

## WSU Libraries: Databases

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**JOSH:** Good evening, everyone. My name is Josh, and the Program Coordinator for Global Connections. We are really excited to have Lorena O'English here with us tonight again to tell us more about the hidden secrets of the WSU Online Library Resources.

Before we begin, if you're having any issues hearing me, please feel free to check out the Audio Wizard tool, which is located underneath the Tools tab, to make sure that all your connections are set up. We also have the Chatbox, that we've been chatting back and forth a little bit with. If you have any questions or comments for Lorena during her presentation, please feel free to type them directly into the Chatbox, and either myself or Lorena will respond.

And without any further ado, I am excited to welcome Lorena tonight to give her presentation on the Database Deep Dive.

**LORENA  
O'ENGLISH:** All right. Let's go ahead and get started. Thank you, Josh. So I'm really happy to be here, and you can see, by the way, if you questions about the issue, you're welcome to contact me. My email is right there on the screen, and I'm @wsulorena on Twitter, and I'm really happy to respond to people who tweet with me, or anything else like that.

So, I always like to start with kind of a little bit of information as an introduction. This is me, and you can see, this is me-- you can tell I like comic [INAUDIBLE]. This is me, little cartoon side. This is a drawing of me by Jeph Jacques, who is the web comic creator of Questionable Content, a web comic that I really like

This is my dog, Heidi. And I forgot to change out this page. This was me at-- I think the President George Bush Library last year. But I wanted to change with that was a picture from Heidi, because she's an older dog, and we've spent the last couple days dealing with trying to get her on wheels.

So it's been interesting. Not entirely successful. So before we get started, I wanted see if anyone wanted to share a story that they have about a pet-- a dog, a cat, or other lovely animal. Doesn't have to exist. Can be a comic pet. If anybody wants to share a story. And you can share it in the chat box, or Josh can jump and tell the story.

[LAUGHING]

Well, yeah. You know, here in Pullman we can't always have pets. Mm-hm. Ah, Robin, you know, I did that for years. When I moved away from home, I didn't have pets until I had that. And I every time I saw a dog or cat when I was out walking, I was like, please, can I pet your dog?

All right. Cool. I find it very appropriate to ask about pets, since WSU is a vet school. I just wanted to kind of start off with that, because I'm thinking about my girl Heidi and her wheels.

OK. So we're going to go ahead and get started. So I'm here to talk about databases. And sometimes people say to me, what is a database? And first of all, in the libraries when we talk about databases, we use a whole bunch of different terms. We might say an article index, or an index, or a database, or just the name of a particular product.

But the distinction between a database and just anything else is that a database is a structured set of data held in a computer, or online these days, especially one is accessible in various ways. And the really important part of this is the structure of it. It's not just a pile of stuff. It's all been indexed and arranged so it can be searched in a particular way.

So we're looking in here at a record, which is what we call a record in the database. And you can see that it's organized by fields. And I particularly call your attention to the Abstract field, the Author field, the Title field up here, and the Subject field. Because these are all searchable.

I can say, I want things that have the subject term internet, or I want things that mention digital divide in the abstract. And that's the thing that makes a database, rather than just a huge, big pile of text that you query, because you're able to query specifically by these particular fields, although if you want to, you can you query the whole thing, if you wanted.

Like, I want the phrase digital divide anywhere it is. I don't care whether it's in the abstract, or the title. But it's that ability to draw these distinctions that makes something a database. And that's pretty powerful when you're searching, because sometimes you really want to be very precise in what you're saying. This is so important, that my term has to be in title, or it has to be by this person, or it has to be published between these dates. And all of those are things that be only done with the field searching-- it can be done with a database.

So let's talk a little bit about types of databases. And let's talk a little bit about, how do I know which one to use? And we're going to be talking about that all the way through. And when I'm talking about databases here, what I'm really talking about is mostly library databases, or

subscription databases that libraries subscribe to, but not entirely.

So we start off with a subject index. And this could be a specific subject index about chemistry, or sociology, or art, or it could be something with multi-disciplinary, where a whole bunch of things are together. Because often, of course, it turns out that there is a relationship between art and chemistry because of how paints are made, or between sociology and art, when you think about art therapy. So there's always connections.

Subject databases, usually we think of them as a place to go to get articles. But you can also find books, dissertations, book chapters, and other kinds of information in them as well.

In addition to a subject database, which can include, by the way, scholarly articles, as well as other types of articles-- you might be doing another [INAUDIBLE] later on types of publication, so you've got something you can look forward to.

But in addition to that, we also have format databases. And this is something that's just newspaper articles, streaming media, images. And when I talk about images, I don't want you just to think about library databases. Think about something like Flickr, where you are able to search by dates, or able to search by tag, or an assigned term by the creator. You're able to search by whether it's copyright free or not.

So that kind gives us the ability to be a fielded database. You can also have databases that are based upon source, or as libraries call it [INAUDIBLE]. And a classic example of that are databases that are a government publication, where everything in them has been created by government entities, the international, et cetera.

And then finally, we have databases that are proprietary, subscription databases, like the one that the library provides for you, or that you can subscribe to on your own. My mom used to subscribe to a genealogy database. Or there are things that are freely available, government databases, Google Books, Flickr, et cetera.

So I just want to remind you, although we're not really talking about the library catalogs, that library catalogs are databases too, because they enable you to find books. And these days, as our library catalogs transition to what we call discovery systems, they're also enabling you to find things like articles. And even these days, with our library catalogs, you can find things like *The Daily Evergreen* from a hundred years ago, or all sorts of other things there.

All right. Any questions at this point? Hi, Kari. I just saw you come in. OK. So I'm going to go

ahead and move onto our next slide. And we're going to talk kind of from the very beginning, which is, any time I'm actually doing something off my database, it's because I'm starting from a question.

And I'm really big believer in really kind [INAUDIBLE] being 20% on when you're looking for interesting topics. I think that a lot of times, people, when they're given a paper assignment, they're like, oh, my gosh. What am I going to do? I have to write this sociology paper, and I really can't think of anything.

Whereas, if they think about things that they saw in newspapers, or on Twitter, or on Facebook, all of a sudden, it turns out that there's loads of stuff that are kind of going beyond-- sometimes it's on their screens or in our newspapers that actually are relevant to something sociological.

So this one of my favorite resources. This is the Pew Research Center, and they have a Center for the Study of the Internet and Society. And this is some amazing work. Very good social science, by the way, survey data. And this an article talking about loss of broadband can be a key obstacle, especially for job seekers.

And what this is really talking about is a concept called the digital divide. And the digital divide is something I'm really interested in. It's something that really has changed over the last 20 years. Digital divide was do you have ethernet versus dial-up, or if you have dial-up at all? Do you have any sort of internet access?

These days, the digital divide has morphed into, is your only way you access the internet on a mobile device, or do you access to a computer? Do you have a fast connection or a slow connection? So what I did here was I got the idea of the digital divide. And then I went and did a little bit of pre-searching. Maybe we'll do a webinar on that.

And I found this nice definition from the Encyclopedia of New Media, which gives me a sort of broader notion. And one of the things that I wanted to do is any time I'm looking at my original article, or looking at my encyclopedia pre-search articles from Wikipedia or from the Encyclopedia of New Media, et cetera, I'm looking for terminology. I'm looking for ideas and concepts that I might want to search.

And I see a number here. I see the phrase digital divide, information-rich, global divide, gap, internet civic participation, consumers, internet resources. All of these are terms that I might

go ahead and use when I'm doing my searching. So any questions? Ah, yes.

No worries. No worries. And for those of you, like Kari, who just arrived, remember, this will be archived, and you'll be able to catch up very shortly through the Global Campus' YouTube site  
So any questions?

OK. Let's go on and talk a little bit-- notice that I'm starting off with our topic. Notice I'm thinking about it a little bit. So even before we actually go look at a database, there's still some work that we have to do. And this will really help you a lot. Because what happens a lot of times is people just kind of think about their topic, and then they just jump into a database, throw in some keywords, and start going.

Whereas spending a little bit of time using these tools that we get for our database search tool kit can really make a much better way for us to do things. And by the way, when I ask what kind of database, what I'm really asking-- and by the way, I just realized I didn't quite respond to this, how do I know which one to use? Well, I'll kind of respond to that as we go along.

But here, I want to emphasize that the specific things that I'm talking about here are mainly for the proprietary databases that the library subscribes to. And I draw that distinction because one of the reasons that we subscribe to databases is not just for the content, but also for the ability to do the kinds of precise searching that these search toolkits items enable us to do-- to create what we call search syntax. To create a search strategy with things that kind of pretty much may change a little bit from database to database, but pretty much are universally available.

**JOSH:** Quick question, Lorena.

**LORENA** Yes?

**O'ENGLISH:**

**JOSH:** Bradley would like to know, was the Pew a database?

**LORENA** Now see, that is a really good question. Because actually, if you go to the website, just search

**O'ENGLISH:** Pew Internet, and you'll find it. Maybe you do that when you look at the web. And you'll see that it's not precisely a database, because it's not going to give us that ability to do fielded search.

But what it is, oddly enough, is-- it is a database in a way, because in addition to the reports

that they have, one of the things that they do is they actually provide the raw data. And the raw data is available in a way that you can download it and manipulate it yourself.

So it's kind of both. Most people are just going to see that it as a website with reports. But if you go a step lower, and you actually go find the places where they make the data available to download, you'll discover that they are actually enabling you to use the database that they use to create these reports.

So a little bit kind of shades of gray. And that's true for virtually everything you start talking about things. It's sort of like, there's always going to be something that's a little bit of an anomaly. Not exactly anything, but it's always [INAUDIBLE]. Does that answer your question, Bradley?

Excellent. OK. So the first thing we want to do is talk about keywords. And keywords are really the foundation of searching. Because as we saw, there are many, many different ways to express a concept. And one of the things I want to talk about is if you're look at digital divide in terms broadband, you're like, Lorena, those are two completely different things.

Digital divide is really a sociological concept, but broadband is like, well, it's a technology. But the thing is, it's all about the context. If I'm doing research about the digital divide, and one of things that I realize is that broadband is an essential aspect of it-- so it's all about the context.

It turns out that the digital divide as a term that kind of came into being in the late part of the 1990s, early part of 2000s. But it's not something that's always used. It's just a catchy little term. So it turns out that sometimes, you actually might be doing better doing a more contextual search, looking at broadband.

If I look at broadband and rural, then actually, in between the conjunction of those two concepts really is the digital divide. So what I'm saying is that our keywords are not always straight synonyms. Digital divide does not mean the same thing as broadband.

But for our purpose, articles about the digital divide in rural areas and articles about broadband in rural areas are probably going to cover a lot of the same territory. So we can think of other terms that we might use here, and we'll see some of those as we do our searching.

Technology, internet, information technology, telecommunications. There's all sorts of terminology that will enable us access to look at that. So that's the first thing, is that we have to

have some terms to actually plug into our database.

The second thing is phrase searching. If I just type in digital divide into a database, what it is virtually always reading is digital and divide. So what I might be getting is stuff about on the Continental Divide Ranch, they have this really cool digital art work. So, not really what I'm looking for.

So what I'm going to do instead, because I have a very specific phrase, digital divide, I'm going to put it in quotation marks. I'm going to search the word digital, followed by the word divide. It's dangerous, in a couple of ways. First one is if I make a typo, garbage in, garbage out, that's what it's searching.

And second of all, sometimes I have to be really careful to not put in something that's too esoteric. If I put in "Lorena is really interested in the digital divide" in quotation marks, you're probably not going to find very much. So I really want to usually look at very specific phrase, a phrase that often used. United States. Washington State. Digital divide. Go [INAUDIBLE]. All things that we think of in that context.

And as it turns out, when I'm searching digital divide, and I don't find very much using it as a phrase, then I get rid of those quotation marks, and I go ahead and search for digital and divide, and sometimes I find it there. Because maybe [INAUDIBLE] is talking about the digital, the divide between those who have access to digital internet versus those who don't. [AUDIO OUT] about that. So that's the first element of our toolkit.

Let's look at the second part of it. The second part of it is working with truncation in archives. And this is hugely powerful. So here is L-I-B-R-A-R, asterisk. In most databases, about 80% of databases will use the asterisk as our truncation symbol. Some may use an exclamation point or a question mark, but it's usually an asterisk.

And this is so powerful because this is going to search library, libraries, librarian. All things that are relevant. So I get my plurals in those areas.

Finally, let's look at connectors and intersections And this is how we expand or narrow our search. I'm going to, first of all, expand my search. I want to things that mention digital divide in quotation marks, so digital and divide. Both of those terms have to be there, but not necessarily together, OR the word broadband. So I'm saying either one of these is OK.

Or I can narrow my search. It has to have digital divide, and it has to have-- I truncated wrong. Look at that. She my big error right there. That's sloppy. So that means I'm not going to get libraries or librarian. Better watch out where you put that truncation symbol.

And by the way, the AND, I don't need to put that in. Digital divide AND library, it's the same thing as digital divide library. Notice that my connectors are in capital letters. This is really important. AND and OR are such common words that most databases actually are going to skip right over them.

So if I put them in lower case, they would be ignored, and i would be searching for digital, and divide, and broadband, which is not necessarily what I want, so I always make sure that I put in capital.

So I like this diagram as an example of how to kind of think about the ORs and the ANDs. All of this is probably about symmetry at some point. So you can see that if I want something that is comfortable AND affordable, it's probably going to be butt ugly. If I want something that is comfortable, affordable, AND good-looking, you can see that the last one just sold.

If I want something that is both good-looking AND affordable, it looks like it feels like a rock. So you can see how I'm kind of narrowing and getting my results. If I want to expand my results, if I want something that is comfortable OR affordable, then I get things that are comfortable, things that are affordable, and that intersection of both of those. I get complete set of this circle and this circle. But if AND comfortable AND affordable, I'm just getting that intersection right over there. So this is kind of a good way to think about ANDing and ORing if you're thinking of expanding or narrowing your search.

For the last thing we do for our toolkit, is we bring this all together. If I'm in a database that gives me multiple boxes, I'm going to search digital divide OR broadband, my theme, AND library. If you can see, look, I made that same mistake there. I can't believe-- that's what you get for cut and pasting.

But here, I did it properly. Here, I only have one box. And look what I did. I put it in parenthesis. Do you guys remember doing math and precedence order? That's what I'm doing here. This is my real search. I'm saying digital divide AND some variance of library, OR broadband and some variance of library. Both of these are going to be in my search. You can see both of these are essentially the same thing, and a different way to actually do my search, depending on whether I have multiple boxes, or just one box on some databases.



Yes. Kari just asked, the digital divide or broadband is different than location digital divide in quotation OR broadband, that's absolutely right. Because digital divide is digital and divide. And it's really a kind of-- if I didn't have the quotation marks there, I'd really kind of maybe put it in parentheses, because there'd be a default in there. That kind of making sense?

Or I could do digital divide OR broadband. The question marks are really just a way of kind of doing the order of operations. So I put things together. You can see here I'm ORing my stuff inside the parentheses. Or I could AND my stuff. I could say, digital divide AND broadband, so I'd have to have both of those and library.

But usually, you're going to use the parentheses to OR your stuff together. And we'll kind of do a little bit more of this when we actually go into the database.

So this is really just a way-- [AUDIO OUT] the parentheses, computers are stupid. They move from left to right. Without the parentheses, this is what we would be searching-- the phrase digital divide OR broadband and libraries. So what we would really be searching is stuff that has the phrase digital divide or stuff that has both the term broadband and some variance of the term library. So by putting the parenthesis in there, it makes it really clear digital divide AND variants of library, OR broadband and variants of library.

Tricky, but [INAUDIBLE] difference when we actually start doing some searches. Any questions about that, or did I fully answer your question, Kari?

Yes, exactly. That's what I always say in class. It's precedence order. It is the distributive property of algebra. And that is exactly what we're doing here. If you know math, if you do algebra, you know how to do it.

OK. So let's go on. So in a second, we'll actually go in and find how I get to this. But one of things that I want to emphasize is that library has kind of a couple different places where you can actually locate databases. All of our databases are included in our library catalog, so if I go ahead and search for sociological abstract, I'll find a link to it there.

We also have these library guides. And we'll be taking a look at those in just a second. The library guides give us access databases, but also other things as well. And these library guides are curated by librarians, so we'll be looking at a couple that I did.

If you know exactly what you're looking for, if you know you're looking for a particular

database, or you want to kind of-- if you're just looking for databases, you don't care about the rest of it, you can go to our Find Article pages, which offers some other options. And we'll take a look at some of those.

[LAUGHING]

Don't be scared of math. You know, math, and art, and searching, it's all the same thing. All right. So let's go ahead and actually start doing some searching. So let's start off Academic Search Complete. And Academic Search Complete is the database that I really like, because it's multi-disciplinary. It's going to have astronomy. It's going to have social science. It's going to have chemistry. It's going to have all sorts of stuff. And it has multiple information types, which again, we'll talk about at a future webinar.

So we're going to get scholarly stuff, as well as opinion articles, and popular magazine articles and different sorts of things. So I like this database a lot. It's a really good starting place when you're doing your research. And you can see we've got a list right here.

OK. So what we're going to do now is we're going to actually move into the online environment. So cross your fingers, and let's hope this works. I'm going to go over here and do a web tour. And I'm going to go to the library page. [library.wsu.edu](http://library.wsu.edu). And here I am. Is everybody seeing that?

Excellent. OK. So from the Library's homepage, first of all, I'm going to show you the Find Journal Articles page, right here. And you can see, this is where we can look at our trials, the things that we're testing out right now. A little bit of information about off-campus access. What's really important is Help with Online Access Issues page. If you're running into trouble in the database, you want to use this, because when you fill out the form, it captures a lot of information that's really important.

This is very important for distance students, who often are dealing with all sorts of issues with their internet access. So I wanted to point that out.

Finding full texts, some information here. Most of the time, you can see, whether we can either look at our databases A to Z, and actually get a complete list of everything that we have that starts with an H. Or we can go back and look for a particular database by subject.

But I'm going to go back over here to the library's home page. And I guess I'll just click Library.

And what we're going to do is we're going to Subject and Resource tab, which is over, which is that page that I showed you. And you can see a wide variety of subject guides, some variations of things.

Here's a bunch of our librarians, and some of our teacher guides. And I will go ahead and-- you can see there's eBooks. And maybe I'll do a webinar on eBooks, [INAUDIBLE].

So I'm going to do a search. And what I'm going to search for is, I'm going to go about this in a little bit of a different way. I'm searching for pre-search, which is what you do before research. And the reason I'm searching for pre-search is if I wanted to look for encyclopedia articles, better I could do that. But I actually created on this page a finding articles link, because I found that there really wasn't any place that you could go to for sort of general sorts of interdisciplinary resources, so I created this one.

**JOSH:** Quick question, Lorena.

**LORENA** Yes?

**O'ENGLISH:**

**JOSH:** Bradley would like to know, again, where did you click to get the subjects tab?

**LORENA** Here I am, at the library's homepage. Under the Research tab right here, I clicked on Subject  
**O'ENGLISH:** and Resource Guide. And then you can see, inside of here, here's all my 55 subjects, and there's that little search box here. When I search box for this, I'm not searching for article, I'm searching for databases, or for the names of a guide.

So I'm going to type in pre-search, which is totally misspelled. Go ahead and search. There it is. Pre-search Exploratory and Background Resources. And you can see from here, this is the Home tab. There's another tab, Coming Up With a Topic, and here is our Finding Articles, which is what we want right now.

And let's take a look at this, because here's some examples of the different databases that I've talked about. Filmmakers Library Online, really good resource for business students, because this is the medium for streaming documentaries. So this is the format database. It's all free media.

*New York Times*. These are newspaper databases. They are also format databases. If we look over here, Academic Search Complete is this interdisciplinary database, social science

abstract is sort of a broad based disciplinary database, which covers all of the social sciences, or at least how they define them.

Let's go ahead and look at Academic Search Complete. What you would normally do is just click on this. And if click on this, what it does [AUDIO OUT]. So I'm going to kind of cheat a little bit.

So what I'm going to do is I'm going to right click on this. And I am going to Copy Shortcut. And I'm going to go back to my little thing here that lets me add in the website links. I'm going to paste in my link. And this is going to take me to-- on the WSU network, it's going to take me directly into Academic Search Complete.

If you are not on the WSU Network, it'll bring you back to the spot where you have to log in with a WSU network ID. So, let's go ahead and take a look at this database. Most of the time when people go into a database, they just start throwing in terms here. But I want you to kind of look down at the Search option.

Because if we wanted to, we could prefilter our search. We could say, I only want things published between a particular year. I only want things that are newspapers. I only want things that are in Afrikaans, document type, et cetera. I actually do not usually do this. I very rarely do my prefilter, because all these filtering options are going to-- most of them, all the ones that I would actually want-- is going to be available to me when I actually do my search and. And I actually believe if I prefilter I'm going lose a little bit of serendipity. So I'd rather filter once I see my results.

So I'm going to go ahead and start. And I'm going to do a very big search, digital divide, in quotation marks. And I'm also looking at it from the perspective of rural. See what I'm doing here? There's my two concepts. Here's my digital divide, here's my AND, here's my rural.

Let's look at a couple of things. One of these things is Select a Field. Right now, I'm searching for the phrase digital divide anywhere in the record. But you can see, if wanted to, I could look for it specifically in the title, or as a subject term, or as a journal name, et cetera. But I'm not going to do that right now.

Where I'm ANDing it here, that's what I'm pretty much always going to do, but you can see I have some options here. AND is kind of narrowing my search. OR is expanding my search. NOT. I usually stay away from NOT. NOT is saying-- let's say you were doing research on

Wolverine, the *X-Men* character, and you keep on getting stuff about that new wolverine that was found up in Michigan. So you might NOT Wolverine at U Michigan, wolverine the animal.

But that's very dangerous, because--

**JOSH:** Will you press Search real quick, Lorena? It's not letting us show what you typed up.

**LORENA** Ah, OK. Let me try that again. So let me--

**O'ENGLISH:**

**JOSH:** You just clicked Search.

**LORENA** There we are. Can you see my results?

**O'ENGLISH:**

**JOSH:** Let's try typing in one more time.

**LORENA** All right. So digital divide. OK. This is complex to do on something like this, where it's private  
**O'ENGLISH:** and there might be a few bobbles. All right. Is everyone seeing our results? You should be 204 results?

**JOSH:** Yeah.

**LORENA** Excellent. OK. So let's go ahead and take a look at these. First of all, remember what I said.  
**O'ENGLISH:** right over here is the ability to be respond if I want. I can narrow it to full text. But I don't want to do that, because when you're at full text, I'm only looking at full text within this database. And the Find It button lets me get more full text.

So here, I can narrow to [INAUDIBLE] stuff if I want to. I can narrow by year, by publication date, I can either put in year, or I can use my slider. I can narrow by my source type. And you can see over here, I can narrow by all these other things as well, virtually everything that was available to me when I was doing my pre-searching.

So let's go ahead and take a look at some of these things. So I'm going to go ahead and kind of look-- oh, this one looks interesting. Let's look at number three, "Closing the Digital Divide." Looks like there's a PDF there in this case, where my PDF is directly there, unlike this one, where I would have to use Find It at WSU to see if WSU has access.

So I'm going to click on "Closing the Digital Divide." So I'm going from the Results page to the

Records page. So we're not actually going to focus on looking at the article right now. We're staying right here in the database, so let's look around the database a little bit.

First of all, you can see it's a database because it has fields. And so we look over there. We have authors. All of these are searchable. If I wanted to, I could say, I want things by Edmundson. They have a subject type among workers. So when we look at this, the first thing we want to do is we want to look and see if this relevant. So one of the things, we see, oh, digital divide in the title. Probably relevant. Let's look at these subject terms, because these subject terms may help you find other good stuff.

Because maybe I'm not using the right terminology. So I probably want to have a piece of paper next to me, and I want to write down some of these terms. There's broadband, rural telecommunication, internet access. So we found this because there's [AUDIO OUT] and there's digital divide, which is exactly why we actually found this.

So I want to look at this and pull out terms that I might want to add to my search. I might say, oh, broadband. I might say digital divide or broadband. I might narrow. I'm probably not going to do rural telecommunication, but I might do digital divide OR broadband, OR telecommunications, given that the rural part of it is always going to bring an issue to the digital divide.

So I want to kind of play around with these terms. I'm not always going to use these. But I might say, that's just too esoteric, but I probably want to play around with it, and we'll do that in just a second. But I want to look around a little more.

**JOSH:** Lorena? If you click on a blue term, will it automatically start a new search for that term?

**LORENA**  
**O'ENGLISH:** Yes. And I'm not going to do that right now, because honestly, I don't know what it would do sort of in this environment. But in fact, sometimes what happens is-- I do this a lot when I'm searching in all those catalogs.

You know how sometimes you start clicking, and clicking, and clicking, and you forget where you started. And you know there was something and you can't remember what it was? Everyone's done that.

So a lot of times, what I'll do, especially in the library catalog is I will right click on these subject terms, and have it open up in another tab, so I don't lose this page. But I can't always do that in databases. Sometimes it won't let me do that.

OK. So let's go ahead and take a look at this. So here's all our information about the article. Look over here, and you can see I have a number of options. I can print this out. I can email this to myself. If you email it to yourself, it's really important-- a lot of times when you email yourself something from the database, it comes from a really funky email address, and so it may end up in your spam folder? So if you know you emailed it to yourself and you don't see it, check your spam folder.

So that was why, because of that problem, sometimes what you may want to do this is use the reference benefits program, like [INAUDIBLE] or EndNot, or use the service that is built right inside of this database. Let's go up to top.

See where it says sign in I'm going to sign in. And let's see, [INAUDIBLE] so y'all can see that. And I'm going to sign in with the account that I have already created. But you can that you all can create an account right there. So I'm going to go ahead and log in. Now what this is, is this account now, you can see there I am, is not just for this database, Academic Search Complete, but from all EBSCO databases.

And if I go over and look at my folder, then you can see these are things that I have saved at some point, and I can move them into folders. I can save them here. I can share with other people. I can do all sorts of stuff. So sometimes rather than emailing things to myself, where it might get lost in my email, what I do is I save them in my folders. And then you just need to remember that they're there, as long as I remember to log in.

In addition to the ability to save things into folders and do other cool things like, say, we built or saved searches, notice over here under Preferences, if I want, I can change the way things look. And note that I want y'all to notice.

See where it says results per page? Virtually every database has a default results per page of 10. And I always go in change that. Because this is a mental thing. I ask this every time I teach a class. When you're doing a search, whether you're searching an internet search engine like Google, or you're in a database, when you get your results, how many pages do you look through?

Most people look through two to three. If you have 10 results, that means you're looking through 20 or 30 items. So what I do is I fake myself. I say, you know, I'm probably going to do that. Can we just move it 10 to 20, to two or three pages, so I'm making bigger. So I'm looking

at 30 or 40 articles per page. Let's change this to 40.

And so now, I'm more likely to find good stuff, because I'm still going to look at two pages, but instead of seeing 20 things, I see 80 things. And I don't have to be logged in with my preferences to do this. But now, anytime I'm logged in, it remembers that I have all of this. So there's all sorts of cool things that I can do with page layout, and all that sort of stuff. So I'm going to save it.

**JOSH:** Are you able to customize those folders, Lorena?

**LORENA**  
**O'ENGLISH:** Yes. You can create your own folders. You could have them with subject terms. You can do all sorts of cool things. And like I said, this is not just this EBSCO databases, this is all the EBSCO database. And I really encourage people to take advantage of creating an account, saving things in folders, and changing preferences to make things work for them.

The other thing I want to point out here is Help. And this is really important. You guys aren't going to see this, so I'm just going to describe this. This opened up a pop-out window, which tells me how to search EBSCO databases. Gives me search strategy, all the things that I have time to actually show, but they don't have time now for this.

But I really encourage people to actually look at the Help, or search this into your search tips, or whatever they're called. OK. So let's go back to our search. And what I'm going to do is I'm going to click on the Back button. Always use in a database. To the extent you can, always use the internal navigation. Otherwise, you might uninstall your search out and have to start all over again.

So we're going to kind of look at a few of these things. Let's go back over here to the result list. And if you start looking at things-- you know, if we kind of look over these things, navigating the digital divide. Let's look at this one right here. We're going to start seeing, you know was we look at these, terms, we're seeing the similar terms coming up.

This one's a little bit different. This is not something I'm really interested in. Looks like a different direction. But let's say I look through all of these, and now I'm like, OK, I've got to add some more terms to it. So I'm going to say, digital divide-- and notice what I'm doing here-- broadband OR internet. And I'm going to do rural and see what happens.

And I have 204 responses. Now, oh, my gosh. Too many of them. Too many responses. So I



got to narrow it a little bit. Maybe, let's go in-- you know what happens here? When I just threw broadband or internet, I got rid of that concept of the digital divide, that concept of the gap. So I gotta put that back in. Let's add in the word access.

Let me search. A-ha. A little bit more manageable. The thing is that my topic is too broad anyway. So normally, I would have done this a lot earlier when I kind of thinking about things, but I really need to narrow by topic. So let's actually narrow it by adding on another-- there should be a way for me to add on another field here.

Let's go back over here to Advanced Search, and see if it lets me do that in Advanced Search. No, it doesn't. That's very aggravating. Usually, you can add another term, but it's not letting me do that. So I'm just going to throw it in here. See what I'm doing here?

**JOSH:** Will you refresh it, Lorena? W can't see.

**LORENA**  
**O'ENGLISH:** Yeah. You bet. Let's see. OK. Usually, a database will enable you to add another box. And it didn't. So see what I did there? I stuck library right over here. So now, it has have either the term digital divide, or the term broadband, or the term internet. And it has to have the term rural And it has to have the term access. And it has to have a variant of the term library.

See how by doing that, I narrowed it to 105, which is much more manageable? So let's go over here. Let's go look at something. [INAUDIBLE] over here. OK. All right. So I'm going to actually stop looking at Academic Search Complete now, because I want to go back and look at the other two databases, because we only have twenty minutes left. But I hope I've given you some idea of thinking about all these things.

And one of the things I really want to emphasize is that you're going to make a lot of false, which is why it's really handy to have that sheet of paper next to you when you're doing this, and right all this stuff down, so that you know kind of what's going on. Because you're going to make mistakes. Things aren't going work. And you want to keep list of this terminology, et cetera.

All right. So what we're doing now we're going to go back. Back. Well, actually, I can just go over here. I should be able to get back to the WSU library. See the little WSU library icon here. I'm going to click on that, and that's going to take me back to the library.

It's going to take back. It's not what I want it to take me back to. I'm going back to the main library page by clicking on Libraries in the banner I'm going back to my subject pad.

All right. So we're going to go to Catalogs and Databases. And see my little link right there? Here's sociological abstracts. Now-- oops, I did it the wrong way. Let's try that again. I'm going to open this. I'm going to copy the shortcut. I'm going to go back and let's hope this works. OK. Is everyone seeing Sociological Abstracts?

**JOSH:** Yes.

**LORENA**  
**O'ENGLISH:** Excellent. OK. Now you'll notice that in this case, we've moved away from EBSCO, and we're looking at ProQuest. But it has some of the same properties that EBSCO, where I can create an account. So I'm going to do that before I do anything else. I'm going to go over here to this person, and I'm going sign into my research with my account.

And when we create these accounts-- trust me, I learned this the hard way-- always use the same user name and password. Make it something easy. No one is going to be able to identity theft because it's your ProQuest password.

All right. So now we're in here, and you can see again, I'm able to save documents. [INAUDIBLE] enable me to kind of create notes. I really prefer ProQuest website a little bit more. And I can save other things as well. But I'm going to go back back over here to [AUDIO OUT] abstract, I'm going to go Advanced Search.

Everybody in Advanced Search? Notice here, we have the ability to add a row? Now, let's take a look at this. What I'm going to do now is I'm just gonna kind of abbreviate this because I'm running out of time. So, what I'm going to do, digital divide, and I'm going to go, hm, digital divide, OR broadband, OR internet.

And then I'm going to say access rural. Let's just jump to the library part. See what I'm doing there? See, if I wanted to, I could add a row, which would enable me to do more things. So I'm going to go ahead and the Search.

When I do my search, again, notice I put prefilter here. OK. I get 238 results. Hm. Let's see. Oh. Oh, this is interesting. Notice-- OK they're asking me do I mean. And I'm like, no, I didn't mean this at all. OK. So I get lots of

results here. And I'm like, you know, I don't like these results. Because I lack that access component here. So I gotta go back. So I'm really emphasizing how I screw up and I go back. But I think I really do need to add in that access comment right here.

I'm going to do my search. Now, a little bit more reasonable. OK. One of the things we're going to notice is, let's take a look at this item here, "Exclusion of Communication? Facing the Digital Divide." I'm going to look at this, and I want you to notice something.

If I look at the subject, I see internet. I don't see digital divide. So if we go back to our results, I want to show you another aspect of databases that you can be really cool. And this has to do with vocabulary. I'm going to go back again, all the way to my advanced search.

Because all of a sudden now, I have a suspicion. When we were looking at Academic Search Complete, digital divide was an additional term. We actually saw it show up in the subject list. But I didn't see digital divide in that one, even though it was right in the title. So I would think any index would just add that in.

So I'm going over here to this thing called the thesaurus. And this is actually-- no, this isn't going to show up right. I'll just describe this to you. What this enables me to do is type in my term digital divide, and see if it's an official term in this database. And it turns out it's not.

And that's really important, because databases all have their own vocabulary. Digital divide is not an official term in this database, so we're not ever going to see it in a subject list, although we will see it in abstracts, within title, we'll see it in other places.

So that really means I need to think about other terminology to get around the same concept as the digital divide. The other thing that I wanted to mention is let's make our search-- let's abbreviate our search to just digital divide AND libraries. We're getting rid of everything else.

Because when I do that, you're going to see, I don't get a huge number of results. I get 20. And really, I'm not sure how many of these are actually really relevant for library. And the thing is that sometimes, a database is not the right database.

It might be that if I'm interested in libraries and digital divide, shouldn't be looking in a sociology database, because sociology is more like, I'd be looking at that to think about the digital divide and inequality, the digital divide and race, or rural areas, or underclass issues, but not necessarily the aspect of libraries.

So I might think, oh, I should be looking at a different sort of database, maybe a library database, or a more computer-oriented database, or something else like that. So if you're not getting very much, sometimes you're in the wrong database. The other thing I want to talk

about is, let's go back in actually thinking about our results.

Now, I've only got 20 results in this case, so that's not that many to actually look at. But I want to show you something else that I did. Imagine that we're back at from this, where have like 200 to 300 results. And remember that I said people don't actually look at more than two or three pages? I know, come on, you guys don't either.

So again, I'm going to show you a way to fool yourself. Let's go look at the source. Databases have the ability to sort themselves based upon the information. Most of them will default to relevant. What does relevant mean? It usually means that articles show up more often, the terms show up close together, et cetera.

And that's resource this oldest first. And we're going to start seeing some articles that appeared, like from the digital divide, that's starting to really be talked about in 2001. So I might see things in an entirely different way. So let's look at it most recent first.

So now, we see the most recently. So this is another way of kind of mixing up a little bit and [INAUDIBLE] that you might not otherwise do. So again, if I want to, in addition to narrowing or expanding my topic using terminology, like I've been doing over here, I can use my filters.

I just want stuff that's peer reviewed. I just want solid journals. I want things published within a particular period. Maybe I want one that kind of narrows things, that's sort some broader subject areas, or even maybe from particular publications. This might give me a sense-- oh, look. Two dissertations. Two articles from the *Journal of Information Society*, et cetera. So just some things to think about when you're doing your search, kind of putting all of this stuff together.

All right. I want to do one last thing. So we're going to go back over here. Anybody have any questions? We're going to look at one more thing very quickly. And this, you all will have access to, because we're going to Google Scholar. So I'm going to scholar.google.com. OK.

All right. So here in Google Scholar, which is something that a lot of people use. And the thing is that Google Scholar can be a really good database to work with. The first we want to do is we want to make sure to set up for Washington State University.

So we're going to go over to setting. And look, here's our results to page. Let's build this up to 20. Then, we're going to go to Library links. And you can see that WSU has already checked

here. That if you don't see WSU checked here, you want to do a search for Washington State University, and you want to make sure it's all checked.

Because when you do this-- let's go back-- let's go do a search in Google Scholar. Yeah, yeah, OK. OK. So I'm going to do my search, digital divide in quotation marks. Now, I can't use quotation symbols in Google. It wouldn't let me do that. But I did something on its own called [INAUDIBLE], where it does sort of automatic truncation. So if I type in library, it's also-- whoops, let's fix that typo right there-- it's also going to search for libraries and librarian. So this automatically gives you plurals and variants, without my having to do it.

So I'm going to go ahead and do my search. So when I do my search, the thing is that the good stuff, I'm getting lots of things. Things that I might not necessarily have gotten from my other databases. And that includes international publications. Our databases don't really do a good job of non-United States publications, but Google Scholar actually brings all of those in, and that can be really, really wonderful.

Let's go ahead and take a look-- you can see, by the way because I have that WSU access in here, now I could find it at WSU. And if we don't have access to an article, find it at WSU, take you to our library catalog, and we can actually see the article there.

And the video that I show will show you some other cool things that we can do. Notice some very basic filtering here by time, and I can do a few other things. Let's go take a look at one particular article. I'm going to go look at this one right here.

If I click on this, it actually takes me directly to the PDF, an institutional repository. But what I want to actually-- as you can see, there's a leaflet right there.

But what I want to show you is, see, if I look down a little bit, let's look at these things over here. Because these are things that were also in those other databases, but I kind of ran out of time, so I went really fast. So I'll put them in the video.

But look at this. Let's look at cited by 1,129. Let's right click on this, and open it in a new tab. Let's see. I'm just going to open this here. And these are all articles or books that [AUDIO OUT] exist. And that's another way of finding relevant things. Keywords is what we all traditionally use. [INAUDIBLE].

If the digital divide, and we saw it in Information Society, cited "Second-Level Digital Divide, Mapping Difference in People's Online Skills," you get a sense that they're probably related.

So that can be a really good way to find extra things.

Let's see this thing that says Related Articles. Let's click on this. What this means is that these articles share a lot of the same citations. So if they share the same citations, they're probably related. So we're seeing another way to actually find good stuff without actually kind of refocusing on the keyword.

Yeah, that's exactly what it's doing. It's combing through people's bibliography, coming up with this cited by number. That's something that Google Scholar kind of keeps track of. In fact, let me go look at the-- ah, shoot. I gotta figure it out. Now, let's look at something else.

This is very basic. You know, I can't do the kind of elaborate searching that I can do in my library database. But I can go to Advanced Search. And Advanced Search let's me do a little bit more of the sort of interesting searches, because I can say, look, here is all my words, it's the regular word, exact phrase, that digital divide-- doesn't put quotation marks in there, but it's there.

Let see-- let's look at Novak. I can put in an author. Are you guys seeing this? I forgot about the-- this kind of a pop-up window. You're not seeing this, unfortunately. But it will give me some options. Now, you can see what I did there. I added in the ability to search. And these are things that I get are all things that have been authored or co-authored by somebody named Novak. Novak is the first name, Novak is the last name. Whatever.

But this is a way for me to kind of narrow my search a little bit more. So a lot people don't always see the advanced search, which shows up when you click on this little thing right over here, but it's very powerful and enables you to do some really cool things.

So Google Scholar's really good for kind of expanding your search, because it really searches a lot of stuff. That's the good part of it. The bad part of it is, first of all, we don't know what's in it. We don't know who Google is searching. Google's not searching particular journals, Google's searching for articles, we don't know what they are.

We don't have this elaborate field code, so it's not as much of database as these two are, because we're not able to specifically we want to search by a particular subject. There are various subject classification here. Google also has complete control over it. If they wanted to take it down tomorrow, they could do so, and we would have nothing to say about it.

We're not paying them any money for it. This is a service they provide. And they only actually include things that can be crawled. And increasingly, a lot of people are actually sitting-- HTML floating into their stuff, so Google can't call it, and it can't find it. Usually, though, in the library world, in the database world, people want their stuff to be found, so they're not putting that in.

The other thing you'll notice is there's a lot of full text here. That's one of the positive things. Google does a really good job of actually trying to find some full text somewhere-- pre-print, or a repository, or somebody's home page, so they can provide free content. So this is a really important resource for people.

So just wanted to talk about this, and let's go back to, in our last few minutes here, let's go back over here. How do I know which one to use? I use Academic Search Complete usually at the start of a project. When I want something interdisciplinary, I'm not really sure what I'm looking for. I want to kind of go broad. I want to kind of go loose.

I use sociological abstracts, when I really want to look at something Google sends specially. I'm looking specifically in sociological abstracts-- inequality, race, rural versus urban. Those are all things that are sociological, so it kind of makes sense.

If I wanted to look at it from the perspective of, say, fiber, blade fiber, I might not look at sociological abstracts. When I can look at a computer database, or go back to this database over here.

Google Scholar, I do surface things that I might not otherwise find. I know it's kind of blocked off. I don't really know how it works. I don't if any-- but I might find some cool stuff that I wouldn't otherwise have found. All of these databases usually enable me to do something of that-- kind of that citation stuff, et cetera. And I'll do a whole other webinar on citations searches. It's actually really interesting.

So the last slide here, just some resources. So this is the URL that will take you to the YouTube channel that I created for the one site now. The only one that I've done is my [INAUDIBLE]. You might have figured that out. 18 minutes [AUDIO OUT] the search completes [INAUDIBLE] video. But I'll be adding one for sociological abstracts and one for Google Scholar over the next couple of days.

One thing I want to emphasize, Academic Search Complete, this is not really a very good kind of how-to thing, but it shows you that with our library databases, you can go and find explicitly

what titles are being indexed by that, something that they don't know at Google.

Sociological abstracts, it's a really nice help page. Just very detailed. ProQuest does excellent work. Google Scholar Help. Everyone should take a look at that. And a final course [INAUDIBLE]. As you can, this isn't really a deep dive. We really kind of just snorkel in, and we're splashing around.

You're the ones who are going to do the deep dive, when you really start diving into all the cool things that you can do with databases when you don't just throw in a couple of terms, click Search, look at the first two pages of results that have 10 results each, and then take it from there. You think about things in a broader way.

All right. Any questions? You guys are like, oh, my gosh. That was just so much. That's why I said this is being recorded. Yeah?

OK. The first question was about how account. And the thing about the account is it is independent of WSU. If you have-- let's say you were going over to the University of Washington, and using their library there.

You could actually log in using your ProQuest account or your EBSCO account and [INAUDIBLE] there. The problem is that if you save something when you're at the University of Washington that they have access to, that we don't have access to, you will not be able to get access to it when come back over here, when you're not in their IP range.

And in fact, most of our databases, and in fact, most publishers, allow you to create those account. I didn't actually talk today-- I only talked three different types of databases. And maybe if I do another one of these, I'll talk about a publisher type. Because they are really cool databases that are not really databases.

But most every database will enable you to create that kind of account that will enable you to save stuff, save searches. It's really, really helpful. So look for that. Look, usually, in the upper part of their database, and see if there's some sort of My Research, or Log In, or My Folder.

Even if you don't do that, a lot of database will enable me to create a temporary folder. And then you can send yourself stuff at the very end of it. But I like creating a permanent folder, and having that stuff permanently saved there. I really encourage people to do that.

You can also do that on SearchIt. SearchIt has the eShelf, which enables you to do a number



of these things as well. It's very powerful. The other thing is, by the way, it's very helpful, very nice, but if you really, really, really want to save that's not sitting there on a database's server, then you should use your [INAUDIBLE] program like [INAUDIBLE], or all the others there.

OK. Second question. How did I get to ProQuest? All right. What I did was I'm going to just quickly-- I went to the Library homepage. And then I went to that-- let's see if I can that here. I'm not going to worry about that.

Go the Library home page. Then I click on that Subject Guide. Then I went to Sociology, and I chose the Sociological Abstract Database. So I wasn't really in ProQuest. because ProQuest is a platform. I was in the Sociological Abstract Database, which is a database within that ProQuest platform.

I'll tell you something though, if you like-- we didn't really talk about this-- but if you're in a EBSCO database or a ProQuest Database, if you poke around, you'll see that it actually has the ability to do something called metasearch, where you can actually search all of our ProQuest databases, or all of our EBSCO databases at the same time, although you lose a lot of that subject searching capacity, because subjects are oftentimes database-specific, not platform-specific.

Does that make sense? Very powerful. One of those things, if you're just not finding anything, and you're just like, I need to just really kind of loosen up-- I do that sometimes-- you'll find interesting things. I'll be like, who knew that I would have found that in a chemistry database, or in a news database, or something like that?

Does that answer your question? Excellent. So hopefully-- let me kind of remind you. In two weeks, I'm doing another one of these. I completely forget what it's about. I hope Josh remembers. And then two weeks after that, I'm doing another one. And at some point, I hope to come back and talk about databases.

I'd really like to talk about citation databases, and I'd really like to talk about pre-searching, so I think that they're really cool things to talk about in the future. And let's see if we can kind of iron out the database. Maybe it just won't work, and I'll just have to make videos. We'll try to make sure to kind of create something to enable that content to be shared with Global Campus and other students.

Thank you all for coming. Really appreciate you're giving up an hour on a school night. That's

a big deal. And remember, this is going to be archived, and you'll be able to come back to it. You'll be able to stop and replay, and go, what was saying? Oh, OK. That's the nice thing about having video that you can stop and start.

And don't forget, Academic Search Complete research video is available now, and I'll be adding one for Sociology Abstract and Google Abstract. Probably in the next couple of days, but probably not tomorrow.

Capturing citation [AUDIO OUT] site. What do you mean by that, Bradley? Do you mean like a [INAUDIBLE] format of an APA style, or? Oh, or about the references. How many times something's cited?

Oh, yeah. Yeah, I'll tell you something about that. Not only do they not always have all the format, but oftentimes, they're wrong. And there's just no way around it. You still have to learn APA style, Chicago style, et cetera. When they format citations for you, think of it as a starting point, not an ending point. But I will. I'll make sure that I show that in a YouTube deep dive on sociological abstracts and Google Scholar that I've not done yet.

All right. Don't forget, if you have questions, oenglish@wsu.edu is the email. I'm WSULorena on Twitter. And I'd be happy to get back with you. Have a good evening.

**JOSH:**

All right, everyone. Thank you so much for attending tonight's webinar. I will be emailing out some things to you that Lorena provided on the last slide tomorrow morning. And I will also be emailing out a link to a survey that I'd like you guys to fill out, in order to just give us thoughts and suggestions on tonight's webinar.

We do realize that there were a few technology glitches, but we're hoping to get those figured out. As Lorena mentioned, in two weeks from tonight, we will be doing a second webinar, part of the three-webinar series, on journals, and the different types and different way to use.

And then two weeks from then-- so that one is on February 2. And then on February 16, we'll be concluding series with a webinar on sources. And next Thursday, we have the opportunity, Mobile Connection Live Stream, the Martin Luther King celebration here on WSU's campus.

So if you visit our website at [connections.wsu.edu](http://connections.wsu.edu), you can learn more about the [INAUDIBLE], who will be the keynote speaker, and also be giving us a workshop that you can stream to you. So yeah, go check it out. I look forward to being in touch with you guys, and have a good evening. Thank you.