LIBRARY ACCESS FAQs

How do I access the library from off-campus?
Access the library from UIU’s home page (listed under “Current Students”) or type in the following address: www.uiu.edu/library. You will need your myUIU username & password to access the databases – if you are unsure of your myUIU log-in, you can contact the UIU Information Technology Help Center at 563-425-5876 or helpdesk@uiu.edu. For all other questions, please contact the library at 563-425-5270 or library@uiu.edu.

What is the Full-Text Finder?
“Full-Text Finder” on the library home page is an alphabetical listing of all the journals the library subscribes to electronically, NOT a place to do a search for journal articles. So for example, if you had a citation for an article that appears in the Journal of Education, you would use this list to check if that journal is something that we subscribe to as a part of one of our databases.

So, how do I find journal articles?
You will want to start with one of the periodical databases, which include InfoTrac, EBSCOhost, OCLC FirstSearch, ABI/INFORM Global, JSTOR, and the Criminal Justice Periodical Index. EBSCOhost is a good starting point as it provides access to millions of articles, many of which are full-text. You can find this and the other journal databases on the library homepage under “Journal Articles”, and also under “Databases”.

I can't get into a database. What should I do?
First, make sure you are using your myUIU id & password. Please note, if you try to log-in unsuccessfully three times in a row, you will lock up the computer. If this happens, wait 20 minutes before you try again. If you still can’t access it, it could be temporarily down for maintenance. Sometimes you may also have to clear your cookies, especially if the database has been updated. If you are still having trouble, contact us at the library.

I can’t find any full-text articles. What am I doing wrong?
Not all of the articles in the databases are going to be full-text (the complete article). However, each of the databases will give you the option of finding only articles which are full-text. For example, in InfoTrac you would look under “Limit Results:” and click the box in front of “to documents with full text”. This will cut down on the number of articles which you will find, but they will be complete articles as opposed to short summaries.

I found an article that sounds useful, but it just says “abstract”. Now what?
An abstract is a brief summary of what the article is about. Not every article you find in the databases will include the full-text. If you are unable to find the full-text of an article you would like, contact us and in most cases we can obtain it for you from another library. If you are interested in this, please fill out the electronic Interlibrary Loan Request Form which is found under “Interlibrary Loan” on the left side of the library homepage. You can also contact our interlibrary loan librarian at libraryill@uiu.edu. If using this option, make sure to include the complete citation information of the article you are requesting, as well as your name and contact information. Some of the databases contain a “click here to request via ILL” link under the abstract, which you can fill out with the requested information, and send directly to the librarian.

My professor said to use “scholarly” articles. What does this mean?
This type of article is normally written by experts in a particular field, and is intended for a “scholarly” community—professors, researchers, and students—as opposed to a more general audience. Before being included in a journal, scholarly articles must go through a peer-review process in which a group of specialists evaluate the article to determine if it meets the accepted standards of accuracy and integrity. Articles that you find in publications such as Time Magazine and Psychology Today, for example, are NOT going to be considered scholarly.

Many of the periodical databases will give you a box to check for the option to limit results to only those which are “scholarly” or “peer-reviewed”. Another term which is sometimes used in place of “peer-reviewed” is “refereed”. Check the databases’ help pages if you are unsure of where to find this option.

How do I cite this source?
You can find links to helpful websites for citation styles, grammar, writing help, etc. under the “Writing & Citation Aids” drop-down menu on the library homepage. In addition, most of the online databases will automatically create citations for you. However, these are just guides; you still have to check to make sure that the citations are done correctly. Also, make sure to choose the style that your professor requires (APA, MLA, etc).

How do I get help with my research?
We are happy to answer questions and help you get started with the online resources. Contact library staff by phone (563-425-5270) or email (library@uiu.edu). Complete contact information for the librarians can be found on the library’s homepage and also at http://www.uiu.edu/general/about/directory/library.html.
TROUBLESHOOTING

Are you having difficulty logging into the online library or one of the databases? Here are some common problems:

- Make sure your computer is set-up to allow cookies, and both Adobe and Java are installed.
- You may need to clear your cookies and delete your browsing history.
- Don’t try to access through the myUIU log-in page; instead, go to the main UIU page at www.uiu.edu, and click on Current Students, then Library.
- Similarly, if you’re trying to access from within Pearson Learning and having trouble, try opening a separate browser and accessing the library from the main UIU page.
- Are you on a military base or on a work computer? Sometimes there are firewalls put in place on these computers that don’t allow access to the library’s pages.
- Are you using Internet Explorer? Chrome? Firefox? Sometimes particular browsers give people difficulty; try switching to a different internet browser if this is the case.
- Do you have the correct myUIU username and password? If you are unsure, the IT Help Desk is the place to check (phone 563-425-5876 or email helpdesk@uiu.edu).
- Sometimes it’s simply that the database is down for maintenance and you have to check back.

Two final tips: DON’T use eBook Collection EBSCO or Full-Text Finder for finding journal articles! If you’re trying to use EBSCOhost to find articles, the one you want is in the “Journal Articles” drop-down menu on the library homepage.

We don’t want your research to be any more confusing than it has to be, so please contact us if you’re having difficulty using the online library!

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