



The Online Library – a virtual tour

What does the Online Library Offer?

The Online Library is a web based library service available with any computer connected to the Internet, 24 hours a day. There are three main aspects to this service:

- Learning resources such as journal articles.
- An online Help Desk (<http://www.external.shl.lon.ac.uk/help/index.asp>) to give immediate aid in finding and evaluating information on the Internet.
- An enquiries service should you encounter any problems.

The purpose of this tour is to show you what we can provide so that you can get the best out of this service. By the end of the tour we hope that you will be:

- Aware of the nature of the content of the Online Library and its associated services.
- Able to use some of the most important resources we provide for your course to find information in academic literature.

eJournal and Legal Information Databases

The majority of the content in the Online Library site is freely available, but the eJournal and legal information databases we subscribe to are available only to registered External Programme students.

- Most of these databases can be accessed with just one username and password (http://www.external.shl.lon.ac.uk/help/databases/athens_info.asp).
- You can see a list of the databases you are entitled to access in the databases page (<http://www.external.shl.lon.ac.uk/res/databases.asp>).
- To make it easier to find articles cited in study guides we provide the Journal Finder - a catalogue of the journal titles available in full text (<http://www.external.shl.lon.ac.uk/res/journals.asp>).
- With our suggestions form you can get in touch with us about resources you would like to see in the Online Library (<http://www.external.shl.lon.ac.uk/res/suggestions.asp>).

High Quality Web Sites

As well as subscription databases, the resources section offers an extensive collection of freely available web sites organised into a subject directory.

- The resource index page will give you an overview of what subjects are covered by the Online Library (<http://www.external.shl.lon.ac.uk/res/index.asp>).
- We select sites containing reliable information relevant to your studies.



- You can browse (<http://www.external.shl.lon.ac.uk/res/index.asp>) or search (<http://www.external.shl.lon.ac.uk/search/index.asp>) our directory of web sites.

In the reference section (<http://www.external.shl.lon.ac.uk/ref/index.asp>) you will find general online reference sources such as dictionaries, encyclopaedias and thesauri. More specialist reference sources, such as a medical dictionary, will be found in the resources section under the relevant subject heading.

You will also find directories to:

- find people, organizations, businesses, conferences and so on.
- world news headlines, online newspapers and news services.
- travel information to help you plan your journeys
- libraries.
- Internet booksellers.

Username and passwords

Nearly all the subscription databases we provide can be accessed with one username and password using the Athens system.

- Read more about Athens accounts (http://www.external.shl.lon.ac.uk/help/databases/athens_info.asp).
- Find out how to obtain usernames and passwords (<http://www.external.shl.lon.ac.uk/help/databases/index.asp?mode=access>).
- Forgotten a username or password? Contact our enquiries service (http://www.external.shl.lon.ac.uk/help/databases/athens_request.asp).

Information Skills

As well as providing learning resources the Online Library can help you become a more effective searcher.

- Quick start guides are provided that cover the basics of using each database (<http://www.external.shl.lon.ac.uk/pdf/index.asp>).
- Our tutorial on effective searching will help you get the best out of the type of search engines used by the databases we provide (http://www.external.shl.lon.ac.uk/help/databases/effective_searching.asp).

There are three stages in finding academic information on the Internet, and we can help you with each step along the way:

- Internet Search Tools: you need to be skilled in using search engines and directories. There are also subject specific tutorials to help you make the best use of the Internet for your studies (http://www.external.shl.lon.ac.uk/help/academic/internet_tutorials.asp).
- Evaluating Web Sites: there is a large amount of high quality information published on the Internet but even more rubbish - you need to be able to sort the good from the bad (<http://www.external.shl.lon.ac.uk/help/academic/evaluate.asp>).



- Organising References: you need a way of recording and organising the documents that you have found (<http://www.external.shl.lon.ac.uk/help/academic/organise.asp>).

Getting Help

Our aim is to answer as many questions as possible with online help pages, so you can get the information you need quickly, but you can always ask us for direct help. There are three main elements to this section.

- Online help pages to aid you in using the services we provide (<http://www.external.shl.lon.ac.uk/help/index.asp>).
 - Using databases
 - Finding Academic Information on the Web.
 - Finding information about your course.
 - Technical help - setting up your PC to use this site and the resources we provide.
 - Finding a library near you.
- Online help pages to help you develop the information skills needed to search the Internet effectively.
- If all else fails you can ask us for help. We have a contact form, but you can also email us directly external@shl.lon.ac.uk, telephone on +44(0)20 7862 8478 or write to us at :

External Enquiries
University of London Library
Senate House, Malet Street
London WC1E 7HU
United Kingdom.

You can contact us at any time, seven days a week but staff are only available to answer your enquiries from 9.00 to 17.00 GMT.

You can leave us a message if you make a telephone call outside these hours, but don't forget to leave us your contact details!

The Next Step

You have come to the end of the tour. Perhaps you would like to visit one the pages mentioned in the tour:

- Register Online for an Athens account (http://www.external.shl.lon.ac.uk/help/databases/athens_info.asp).
- Search for journal titles with the Journal Finder (<http://www.external.shl.lon.ac.uk/res/journals.asp>).
- Browse our directory of high quality web sites (<http://www.external.shl.lon.ac.uk/res/index.asp>).
- Find facts and figures or see the latest world news headlines in our reference section (<http://www.external.shl.lon.ac.uk/ref/index.asp>).



The Online Library

Senate House Library, University of London

- Get help and guidance from the Help Desk (<http://www.external.shl.lon.ac.uk/help/index.asp>).

Thank you for sparing the time to take the virtual tour. We hope you have found it useful. If you think we could improve it, why not let us know? (<http://www.external.shl.lon.ac.uk/contact/feedback.asp?subj=Virtual%20Tour>)