Capella University Virtual Library (CUVL)

Capella University Virtual Library is an electronically-based library service created exclusively for the use of Capella University faculty, staff, and learners. It is a collaborative partnership between Capella University and the Sheridan Libraries of the Johns Hopkins University. CUVL includes licensed full-text and citation databases chosen to support the programs and courses offered by Capella University, as well electronic books, and collections of evaluated online resources (such as government, think tank, non-profit organization, professional organization, and selected scholarly resources). Library services include toll-free telephone, e-mail and fax reference; interlibrary services; and instruction in the effective and efficient use of information. All library services and resources are selected and crafted to respond to the mission and academic goals of the Capella community. In order to be as responsive as possible, the library staff welcome faculty input on the quality of library resources and services as well as faculty recommendations on resources to be added to the library collections.

The Virtual Library Office is located in Baltimore, Maryland.

Kim Kraus and Teria Curry are Your Capella Librarians and are available for your research needs. We are happy to provide guided tours through the library and offer time saving ideas for searching for full text articles, e-books, government reports and much more. We look forward to dealing with individual faculty, to get to know each of you and to learn together how we might integrate library resources and services into your courses. Please feel free to call or e-mail us at your convenience; each phone call and e-mail is very important to us.

To reach Kim Kraus or Teria Curry, call 1-888-375-8221 (toll-free within the United States) or 01-410-516-8823 (from outside the United States), or send e-mail to capella@jhpersonallibrarian.org. Phone inquires will be answered 9-5pm EST, Monday – Friday, (except holidays).

CUVL Services: (A Detailed Handout Accompanies this Introductory Page)

Access to the virtual library:

Enter CUVL through the Faculty Center. Locate the navigation bar on the left side of the screen and select “Library”, then select “Connect to the Library”, type in your iGuide ID and password. The homepage comprises four access points: 1) Find information online – provides access to full text databases, required readings, and the electronic collection; 2) Get Information in Print and Other Forms – provides alternatives to electronic media through interlibrary loan, local libraries in learners’ home towns, and dissertation access; 3) Use information effectively – provides “Get Started” tutorials for help with the difference between popular and scholarly journals, writing for publication, web site evaluation, and an understanding of copyright in scholarly writing; and 4) The navigation bar, always visible on the left side of the screen, provides access to the entire web site unless in a licensed CUVL database. CUVL can be accessed 24 hours a day 7 days a week.

Access to required readings:

Required readings (for courses that include these) are posted by the library for your learners’ convenience. At the beginning of each quarter (if you are teaching a course with required readings), you will receive an e-mail from CUVL listing the course number, password, and
items available for view. If required readings are already available in one of our full text
databases, CUVL will include that information in the e-mail along with directions to obtain the
readings. Please post this information in your course room for your learners and provide them
with the password for your course. Please note the password is for the current quarter and
for your learners only, pursuant to U.S. and international copyright law.

Required readings are determined when the course is developed. They are reported to the
Course Production department at Capella. Course production sends the library the citations for
the articles 4-6 weeks in advance of the course start.

Access to full text articles:

Full text articles are found in CUVL’s licensed databases like Academic Search Premier,
Business Source Premier and PsycARTICLES. Each licensed database is evaluated by CUVL staff
to provide high quality scholarly resources and is chosen to support the programs and courses
offered by Capella University. Access the full text databases by selecting “Articles, Books,
NetLibrary, and Company Info”, located under “Find Information Online”, on the Homepage.
Each licensed database is searchable by keyword, author, article title, and journal name.
Search results can be limited to scholarly journals and date limited articles.

Access to e-books:

E-books are electronic versions of printed books that can be browsed or checked out to read
anytime. The Capella E-book Collection contains many titles in business, management, and
leadership. Access netLibrary from the CUVL homepage under “Find Information Online”,
select “Articles, Books, NetLibrary, and Company Info”, and then select “Find e-books”.
Search for e-books by author, title, subject, and keyword.

Articles and Books delivered to you:

CUVL is an electronically-based library service and does not have a traditional physical
collection. CUVL is happy to provide non-electronic materials to learners, faculty and staff via
interlibrary services. Interlibrary services are “library to library” services that depend upon the
cooperation and collaborative efforts of thousands of libraries. The protocol regulating
interlibrary services necessitates that libraries from which we borrow books on your behalf
must send these to the Capella University Virtual Library, and only then may we send them to
you.

If you have identified a resource you would like to borrow, we appreciate your use of the
interlibrary loan form (from the CUVL homepage under “GET Information in Print and Other
Forms”, select the “Interlibrary Loan Service Form”). Completion of the form enables library
staff to quickly load that information into our interlibrary software, resulting in your receiving
your requested material sooner. In addition, you may request articles from the EBSCOhost
databases, like Business Source Premier, by clicking on “Request this Article”. After filling out
the forms and clicking on “Send to a Librarian” or “Submit” depending on which form you are
in, an e-mail is created and sent to the CUVL Interlibrary Loan department. The CUVL
interlibrary loan department requests materials from a large network of libraries, enabling
faculty and learners to receive resources from a large number of library collections (it is not
necessary for you to know where the materials are located). When the CUVL interlibrary loan
department receives the item, it is shipped to you in the next mail cycle.

Materials may take ten days to four weeks to be delivered to you. Articles are generally
processed faster than books because of electronic access and are yours to keep. The time
requirement is a result of the interlibrary loan process described above. We appreciate your patience and we work to make the turn-around time as short as possible.

We look forward to working with you and your learners!

Capella University Virtual Library Handout (3/2003)
(Print this handout and keep it by your computer)

Your Capella librarians are available by phone Monday – Friday, 9am – 5 pm (EST) at 1-888-375-8221 or email at capella@jhpersonallibrarian.org. Please call us, we are happy to answer your questions!

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1. Finding Full Text Articles:

Access into Business Source Premier Database:

To access the Business Source Premier database, go to the CUVL homepage and look under "FIND INFORMATION ONLINE" and select "Articles, Books, NetLibrary and Company Info ". Scroll down the page, locate and select "Business Source Premier ". You should be at the search interface-- this is where you will find your articles.

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Your search for a specific journal (Harvard Business Review) will look like this:

In the search interface screen, locate the "FIND" box. Type: harvard business review in the "FIND" box. Then in the "Default Fields" box select SO Journal Name from the drop down menu. Then look below the search boxes to the "Limit Your Results" area and click on the check box for “Full Text”. Click on the "Search" button.

Your search should look like this:

Find: harvard business review in SO Journal Name |Search|
and in DEFAULT FIELDS (from the drop down menu)
and in DEFAULT FIELDS (from the drop down menu)

LIMIT YOUR RESULTS:

Full Text (check box)

You will see 7,303 citations with links to full text. "Full Page Image", "PDF full text", or "HTML Full text" links will appear at the end of the citation in the results list. Click on the full text link and your article will appear.

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We would like to suggest trying narrow your searching by selecting an author, or article title along with the journal name. Look below and try these:

Your search for an Author: Swinburne, P.

Find: swinburne, p in AU Author (from the DEFAULT drop down menu) |SEARCH|
and in Default Fields
and in Default Fields

Results list will return 13 citations written by Swinburne, P, which is Penny Swinburne. Notice some other Swinburne’s popped up as well, this can happen, so combine the author search with an article search below:
Your search for an Article:

Try to find this article: Building Momentum.; By: Ciampa, Dan., Across the Board, Nov/Dec99, Vol. 36 Issue 10, p40, 6p, 3c

Find: momentum in TI Article_Title (from the DEFAULT drop down menu)
and ciampa in AU Author (from the DEFAULT drop down menu)

Results list will return:

Building Momentum.; By: Ciampa, Dan., Across the Board, Nov/Dec99, Vol. 36 Issue 10, p40, 6p, 3c

HTML Full Text    PDF Full Text (735K)

Your search for articles on a specific company (WorldCom) will look like this:

Type worldcom in the "FIND" box. Then in the "Default Fields" box select SO Journal Name from the drop down menu. Then look below the search boxes to the "Limit Your Results" area and click on the check box for "Full Text". Click on the "Search" button.

Your search should look like this:

Find: worldcom in SO Company Entity |Search|
and in Default Fields
and in Default Fields

LIMIT YOUR RESULTS:

Full Text (check box)

Next, select "SEARCH". You should see 2,757 citations with links the HTML full text. Select a HTML link and you should be able to view full text at this point.

SWOT ANALYSIS for specific companies in Business Source Premier Database:

Look at the top of the search screen for a GREEN bar. You will see words like Keyword, Publication, Thesaurus and Company Profiles, and Images. Click on "Company Profiles". In the "Browse For" box type a company name like Worldcom and click on "Browse".

BROWSE FOR: worldcom [BROWSE]

Click on "Worldcom, Inc." from the results list and a record will appear listing the NAICS codes for the company and an abstract of the Datamonitor report. Click on the "PDF Complete Report" and the SWOT analysis as well as competitors and company overview are available in full text.

2. Finding Company Data:

Access into Hoover’s Pro Online:

To access the Hoover’s Pro Online database, go to the CUVL homepage and look under "FIND INFORMATION ONLINE" and select “ Articles, Books, NetLibrary and Company Info ”. Scroll down to the
bottom of the page, locate and select "Hoover’s Pro Online".

Look for the search box in the top quarter of the screen: Search "by company name" for ____________  GO
Type: "Gateway" in the blank box. Select from: Capsule Financials Profile People.

Company Capsules: contain data on competitors, key numbers, current stories mentioning the chosen company from PR Newswire, AP Online and Knight-Ridder Business News. In addition, Company press releases and SEC filings.

Financials: Company overview, history, key people, location of subsidiaries, products and financial history.

Profile: Analysis of competitors on annual sales, employees, market value, profitability, price/earnings ratio, inventory turnover, and much, much more...

People: Officer’s and employees.

Advanced Search option (perfect for assignments):

Search by company location (Zip Code, State, or Country).

Search by company information (Keyword, Company Type [i.e., nonprofit], Fiscal Year End, Exchange, Rankings [S&P’s 500, Fortunes Best Companies to Work For], Auditors, Employees, Growth [ Sales & Employee], Sales and Assets).

Search by Company Industry Information (SIC Codes, or Industry Name [Computer Software & Services-Information Technology Consulting Services]).

Try this search:
State: California
Company Type: private
Sales Greater Than ($ Mil): 10

Results lists 16 companies like Trader Joe [Retail Grocery]. Review the companies and compare and contrast the financials or business styles. The choice is yours!

3. Finding Full Text Articles, Reports, and Statistics in the Business Collection:

Find CUVL's Business Collection by looking under "FIND INFORMATION ONLINE" and select "BUSINESS" under "Stats, Tech Reports, Case Studies, eBooks, Journals, Online Resources:" The Business Resources Collection is designed to provide learners with an assortment of information resources from evaluated sources. Instead of aimlessly searching the Internet, save time and review the Collections for a full range of information needed to prepare a paper or a project.

Full Text Articles:
1. Scroll down to "Significant Sites" and Click on "Peter Drucker Foundation for Nonprofit Management". Named for and inspired by the acknowledged father of modern management. By providing educational opportunities and resources, the Drucker Foundation furthers its mission to lead social sector organizations toward excellence in performance.
   A. Click on “Articles, Books, Resources”.
   B. Click on “Leader to Leader” under Articles.
   C. Scroll down the page to see volumes. Click on “Leader to Leader, Volume 25, Summer 2002”.
   D. Click on this article” James Champy: Building Trust Between Leaders and Capital Markets”. Read the
article online or make one copy for yourself. Remember you cannot post an article to your course site it is a violation of copyright. Call us to talk about options available to you. 1-888-375-8221.

2. Scroll down to "Significant Sites" and select "@Brint: The Premier Network for Business, Technology and Knowledge Management". This is an overwhelming site to navigate, but look at the topics and try this search:
   A. Click on: “Generation 2. e-Business & E-Commerce Enterprises”.
   B. Click on “Electronic Commerce”.
   C. Scroll down the screen to see “Research, Papers, Books, Bibliographies, etc.” and click on “Brynjolfsson, Erik and Michael Smith: Frictionless Commerce? A Comparison of Internet and Conventional Retailers, 2000”. Note this is a 54-page report.

Reports & Statistics:
The U.S. Government provides vast amounts of detailed agency reports. Reports are considered unbiased and statistical methodologies are explained. Learners in need of primary data for original research can find a great deal of reports and statistics available to support their original hypothesis.

1. Scroll down to "Industry and Market Statistics" and Click on "Bureau of Labor Statistics by Industry". Workplaces are classified into industries based on their principal product or activity, as determined from information on annual sales volume. View Employment, Hours, and Earnings; Occupations; Injuries, Illnesses, and Fatalities; Producer Price Indexes; Employment Costs; and Productivity.
   A. Scroll down and Click on “Demographic Employment Statistics by Industry”. Before you proceed to the next step, scroll down this page to see the generous amount of reports available FREE to you and your learners.
   B. Click on "Work At Home" located under “Other”.
   C. Click on "Work At Home 2001" and then Click on “Table 7. Job-related work at home on primary job by sex, occupation, industry, race, Hispanic origin, and frequency of work at home, May 2001”.

2. Do not limit yourself to the Business Collection. Scroll to the top of the Business Collection page or from the CUVL Homepage, look to the left side of the screen. You will see four purple boxes. Locate and click on the second box “Find Library Collections” and then Click on “General Interest Collection”. Here you will find more Government Data as well as think tanks with extensive collection of full text reports FREE to you and your learners.
   A. Click on “Statistics”.
   B. Click on “US Census Bureau”. The Census Bureau is the chief collection point for US demographic and economic information. National, regional, state and community resources; GIS tools; foreign trade and economic indicators; and much more.
   C. Click on “E-STATS” under Business.
   D. Click on “2001 E-commerce Multi-sector Report” (The official snapshot of e-commerce for key sectors of the economy is available in .pdf and excel spreadsheet.)
   E. Locate the left side navigation bar and Click on “Statistical Methodology”.
      (Note: Brief descriptions of the survey methods of the e-commerce estimates are provided. Comprehensive details of coverage, sample design and estimation methodology for the surveys are described in the corresponding publications.)

4. Finding E-books:

Ebooks or electronic books are read online. You are "borrowing" the book for a period of time (NetLibrary's limit is 4 hours). If you cannot complete the reading in 4 hours, simply check the book in and check it out again. When the ebook is checked out, you will see a navigation bar on the left hand side of the screen that
allows you to select any chapter of the book. Arrow keys in the upper right hand corner allow you to page forward or backward within the book.

You can access NetLibrary from the CUVL homepage. Here is what you do:
1. From the library homepage locate "Find Information Online" and Click on "Articles, Books, NetLibrary and Company Info".
2. There is an explanatory paragraph at the top of the page; under that are links to areas within the page. Click on "Find ebooks" and Click on "NetLibrary".
3. You are now in NetLibrary. You have to establish a free NetLibrary account. Look to the right hand upper corner where you see "Log In" and a little box. Look in the little box for "create an account". Click on "create an account".
4. Within Create an account, you are asked to supply an ID and password; this trips up most people. Create your own ID and password– has NOTHING to do with your Capella ID's or password's. Be sure to fill out all red areas. Don't get upset if your transaction fails-- NetLibrary simply did not like your ID or password, so think of another one and PLEASE write it down.
5. You have submitted your account info and now need to Click on "Find an e-book".

Here is a sample search for the book Personnel Management in Government

A. The search screen allows you to search by title, author, keyword, etc.
In the box labeled "TITLE:" type "personnel management in government" and Click on "Search" at the bottom of the search screen.
B. Click on the book title.
C. Click on the link (browse or check out the book)

----- What are the differences between Browsing an eBook and Checking Out an eBook?

1. Browse this eBook Online takes you directly into the eBook. However access is limited to approximately short reading increments. After approximately 15 minutes, the eBook may be requested by another library patron.
2. Check Out and Read Online takes you directly into the eBook online. This option gives you exclusive access to a copyrighted eBook for a specified amount of time (depending on your library's configuration), using the NetLibrary online eBook Reader.

D. Use the navigation tools on the left hand side of the screen to open up sections of the book to read.

5. Citing APA Style:

Have quick question from a learner regarding a citation in a paper. Here is a compilation of online help from the CUVL General Interest Collection. Scroll to the top of the Business Collection page or from the CUVL Homepage, look to the left side of the screen. You will see four purple boxes. Locate and click on the second box "Find Library Collections" and then Click on "General Interest Collection".

A. Click on "Style Manuals".
B. While I prefer Diana Hacker's Research and Documentation Online, anyone of these web sites will help.

6. Finding Dissertations:

You can access dissertations in the following manner:
1. Go to the library homepage under "GET Information in Print and Other Forms" and select "Getting Dissertations". You will find information like this:

Networked Digital Library of Theses and Dissertations (NDLTD)
http://www.ndltd.org/
ETD Digital Library
http://www.theses.org/

Based at Virginia Tech, one of the first universities to require students to develop and submit electronic theses and dissertations (ETDs), the NDLTD works internationally to make student research more available to scholars, reduce the cost of submitting and maintaining manuscripts, and advance digital library technology more generally. At the homepage, users will find a number of resources and news items regarding these efforts. The project's digital library provides access to the full text (most in .pdf format) of a large number of ETDs via the list of University Nodes and related sites. Most of the linked sites allow users to both browse and search for dissertations. Users can also try a working prototype of a federated search engine that performs parallel queries across several dozen search sites provided by participants in the project. Please note that some ETDs are only available to campus users.

2. Go to the library homepage under "Find Information Online" and select the "Catalog of Worldwide Library Resources -- WorldCAT". Select "WorldCAT". From the search screen, enter a topic to search. Look on the left side of the search page for "SUB-Type Limits" and select "Thesis/Dissertation". Select the "Search" button and dissertation citations will appear in the results list.

3. Go to the library homepage under "Find Information Online" and select the "Articles, Books, NetLibrary and Company Info" and Select "PsycINFO". Enter your search term in the "FIND" box. Then Scroll down to locate "Publication Type" and select "Dissertation Abstract". Scroll back up to the top of the search screen and select the search button. The results list will return with citations containing abstracts.

4. Capella learners can access the first 24 pages of dissertations written by previous Capella learners over the past two years. To do this, go to the UMI website, at http://www.umi.com, and follow these instructions:

   1. Click on Dissertation Services in the right-hand side column
   2. Click on Proquest Digital Dissertations
   3. Click ENTER
   4. Type the word capella in the search box, and change “keyword” to “school” by using the pull-down menu
   5. You'll see a list of brief records for Capella dissertations; click on the title(s) of interest
   6. You'll have the option to view and download the first 24 pages for free

To access the entire dissertation, you can either purchase it from UMI by following the directions on the screen. Or, you can submit an Interlibrary Loan Service request to the CUVL, and we will get a copy of it for you. You'll find the Interlibrary Loan Service form on the CUVL homepage, under "GET Information in print and other forms."

Troubleshooting:

1. Firewall Problems – Cannot access Business Source Premier (BSP), Hoover’s Pro Online, or WorldCAT from your workplace? You are caught in a security filter or "firewall". This is common in many commercial settings. You can talk to your IT department, but they may not be responsive to your need. We suggest searching the databases at home, if you have a computer.

2. Cannot get into CUVL - Access to the library is through iGuide. You need to use your iGuide log in and password. If this does not work, please contact University Services at 1-888-CAPELLA (227-3552), option 7 or https://www.capella.edu/PORTAL/LEARNER/SCONTENT/HELP/CONTACT.ASPX for assistance.
Remember, you can call (1-888-375-8221) or e-mail (capella@jhpersonallibrarian.org) us at CUVL. Kim & Teria, your Capella Librarians, are happy to help you!