INTRODUCTION

This handbook provides a brief overview of library services for Concordia University Wisconsin’s Off-Site students. Please view this 5 minute orientation video: Library Orientation

Please note that information and policies described in this handbook are subject to change without notice.

You may access all library services through the CUW Portal under the Library tab.

GETTING HELP FROM THE LIBRARY

Finding and using information can be challenging sometimes, and library users have questions about making the most of online search tools. Concordia University Wisconsin’s library has Primo, individual databases, and books/e-books for scholarly and peer-reviewed material to utilize in your studies and specific assignments.

For answers to questions about the library or to request research help please contact:

Karen Nowak
Coordinator of Library Services for Online and Accelerated Learning
Phone: 262.243.4379
karen.nowak@cuw.edu

Another librarian may assist you if Karen is not available. Please call the main library number at 262.243.4330.

Live Chat: Look for the button in the Contact Us box on the library portal tab to chat with a Librarian.

Email Web Form: Ask a Librarian

To meet with a librarian for an involved research session, you can also schedule an appointment using the web form.
VIEW YOUR LIBRARY ACCOUNT

1. Open Primo.
2. Click Sign in on the top menu bar.
3. Click CUW Portal and use your Portal Login.
4. Click on your name to access My Library Card from the drop down menu.

Use your library record in Primo to see:

- A list of materials that are checked out to you
- Due dates for materials checked out to you
- Requests/Holds on materials you have requested
- Renewal capabilities for materials checked out to you
- A list of your unpaid fines and bills

You will also use this login to access online resources from off-campus.

LIBRARY DELIVERY TO OFF-SITE STUDENTS

Concordia students who do not attend classes at the Mequon campus can have library materials shipped to them. Materials available in Concordia’s library will be shipped within 1-2 days of receiving your request (business days).

Concordia is also a member of SWITCH (Southeastern Wisconsin Information Technology Exchange), a consortium made up of eight southeastern Wisconsin academic libraries. SWITCH shares an efficient week-day delivery service of physical items giving the CUW community direct access to over one million items. Off-Site students can request materials from SWITCH libraries (see page 3 for these instructions).

Materials not available from Concordia University or SWITCH can be requested via other libraries via Interlibrary Loan.

You are responsible for mailing/returning all library materials to Concordia University Wisconsin at Mequon.

Once you have identified books and/or articles needed for your research:

- Search for materials in Primo and directly place electronic requests for materials (see page 5 for these instructions).
- If the items you need are not available at Concordia University Library or a SWITCH library, you can fill out an interlibrary loan (ILL) request form on the library tab of the portal in the Quick Links channel: Request Items not available at CUW (Interlibrary
Interlibrary loan services do not cover books or videos.

CHECKOUT PERIODS

Checkout Periods for materials from Concordia for Students and Staff:

- Books: 28 days
- Videos: 28 days
- Journals: Do not circulate (we send article copies off-campus)
- Reference Books: Do not circulate

Loan periods on SWITCH libraries' materials is at the discretion of the owning library. If you have any questions about due dates or about renewing items for an additional period of time, please check your library account or call the library office at (262) 243-4330.

RENEWING MATERIALS

When you follow the instructions for checking your library account (see page 2), you can renew CUW materials up to two times, as long as the materials are not overdue and no one else has placed a hold on the materials. Please contact the library at (262) 243-4330 if you have any questions or if you are unable to renew materials yourself in Primo.

FEES FOR DELIVERY/OVERDUE MATERIALS

When you request books or audiovisual materials from SWITCH libraries, CUW pays the cost of sending the materials to you and you are responsible for the cost to return those items. The library will notify you of any fees and/or fines for overdue books.

**Overdue Books & Videos** If you need items beyond the due date, please contact the library regarding renewing for additional time or renew the items in your library account. If materials are not renewed and are not returned by the due date, you may be charged an overdue fine.

Students are financially responsible for all materials checked out to their accounts until they are returned to Concordia’s library.
SUBJECT GUIDES & TUTORIALS

Click on the Research Guides link in the Primo box in the upper left channel of the Library portal tab or click here: http://research.cuw.edu/

This will take you to the library research guides homepage. From there you can find subject guides broken down by subject with links to the best databases, videos, e-books, websites, and other material.

You can also access the Research Guides from the Library Tutorials and Guides box on the Library Tab in Portal. This box also includes links to our library video tutorials.

SEARCHING FOR BOOKS & ARTICLES

The primary search capability to locate books, articles and other resources is our discovery service called Primo.

You can find links to Primo or a Primo search box on the library homepage of CUW’s website, on the library tab of Portal, and under the Services and Resources tab in Blackboard.

To view a two minute video that covers its basic features click on the “Primo 101” link on portal or click here: Primo 101 Tutorial

Limiting your search to e-books

Concordia has access to over 100,000 electronic book titles that are available to off-site users. To find these titles in Primo, search your topic and then on the left side menu choose Electronic Books under Format.
Databases

Instructors may occasionally require you to search a specific database for your research. CUW has over 100 databases available for your use. You may see a complete list of them under the **Quick Links** channel on the right side of the Library portal tab.

Feel free to contact the library if you are having difficulty locating or accessing a specific database.

### Accessing Journal Articles

- Sign-in to [Primo](#) using your Portal Login.
- When you click on the article title, Primo will open the item record. In the window, click any link under the **View Online** section to open a database or website where you can find the full text or a link to the PDF of the article.
- Some web browsers have built in PDF viewers. Otherwise, students must have an Adobe Acrobat Reader installed on their computer (downloadable for free at [adobe.com](http://adobe.com)). There is also a mobile app available for Android and Apple Devices (downloadable for free at [adobe.com](http://adobe.com)).
- Downloading or printing articles is time intensive (may take a few minutes to load).
- You must open a PDF in a browser or Adobe Acrobat Reader before you can print it.

### AVAILABILITY OF A PARTICULAR JOURNAL

To see if CUW has access to a particular journal title, you may use the [CUW Journal Title Search](#) link in our “Quick Links” box of the library Portal tab or click here: [Journal Title Search](#).

### REQUESTING MATERIALS ELECTRONICALLY

**Print Book & Video Requests**

After you find a physical item that the library has, click on its title and a new page with open with the item record in Primo. If you haven’t already, Sign-in to Primo by clicking on the Sign-in link in the yellow bar.

In the **Get it** section you will see a list of Request options. Click the **Request** Link. Be sure to choose “Home Address” for your Hold Shelf Location to have the item(s) shipped.
See “LIBRARY DELIVERY TO OFF-SITE STUDENTS” (on page 2) for the policy and procedures regarding the shipping and returning of library items.

**Journal Article Requests**

Most of the time when you click on the title of a journal article you can access the article online (see above for instructions). If we have the journal in print at the Mequon Campus, you will see **Request Options** listed under the Get It section.

Click on **Scan options** to have print articles scanned and sent to you electronically. Typically, if we have it in paper or microfilm, a copy of the article will be scanned and emailed to you as an attached PDF.

If the journal title is not one that CUW has access to, click the **Interlibrary Loan Request** and fill out the **Interlibrary (ILL) form**. Put as much information as possible in the item box including the article title, author/s, journal title, year, volume, and pages numbers, if available. You can request more than one item on the same form.

Finding and using information can be challenging, and library users have questions about making the most of online search resources. The Concordia University Library has Primo, individual databases, and books/e-books for scholarly and peer-reviewed material to use in coursework and specific assignments. You have an online librarian and a full library staff to help at your library.