQuest Social Sciences
PsycARTICLES/PsycBOOKS
Research Starters – Business
Research Starters - Education
SAGE Journals
SAGE Research Methods Cases
Security Management Practices
Subject to Debate
Sustainability Watch
UpToDate

Books, Dissertations, and Theses
These resources provide a searchable collection of larger text documents, dissertations, and book chapters on various disciplines and topics.
APÁ Handbook of Industrial and Organizational Psychology
Books@Ovid
Business Book Summaries
ebrary
Emerald eBooks
Forensic & Law Enforcement netBASE
Info Security netBASE
ITECH netBASE
MyiLibrary
Oxford Scholarship Online
ProQuest Dissertations and Theses
School of Advanced Studies Dissertations
Sigma Theta Tau International from ebrary

Company Directories and Financials
These resources provide company profiles, financials and analysis, industry averages, statistics, market research and trends, and content for various other aspects of company operations.

Business Source Complete: SWOT Analyses
Dun & Bradstreet Key Business Ratios
Hoover's Company Profiles by ProQuest
Hoover's First Research
IBISWorld
Mergent BondViewer
Mergent InvestorEdge
Mergent Online
Morningstar
Plunkett Research Online
ProQuest Accounting and Tax
ProQuest Historical Annual Reports
ProQuest Snapshots

Country Profiles and Economic Data
These resources provide comprehensive information on economic, social, cultural, political, and demographic trends for countries and regions worldwide.

Economist Intelligence Unit (EIU)
EIU Country Data
EIU Market Indicators & Forecasts
IMF eLibrary
IMF eLibrary - Data

Encyclopedias and Dictionaries
These resources include searchable bibliographies of historical people who shaped American and international history, encyclopedias, and dictionaries.

American National Biography
Britannica Online
Credo Reference
Gale Virtual Reference Library
MediLexicon
Original Sources from Britannica
Oxford Art Online
Government Resources
These resources provide comprehensive information on economic, health, educational, environmental, and demographic trends for the United States of America.

Easy Stats
Homeland Security Digital Library
National Center for Education Statistics
National Center for Health Statistics
National Criminal Justice Reference Service
National Guideline Clearinghouse
National Service Center for Environmental Publications
National Technical Reports Library
Uniform Crime Reports
US Bureau of Labor Statistics

Journal Indexes and Abstracts
These resources contain listings and summaries of a wide variety of documents. Please note that these resources are not completely full-text. For some documents identified in search results, there will be links to the full text of the documents. Other documents not available in full-text may have to be obtained from other resources or in hard copy.

Cochrane Collection
Criminal Justice Abstracts with Full Text
Directory of Open Access Journals
EconLit
ERIC
Google Scholar
JournalSeek
Library, Information Science & Technology Abstracts (LISTA)
PsycEXTRA/PsycINFO
ScienceDirect
SocINDEX

Multimedia
These resources provide information in a variety of media formats including transcripts, pictures, videos and more.

Academic Video Online
AccessScience
African-American History Online
American History Online
American Indian History Online
Ancient and Medieval History Online
Bloom’s Literary Reference Online
Counseling and Psychotherapy Transcripts, Client Narratives, and Reference Works
Economist.com Audio and Video Collection
Films on Demand
Global Issues in Context
GREENR
Health and Wellness Resource Center
History Study Center
Issues and Controversies
Issues and Controversies in American History
Modern World History Online
Nursing Education in Video
Primal Pictures Anatomy
ProQuest Research Companion
SAGE Research Methods Online
Science Online
Today’s Science
World News Digest

Test Guides and Preparations
These resources provide listings and reviews of test instruments and numerous standardized practice tests, including CLEP.

BoardVitals – NCLEX Exam Resource
Mental Measurements Yearbook
Testing and Education Resource Center

Writing and Publishing Resources
These resources provide professional bibliographical lists of videos and books in various formats; searchable directory of calls for participation from professional associations; and explanations, illustrations, and quizzes to measure knowledge of English grammar, punctuation, and sentence structure.

Cabell’s Directories
Papers Invited
RefWorks
Ulrich’s Periodicals Directory
Using Boolean Searching to Harness the Power of Library Resources

If you have used any of the popular Internet search engines, you may be used to typing a phrase or a question in order to find a Web site you are looking for. While this strategy will sometimes work for public Web sites identified through well-known search engines, article resources found in libraries work a bit differently. Many library resources are fairly literal in the way they interpret the searches users submit. These resources tend to look for the exact words typed in their exact order of appearance. As a result, searches that consist of long phrases, complete sentences, or questions are often unsuccessful.

Fortunately, there is an alternative: Boolean searching. Boolean searching is a way of searching for topics by breaking the topics down into keywords and joining the keywords together using the operators and, or, not or wildcards.

And
And joins two or more different keywords together to ensure that all the keywords are mentioned in all of the articles retrieved. For example, typing automation and human resources forces the resource to show only those articles that mention both automation and human resources. Any number of keywords can be joined using and.

Or
While and joins two different ideas together, or is used for related words. Or allows either keyword or both keywords to be present. Or is best suited for joining two synonyms or related keywords. The search human resources or personnel, for example, will find any articles mentioning human resources, personnel, or both keywords. Or searches tend to find vast amounts of information and are usually not useful unless combined with and.

And and Or
And and or can work together to create more sophisticated searches. For example, the two searches mentioned above could be combined as automation and (human resources or personnel). Note that when and and or are combined, the or statements should go in parentheses to make sure that the search is processed correctly.

Not
Not excludes an undesirable keyword from search results. For example, market and shoes not United States will look for articles on the market for shoes outside the United States.

Wildcards
Wildcards are another tool to add power to searches. Wildcards allow different word endings to be accounted for using just one symbol. Usually this symbol is the asterisk (*). When a wildcard is placed at the end of a root word, any possible endings can be added to the root word. For example, a search for information on telecommuting could be done with the keyword telecommut*. As a result, articles mentioning telecommuting, telecommuter, telecommuters, telecommute, and telecommutes will all appear in the search results.
Finding Peer Reviewed Articles in Library Resources

Faculty members and students often express an interest in finding publications that are considered to be peer reviewed, also known as refereed. Since the various resources in the University Library all contain a broad spectrum of publication types, it is important to understand how to separate peer reviewed journals from newspapers, trade journals, and popular magazines.

What is Peer Review?
Peer review is a process designed to ensure the quality of published scholarship. When a scholar submits a manuscript to a peer reviewed publication, a panel of the author’s peers evaluates the manuscript to assess the quality of research. These peers are not chosen by the individual author; instead, they are recognized leaders in their fields who have been selected to serve on the editorial board of the journal. The identity of the author is usually unknown to the reviewers to ensure that no personal bias influences the acceptance or rejection of articles. Once the manuscript has been reviewed in this manner, it may be published, rejected, or sent back to the author for modification.

Why is Peer Review Important?
While many undergraduate students may not be aware of peer review, faculty members and graduate students routinely look to peer review as a way of guaranteeing the quality of scholarship. For graduate and even upper division undergraduate courses, insisting on the use of peer reviewed publications is an effective means of ensuring the quality of sources cited in a paper, presentation, or research project. Peer reviewed publications are more likely to back their conclusions with primary research and verifiable statistical analysis. In addition, articles in peer reviewed publications are less likely to be subject to the biases of their authors or editors.

Locating Peer Reviewed Material
Some vendors offer a checkbox on the initial search screen allowing for search results to be limited to only those articles from peer reviewed publications. Checking this box will result in fewer search results since this feature filters articles, but it will also result in a set of articles found exclusively in peer reviewed publications.
Users of the library resources frequently ask what makes these resources different from Internet search engines such as Yahoo!® and Google™. The table below shows the differences in several key areas.

<table>
<thead>
<tr>
<th>Area of Comparison</th>
<th>Library Resources</th>
<th>Internet Search Engines</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of material</strong></td>
<td>Articles from published newspapers, magazines, journals, newsletters, investment reports, financial documents, and reference books. Most of these documents cannot be retrieved using Internet search engines.</td>
<td>Web sites that are freely available to the general public. These will include the websites of companies, individuals, government agencies, non-profit organizations, colleges, and universities. However, access to the type of copyrighted publications found in library resources will be limited.</td>
</tr>
<tr>
<td><strong>Reliability of material</strong></td>
<td>Generally high since all the publications in library resources are subject to some sort of editorial or peer review before publication.</td>
<td>Varied. Some websites from reputable organizations will contain reliable information. However, because web publishing is inexpensive and easy, a great deal of advertising, adult materials, demagoguery, and other materials not appropriate for academic research will be included.</td>
</tr>
<tr>
<td><strong>Best used for...</strong></td>
<td>Searching for published articles corresponding to academic or news topics.</td>
<td>Searching for the websites of specific organizations, searching for information distributed by government agencies for non-profit organizations, and searching for information on popular culture.</td>
</tr>
<tr>
<td><strong>Recommended search technique</strong></td>
<td>Some resources allow limited natural language searching. However, since this technology is limited in its strength, Boolean</td>
<td>Varied. Check the online help of each search engine for best results. Some will use natural language</td>
</tr>
</tbody>
</table>
searching with *and* and *or* is recommended for best results.

searching, some will use Boolean searching with *and* and *or*, while some will use + and −.

| Method of displaying results | Results are displayed in reverse chronological order. In other words, the most recent items are displayed first. | Results are displayed according to the frequency with which the search terms appear. In theory, this should result in the most relevant items appearing first. However, results vary in actual practice. |
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