

## **The College of Westchester Library's Frequently Asked Questions:**

### **1. What is Text a Librarian?**

Text a Librarian is a text reference service that The College of Westchester Library is a member of. This service is staffed by professional librarians throughout the United States. Instead of coming into the library, students and staff can text 66746 (type CWL before your question) and ask a question. The question will be answered within 10 minutes by a CW Librarian or a professional librarian within the United States.

### **2. What types of questions can I text?**

Students and staff can text short reference questions. Examples of such questions can be:

CWL Do you have the book, The Grapes of Wrath?

CWL What time do you open on Mondays?

Any in depth reference questions should be brought to a CW Librarian.

### **3. How can I contact the Library?**

There are a few ways you can contact the Library. You can email us at [Lib-Online@cw.edu](mailto:Lib-Online@cw.edu). All librarians will receive your email and get back to you within a timely manner. You can also contact the Library by calling us at 914-831-0280 or by texting us at 66746 (make sure to type CWL before your question).

### **4. How do I find a book?**

You can search for a book by using The College of Westchester Library catalog. First, go to the Library website (<http://library.cw.edu/>) and click on the "Find Books" tab. When the menu drops down click on, "CW Catalog," this will redirect you to our catalog. For more on how to search for books, please view the, "Library Catalog," tutorial located on the "Student Resources" section of the Library website ([http://library.cw.edu/student\\_resource.html](http://library.cw.edu/student_resource.html)).

### **5. How do I borrow materials, for how long, and how many?**

As long as you have The College of Westchester ID you can borrow a book. All you have to do is inform one of the librarians and they will check the materials out to you. You can borrow materials for two weeks, however, you are able to renew them if you choose to.

Renewals can only be done by librarians. Students can take out as many books as they like but there is a **two** DVD limit.

**6. How do I get an ID card?**

The College of Westchester ID is taken in the library. You will need your schedule that has your student ID number on it (this can be obtained in the Academic Center). It will take approximately five minutes to create.

**7. Does the library have any eBooks?**

Yes, the library has a wide variety of eBooks. First, click on the “Research” tab, then select “Databases by Subject” and choose “eBooks” as your subject (<http://library.cw.edu/ebook.html>). Both Books 24x7 and Ebsco eBooks will provide you with an ample amount of information.

**8. Is there anything I can't check out?**

Students cannot check out reference materials and periodicals (magazines and newspapers). You are welcome to read them while you are in the library but they cannot go outside the library.

**9. Is there WIFI in the library?**

Yes, WIFI is available in the library. One of the librarians will assist you in connecting to the network.

**10. How much does it cost to print?**

There is no cost to print in the library.

**11. I need to do a research paper but I don't know where to start. Who can I ask for help?**

You can come into the library and ask any librarian at the library. You can also email us at [Lib-Online@cw.edu](mailto:Lib-Online@cw.edu), call us at 914-831-0280, or text us at 66746 (remember to type CWL before your question).

## **12. Can I access the library catalog and databases from home?**

Yes, you would access them the same way you do in the library. You will need your CW log-in and password to access the databases.

## **13. What does peer reviewed mean?**

A peer reviewed work means that experts in the author's field have read, reviewed, and revised the author's work. For example, if a heart surgeon published a study, experts in the field of cardiology (study of the heart) would read and review his or her work to make sure that everything is correct. You will find many peer reviewed articles in scholarly journals which can be found in the databases.

## **14. What is a library tutorial? How can I view them?**

Library tutorials are tools that will help you learn how to perform a task step by step. As long as you have access to the internet and Microsoft PowerPoint, you will be able to view the tutorials. The tutorials are located on the "Student Resources" page of the library website ([http://library.cw.edu/student\\_resource.html](http://library.cw.edu/student_resource.html)). All you have to do is click on the link and it will automatically open. You can either choose to "open" the tutorial or "save" it to your computer for future reference.

## **15. What is the difference between a library resource and an internet source?**

A Library resource is either a book from a library catalog or an article from one of the library databases. Most articles in the databases are peer reviewed, therefore, they are edited and revised for scholarly use. In comparison, an internet resource is essentially anything that you find on the web. This doesn't mean that all websites are bad sources. When searching on the internet, you should look for sites that end in .gov or .edu, these are sites created by government agencies and educational institutions. Be aware of .com or .org sites, as anyone can create these, therefore, the information may not be true or authoritative. Many times these sites focus on opinions rather than facts.

## **16. Does the Library have a lost and found?**

The Library has a lost and found located by the circulation desk. Items found in the library will be put in the lost and found cabinet. Please note, lost flash drives will only be kept for one term. At the end of every term they will be recycled.