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1 INFORMATION SPECIALISTS

The following information specialists located on level 2 of the main library will be able to provide you with training in the use of the library’s information systems and assist you in conducting searches for relevant information. It is essential that you build a sound professional relationship with the information specialist responsible for your subject area.

<table>
<thead>
<tr>
<th>Information Specialists</th>
<th>Subjects responsible for</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sindy Hlabangwane</td>
<td>• School of Public Management and Administration</td>
<td>Tel: (012) 420-6386/3720</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:sindy.hlabangwane@up.ac.za">sindy.hlabangwane@up.ac.za</a></td>
</tr>
<tr>
<td>Hendriette Jansen van Vuuren</td>
<td>• Auditing</td>
<td>Tel: (012) 420-4712/3720</td>
</tr>
<tr>
<td></td>
<td>• Marketing and Communication Management</td>
<td><a href="mailto:hendriette.jansenvanvuuren@up.ac.za">hendriette.jansenvanvuuren@up.ac.za</a></td>
</tr>
<tr>
<td></td>
<td>• Tourism Management</td>
<td></td>
</tr>
<tr>
<td>Refilwe Matatiele</td>
<td>• Business Management</td>
<td>Tel: (012) 420-4710/3720</td>
</tr>
<tr>
<td></td>
<td>• Economics</td>
<td><a href="mailto:refilwe.matatiele@up.ac.za">refilwe.matatiele@up.ac.za</a></td>
</tr>
<tr>
<td>Lebogang Raphadu</td>
<td>• Human Resource Management</td>
<td>Tel: (012) 420-4714/3720</td>
</tr>
<tr>
<td></td>
<td>• Financial Management</td>
<td><a href="mailto:lebogang.raphadu@up.ac.za">lebogang.raphadu@up.ac.za</a></td>
</tr>
<tr>
<td>Helmien van den Berg</td>
<td>• Accounting</td>
<td>Tel: (012) 420-4711/3720</td>
</tr>
<tr>
<td></td>
<td>• Forensic Accounting</td>
<td><a href="mailto:helmien.vandenberg@up.ac.za">helmien.vandenberg@up.ac.za</a></td>
</tr>
<tr>
<td></td>
<td>• Tax</td>
<td></td>
</tr>
</tbody>
</table>

2 FREQUENTLY ASKED QUESTIONS

Please visit [http://www.library.up.ac.za/facilities/index.htm](http://www.library.up.ac.za/facilities/index.htm) for an overview of the services and facilities available at the UP Library. See the links on the left-hand side of the screen.

2.1 STUDENT REGISTRATION AT THE LIBRARY IN 2009

See: [http://www.library.up.ac.za/facilities/membership.htm](http://www.library.up.ac.za/facilities/membership.htm)

In order to fully benefit from the services, facilities and resources offered by the UP Library, you need to be a registered library user. To access our electronic resources you will be prompted for your surname, student/personnel number and your personal PIN number. Please verify that your details are correctly registered at the library for problem free access. **Important: You have to renew your library membership annually for the duration of your studies.**
The following process applies with regard to library registration for postgraduate students:

After your registration at the University has been finalized, send an e-mail to marietjie.vdw@up.ac.za with the following details: Title, initials, surname, student number, cellphone number, personal e-mail address.

2.2 ACCESS TO ELECTRONIC LIBRARY RESOURCES

In order to access the Library’s electronic resources collection, you have to be a registered library user (see section 2.1 above) and have your own PIN number. You will be prompted to create a PIN number for yourself the first time you try to access any of the Library’s e-resources. If you have previously created a PIN number for yourself, then you may continue using this PIN number whenever you want to access the e-resources collection.

Do the following to create a PIN number if you have not done so yet:

1. Connect to the Internet and then go to the University’s web site at: http://web.up.ac.za

2. Look for the “Library (AIS)” link on the right-hand side of the screen under the heading “Your quick links to...”. Click on this link to access the UP Library’s web site.

3. Click on the “Journals” link at the top of the screen to go to the “Journals (Journals@UP)” web page at http://www.library.up.ac.za/journals/index.htm

4. Click on the “Platforms” link on the left-hand side of the screen to go to the “E-Journals Platforms” web page at http://www.library.up.ac.za/journals/journalsplatforms.htm

5. Click on any one of the platform names. We will use EbscoHost for illustration purposes in these instructions. Once you have clicked on the EbscoHost link, the following screen will appear:

6. Carefully read the instructions at the top of the screen and then do the following:
• Enter your 8-digit student number in the “Student/Personnel no.” textbox. Your student number appears at the top of your proof of registration document.
• Leave the “Enter PIN” textbox blank.
• Click the Submit button.

7. Two additional PIN input boxes will now appear. Choose a PIN number for yourself (4-30 characters in length) and enter the same PIN number in both boxes. DO NOT change your surname or student number at this point (see http://innopac.up.ac.za/screens/pin_example.html if you are confused).

8. Click the Submit button again. The system will now store your newly created PIN number. Write this number down in a safe place and keep it confidential at all times.

You have now created a PIN number for yourself and will use it along with your surname and student number to access the Library’s e-resources collection in future. IMPORTANT: You only have to create a PIN number once, the first time you want to access any of the e-resources.

Contact the following number for problems with your PIN number and access to the e-resources collection: tel. (012) 420-2804 (weekdays: 16:00 - 21:00 & Saturdays: 8:30-13:00).

2.3 PHOTOCOPYING/PRINTING AT THE LIBRARY

See: http://www.library.up.ac.za/facilities/photocopying.htm and http://www.library.up.ac.za/facilities/printing.htm

Self-service photocopy machines and printers are available at the Main Campus Library as well as at the different branch libraries. In order to make photocopies, you have to register an account with Minolta (Level 3, Main Campus Library) and deposit money on your student/personnel card.

PIN numbers: Each client with a Minolta account will be able to register a PIN number for photocopy purposes. Simply swipe your student/personnel card through the card reader at the photocopy machine, and enter a self-selected PIN number. Then follow the instructions on the screen. In case you forget your password, it can be reset by Minolta.

A cash photocopying machine is also available at Minolta.
Photocopy costs: 30c per A4.
Printing costs: 40c per A4.
CyberSpace: R7 per half hour (R14 per hour)
Enquiries: Tel.: +27 12 420 3505.

2.4 RESEARCH SUPPORT FOR POSTGRADUATE STUDENTS

See http://www.library.up.ac.za/research/index.htm

Explore the links of the left-hand side of the screen.

2.5 DISTANCE STUDENTS SUPPORT

See: http://www.library.up.ac.za/research/distance.htm
Postgraduate students with a home address located 200 km or further from the University’s main campus are regarded as distance students.

These students are allowed to borrow library items for a period of 2 months at a time. See AIS (Library) Membership for borrowing privileges. If no hold has been placed on the item, you are welcome to renew the item. If a hold has been placed on the item, it must be returned to the library as soon as possible. Regularly view and update your library record.

Renewals can be done electronically or telephonically: Tel.: +27 12 420 2804.

If students are in need of a distance delivery service, the following charges will apply:

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper copy via mail</td>
<td>R 15,00 per article (postage included)</td>
</tr>
<tr>
<td>Copy via e-mail</td>
<td>R 10,00</td>
</tr>
<tr>
<td>Copy via fax</td>
<td>R 20,00</td>
</tr>
<tr>
<td>Chapter from a book (less than 10% of book)</td>
<td>R 20,00 (postage included)</td>
</tr>
<tr>
<td>Mail a book</td>
<td>Normal postal fee, minimum of R 30,00</td>
</tr>
</tbody>
</table>

Your account will be updated on your library record.

Enquiries: Leone Muller (Tel.: 012 420-4922, e-mail: leone.muller@up.ac.za)

2.6 ACCREDITED JOURNALS

See: http://www.library.up.ac.za/journals/journalsaccredited.htm

Accredited journals are recognized research output which meet specified criteria and therefore qualify for subsidisation by the Department of Education (DoE). To receive subsidy or recognition for an article you have written, you should select a journal which is accredited from one of the lists below.

The Department of Education’s List of Accredited Journals is compiled from journals included in ISI and IBSS, as well as South African journals selected by the Department of Education for this purpose and listed under SA List of Accredited Journals (DoE).

2.7 ABOUT GOOGLE SCHOLAR™ @ THE UP LIBRARY

Through GoogleScholar™ you can now not only access scholarly articles published on the World Wide Web, but also access valuable information resources to which the library of the University of Pretoria subscribes - all from a single searchable point. This is an innovative option currently being investigated by the UP Library.

GoogleScholar™ provides a simple way to broadly search for scholarly literature. From one place, you can search across many disciplines and sources (e.g. the University of Pretoria library catalogue, databases, electronic full text journals, theses, articles, web pages).

- Accessing GoogleScholar™
On Campus
1. Go to http://0-scholar.google.co.za.innopac.up.ac.za/ or click on the GoogleScholar™ logo which is displayed on the right-hand side of all the pages in the Library’s web site.
2. When prompted for a password, please use your surname, student/personnel number and PIN number. For problem free access to GoogleScholar™, please register with the Library at the beginning of each academic year.
3. No customisation is needed for on campus access.

Off Campus
To access GoogleScholar™ off campus, it is necessary to customize your browser:
1. Go to http://scholar.google.com/
2. Click on Scholar Preferences.
3. Next to Library Links, type in University of Pretoria.
4. Click on Find Library.
5. Repeat with steps 3 and 4 with OCLC.
6. Confirm that the check boxes next to SFX@University of Pretoria and Open World Cat are both checked.
7. Click on Save Preferences at the bottom of the screen.
8. You can now continue with your search.
9. For more help on searching with GoogleScholar™, use the Google™ Cheat Sheet.

• Access full text articles to which the AIS subscribes via GoogleScholar™
1. From the list of results, look out for SFX@University of Pretoria next to the title.
2. Click on the SFX@University of Pretoria link.
3. Select a publisher, and click on Go.
4. Log in: use your surname, student/personnel number and PIN number.
5. Click on Submit.
6. You will now be able to view the journal/article of your choice.

• Access books from our library catalogue via GoogleScholar™
1. From the list of results, lookout for Library Search at the bottom of the reference.
2. Click on the Library Search link.
3. At Enter Local Information, type sa
4. Click on Go.
5. A list of libraries will be displayed. Search for University of Pretoria.
6. Click on the Book link. Library catalogue information for the specific book will now be displayed.

• Advanced Search with GoogleScholar™
Use Advanced Scholar Search to limit your search to a specific title, phrase, author, journal title or subject area.

For more help on searching with GoogleScholar™, use the Google™ Cheat Sheet.
Accessing and downloading articles from GoogleScholar™ on campus are free of charge - no fees will be deducted from your UP Internet account. When accessing articles from home, normal Internet connection costs apply.

Please note: Please report any problems with GoogleScholar to Marie Swanepoel (marie.swanepoel@up.ac.za) or tel. (012) 420-4804.

2.8 INTERLENDING SERVICES

- Postgraduate students may request books, journal articles and other documents that are not available in the UP Library from other libraries in South Africa through the Library’s interlending service.
- Before you can use the Library’s interlending services, you first have to register as an interlending user. Please complete the online registration form at http://www.library.up.ac.za/interlending/onlineregister.htm to obtain an interlending Profile ID and password.
- Once you have obtained an interlending profile ID and password, simply follow the steps of at http://www.library.up.ac.za/interlending/procedure.htm to request material through the Library’s interlending service. Your requests are sent online to the interlending staff.
- IMPORTANT: Please double-check that material are indeed not available in the UP Library or online before you submit an interlending request.
- Preference is given to e-mail communication with users.
- Students from other universities must contact their home libraries for interlending services.
- Interlending documents are supplied to registered users free of charge.
- A fee of R10 will be charged for interlending material that is not collected. It is the responsibility of users to contact the interlending staff if they have not received notification to collect their documents after a reasonable time.
- Overdue books – Clients are requested to apply for a renewal as soon as the lending period has expired. Most libraries are willing to extend the loan period once. A minimum fine of R50 will be charged for an overdue or recalled book.

Feel free to contact your information specialist for training or if you have queries. If you need assistance after 16h00, please contact the General Information desk on tel. (012) 420-3720.

3 WHERE DO I START WITH AN ASSIGNMENT?

- Analyze the assignment brief: What exactly does the lecturer want in this assignment?
• Identify possible keywords to use in searches.
• Identify where you will find the required information:
  • **Our library collection:**
    ♦ Reference collection: Dictionaries, encyclopedias for definitions.
    ♦ Open collection: Books that you may borrow from the library.
  • **Other library collections:** Books and journal articles in other libraries.
  • **Internet sources:** Available through a search engine such as Google (also see [http://www.library.up.ac.za/eresources/eresourceslinks.htm](http://www.library.up.ac.za/eresources/eresourceslinks.htm)).

**How do I get access to the different sources?**
• Use the **library catalogue** to search for books and paper-based journals available in the UP library.
• Use the **e-journals collection** to search for specific electronic journals or for articles from different e-journal platforms.
• Use the **databases** to search for references to journal articles in electronic and printed format.
• Use **Sabinet** (click on the SACAT Sabinet link) to search for books and articles available from other academic libraries in South Africa.
• Use the Library’s **Reference collection** to search for dictionaries and encyclopedias.

## 4 FINDING LIBRARY MATERIAL

The following table summarises the approaches you should use to search for specific types of library material:

<table>
<thead>
<tr>
<th>Material housed in the UP Library</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Book – title/author known</td>
<td>Do a Title/Series and/or Author search in the library catalogue (UP Explore) at: <a href="http://explore.up.ac.za/screens/mainmenu.html">http://explore.up.ac.za/screens/mainmenu.html</a></td>
</tr>
<tr>
<td>• Books – on a specific topic, titles/authors not known</td>
<td>Do a Keyword search in the library catalogue (UP Explore) at: <a href="http://explore.up.ac.za/screens/mainmenu.html">http://explore.up.ac.za/screens/mainmenu.html</a></td>
</tr>
<tr>
<td>• Paper-based journal – journal title known</td>
<td>Do a Journal Title search in the in the library catalogue (UP Explore) at: <a href="http://explore.up.ac.za/screens/mainmenu.html">http://explore.up.ac.za/screens/mainmenu.html</a></td>
</tr>
<tr>
<td>• Electronic journal – journal title known</td>
<td>Do a Find Journal search on the Journals home page at: <a href="http://www.library.up.ac.za/journals/index.htm">http://www.library.up.ac.za/journals/index.htm</a></td>
</tr>
<tr>
<td>• Electronic journal articles – based on a keyword search</td>
<td>Do a keyword search of relevant e-journal platforms at: <a href="http://www.library.up.ac.za/journals/journalsplatforms.htm">http://www.library.up.ac.za/journals/journalsplatforms.htm</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Material housed in other South African libraries</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Book – title known</td>
<td>Do a Title search in the SACat database in SABINET at: <a href="http://0-www.sabinet.co.za.innopac.up.ac.za/magnet_login.html">http://0-www.sabinet.co.za.innopac.up.ac.za/magnet_login.html</a></td>
</tr>
</tbody>
</table>
Request via interlending if the book is not available at the UP Library.*

- Books – on a specific topic, titles not known
  Do a Keyword search in the SACat database in SABINET at: http://0-www.sabinet.co.za.innopac.up.ac.za/magnet_login.html
  Request via interlending if the book is not available at the UP Library.*

- Paper-based journal – journal title known
  Do a Journal Title search in the SACat database in SABINET at: http://0-www.sabinet.co.za.innopac.up.ac.za/magnet_login.html
  Request articles via interlending if the journal is not available electronically or in paper-based format at the UP Library.*

- Electronic journal – journal title known
  (SA e-journals only)
  Do a Journal Title search in the SA ePublications database in SABINET at: http://0-www.sabinet.co.za.innopac.up.ac.za/magnet_login.html
  Request articles via interlending if the journal is not available electronically or in paper-based format at the UP Library.*

- Journal articles – based on a keyword search
  (SA e-journals only)
  Do a Keyword search in the ISAP and SA ePublications databases in SABINET at: http://0-www.sabinet.co.za.innopac.up.ac.za/magnet_login.html
  Request articles via interlending if the journal is not available electronically or in paper-based format at the UP Library.*

Material housed in international libraries

- Journal articles
  Do a keyword search of relevant e-journal platforms at: http://0-www.library.up.ac.za/journals/journalsplatforms.htm
  Request articles via interlending if a specific journal is not available electronically or in paper-based format at the UP Library.*

* Please double-check that material are indeed not available online or in the UP Library before you submit an interlending request.

4.1 FINDING BOOKS IN THE UP LIBRARY

- Go to the University of Pretoria’s home page at http://web.up.ac.za/.
- Click on Library (AIS) link on the right-hand side of the screen to go to the Library’s home page at: http://0-www.library.up.ac.za/
- Click on Catalogue link to go to the Library catalogue at: http://0-www.explore.up.ac.za/screens/mainmenu.html
- A screen with search options will appear:

Select one of the following search options:

- **Keyword**: Choose this option to search for library material based on a keyword (e.g. qualitative research*)
• **Advanced Search:** Use this option to limit your search to a specific type of source (e.g. material type: thesis)

Use () or “” to search one concept in more than one word e.g. “qualitative research” or to combine terms (qualitative) and (research).

• **Title:** Use this option when you already have a specific title that you have obtained from a list of references (e.g. “Foundations of qualitative research”).

When the title of a book starts with an article (i.e., ‘a’ or ‘the’ or ‘an’), start with the next meaningful word in the title. For example, if the title is “An introduction to qualitative research”, start typing at “introduction to …”

• **Author:** Used this option when only the author of a source is known (e.g., Holliday, Adrian).

• **Journal title:** Use this option to search for paper-based journals that the Library is subscribed to. You cannot use this option to search for specific articles or for electronic journals.

More search tips are available at [http://explore.up.ac.za/screens/help_index3.html](http://explore.up.ac.za/screens/help_index3.html)

**Search example:**

Let’s conduct a keyword search for all books on qualitative research held in the UP Library:

• Select the Keyword search option from the drop-down list (Use the Title search option to search for a specific book of which the title is known to you).

• Type the keywords “qualitative research*” in the right-hand textbox.

• Click the Search button.

The search results will appear:
• You now have two options. Either scan through the list and save the relevant entries by clicking the “Save Records” button to the left of each relevant entry or obtain more information on a specific entry by clicking on its hyperlinked title.

• Let’s look at entry no. 2, “Handbook for team-based qualitative research” in more detail by clicking on its hyperlinked title. The details of this source will appear in a new page.
• The information on the screen print above indicates that this book is currently in and that it is located on level 2 of the UP Main Library under shelf number N 658 RESEARCH HANDBOOK. The N at the start of this shelf number indicates that this is a reference work that cannot be taken out.

• Click on the “Save Records” button at the top/bottom of the screen to save this entry to a temporary file for printing or e-mailing. Alternatively, click on the “Return to List” button to return to the previous search results screen.

• If you click the “Save Records” button, a new “View Saved” button will appear at the top of the screen. Click this button to access your list of saved records.

• The list of saved records appears in a new screen with different print / email options.
To print your list of saved records, choose Full Display or Brief Display under the heading “Format of List” on the left and Screen under the heading “Send List To” on the right. Click the Submit button.

To e-mail your list of saved records, choose Full Display or Brief Display under the heading “Format of List” on the left and E-Mail under the heading “Send List To” on the right. Enter your e-mail address in the “Mail To” text box and click on Submit.

Use the Previous Screen button to go back to the previous screen.

If the entry under the heading Status indicates “DUE” and a date, the specific source has been taken out and is not presently available. You can place a hold on (i.e., reserve) an item by clicking the Place Hold button at the top/bottom of the screen.

The following screen will appear:
Enter your information (student number and PIN number) and change the pick-up location to Academic Information Centre. The PIN number requested here is the same as the PIN number you created in section 2.2.

Click the Submit button.

4.2 VIEW YOUR LIBRARY RECORD AND RENEW A BOOK

Go to the search page of the library catalogue at http://explore.up.ac.za/screens/mainmenu.html
• Click on “My Library Record” to see which books are currently checked out on your name or to renew your books.

• Enter your student number and PIN number and then click the Submit button.

• The items checked out against your name will be listed at the bottom of the screen (see screen print below).

• To renew an item, tick the tick box to the left of the item entry and then click the Renew Selected button or click the Renew All button to renew all the items that are checked out against your name. Use the “Help with Renewals” link for assistance.

• Once you have renewed an item, the new return date will be displayed in red in the “Status” column just below the current due date.

4.3 FINDING PAPER-BASED JOURNALS IN THE LIBRARY

• Go to the search page of the library catalogue at: http://explore.up.ac.za/screens/mainmenu.html.

• Choose the Journal Title search option on the search options screen. Type the title of the journal (e.g., “marketing mix”) and click the Search button.
• The results of the search will appear on a new screen.

• The details on this screen indicate that this particular journal can be found in the journals collection on level 2 of the Main Campus Library and in the Mamelodi Library. The last volume received is no. vol. 26, no. 11/12 of Nov/Dec. 2008.
4.4 FINDING ARTICLES IN ELECTRONIC JOURNALS: A DEMO OF EBSCOHOST

- Go to the Library home page at [http://www.library.up.ac.za](http://www.library.up.ac.za)
- Click on the “Journals” link. The Journals home page will appear.

To find articles on a specific topic, click on the Platforms link on the right-hand side of the screen. Alternatively, to find a specific journal, type the journal name in the “Find Journal:” text box and click the Search button. We will focus on the first option.
Once you have clicked the Platforms link, a list of platforms will appear in the middle of the screen.

Platforms relevant to Economic and Management Sciences: Blackwell Synergy, EbscoHost, Emerald, Infotrac, JStor, ProQuest, SA ePublications and ScienceDirect.

- Click on the link of the desired platform (e.g. EbscoHost).
- The following authentication screen will appear:
• Enter your student number and the PIN number you created in section 2.2 in the provided spaces and click on Submit.

• You will now be connected to the EBSCOHost e-journal platform. This platform consists of several different databases. Choose the Academic Search Premier and Business Source Premier databases on the first screen by ticking the appropriate tick boxes and then click the Continue button.

Choose Databases

To search within a single database, click the database name listed below. To select more than one database to search, check the boxes next to the databases and click continue.

- Academic Search Premier
  This multidisciplinary database provides full text for more than 4,300 journals, including full text for more than 3,300 peer-reviewed titles. Peer-reviewed titles to 1975 or further are available for well over one hundred journals, and searchable cited references are provided for more than 1,000 titles.

- Business Source Premier
  Business Source Premier is the industry’s most-used business research databases, providing full text for more than 5,300 journals, including full text for more than 1,100 peer-reviewed titles. Business Source Premier is superior to the competition in full text coverage in all disciplines of business, including marketing, management, MIS, POM, accounting, finance, and economics. The database is updated daily on EBSCOhost.

Search tips:
- Use * to retrieve more results or if you are in doubt about the spelling of a particular keyword (e.g., research* will retrieve research, researcher, researchers, researching).
- The default search fields can be changed to title, author or subject. Experiment with the different options.
- If only full text articles are required, use “Refine Search” and mark the Full Text option.
Once you have specified the key words and search conditions, click the Search button. A list with search results will appear:

You have two options at this point: Either click on the Add link or associated folder icon to add a specific entry to a results folder that you can later access OR click on the hyperlinked title of a specific article to view more details about the entry.

**Option 1:** Mark the relevant records by clicking on Add. As soon as you have marked the items, the folder at the right of the screen will change to “Folder has items” and the Add icon to the right of an entry will change to “Remove from folder”.
Once you have added all the required records, click under “Folder has items” on the “Folder view” link to view the saved records.

Click on “Select All” to mark all the saved records in the folder. From the Folder Contents screen you are able to Print, E-mail or Save on disk by clicking the relevant option.

To print the entries in the folder:
- Click on the Print link. The “Print Manager” screen will appear.
- Choose the options indicated below and then click the Print button.
- To e-mail the entries in the folder:
  - Click on the E-mail link. The “E-mail Manager” screen will appear.
  - Complete the E-mail Address and Subject fields below. Mark the format HTML or PDF (or both) by ticking the appropriate tick boxes.
  - Click the Send button.
  - The articles will now be e-mail to the e-mail address that you have specified in the format (html or pdf) that you have requested.

- **Option 2**: Click directly on the hyperlinked title of a specific article in the result list.

  Let’s click on the hyperlinked title of record 3 in the search results list: “The Sage Encyclopedia of Qualitative Research Methods.”.
• A new screen showing the bibliographic details of the article along with an HTML version of the article will appear.

• This specific article is also available in PDF format. To access the PDF version, click on the PDF Full Text link at the top of the screen. The PDF version will be opened in a new screen.

• To print: Use the printer icon on the Adobe Acrobat toolbar (i.e., the toolbar nearest to the article).

• To save: Use the disc icon on the Adobe Acrobat toolbar (i.e., the toolbar nearest to the article).
4.5 FINDING A SPECIFIC ELECTRONIC JOURNAL

- Go to the UP web site at [http://web.up.ac.za](http://web.up.ac.za). Click on the “Library (AIS)” link on the right-hand side of the screen under the heading “Your quick links to …”
- The UP Library’s web page will appear. Click on the “Journals” link at the top of the screen to open the “Journals (Journals@UP)” web page.
- Read the instructions under the heading “Introduction”.
- Let’s search for any electronic journal with the word “Research” in the title. Type the word “Research”, without the inverted commas, into the “Find Journal:” text box. Make sure that the radio button to the left of “Contains” is selected. Click the Search button.

TIP: You can use the same approach to search for a specific journal. Type the name of the journal into the “Find Journal:” text box. Make sure that the radio button to the left of “Exact Match” is selected. Click the Search button.
A new web page with the heading “Journals alphabetical list” will appear. This page lists all the electronic journals with the word “Research” in the title.

Scroll down until you see the entry for the journal “Advances in competitive research”. This journal is available on three electronic journal platforms, namely ABI/INFORM Global, Academic OneFile and Business Source Premier.

Click on any one of these platform links to go to the specific platform.
4.6 USING SABINET TO FIND BOOKS, JOURNAL ARTICLES AND NEWSPAPER CLIPPINGS IN SOUTH AFRICAN LIBRARIES

- Go to the search page of the library catalogue at http://explore.up.ac.za/screens/mainmenu.html.

- Click on SACat (Sabinet).

- The following authentication screen may appear:

- Enter your student number and the PIN number you created in section 2.2 in the provided spaces and then click on the Submit button.
• Sabinet’s entry screen will appear.
• Click on the down arrow of the top drop-down list labelled “Jump to Database:”
• Choose the most appropriate database from the list.

Alternatively, click on the Databases link at the top of the screen. A list of Sabinet databases will appear on a new screen. Select the databases that you wish to search by ticking the appropriate tick boxes on the left hand side of the screen.

Choose the most appropriate databases from the list. Choose:
  o ISAP for references to journal articles from local journals available in academic libraries in South Africa.
  o SACAT for books available in South African academic libraries.
• **Current & Completed Research** for current and completed dissertations topics of students in South Africa.

• **NDLTD (Theses and Dissertations)** for Networked Digital Library of Theses and Dissertations, harvested from NDLTD Union Catalog which is an OAICat server.

• **Navtech** for Research at technikons.

• **SA e-publications** for full text journal articles from South African academic journals.

• **SA Media** for newspaper clippings.

• **Subsidie** for Journals approved as research platforms for publishing.

• **UCTD** for Theses and Dissertations at South African universities.

- Let’s use the ISAP database to search for articles on qualitative research. As soon as you choose ISAP from the “Select a Database to Search” drop-down list, a new search screen will appear.

- Click on the Advanced Search option on the left-hand side of the screen to open the Advanced Search screen.

- Enter the word “qualitative research” into the first search term text box and change the corresponding drop-down list to “Article Title”. We will, therefore, search for all articles with the words “qualitative research” in their titles.
Search tips: Use only words and not phrases. Use Boolean search operators (and, or, not) to combine key words.

Wild card = ?: Wildcards are used to retrieve more results. By using ? (e.g. child?) the system would be able to retrieve references on child and children and child’s.

From the drop down menus next to the search blocks, choose the place where you want the system to retrieve the words that you have specified (e.g. in the article title or abstract)

- Click on the Search button.
- A list of search results will appear. Select the relevant references by ticking the corresponding tick boxes on the left-hand side of the screen.
- Navigate to the next results page by clicking on the hyperlinked numbers that appear at the top of the page next to the word “Next:”
- Once you have selected relevant entries from the result list, click on “display marked items” at the top of the screen to see the records that you have marked. The records that you have marked will appear in a new screen.
- Click on the “full display” button at the top of this screen to view detailed information on your chosen records.
- You can now print or e-mail the selected records by using the “e-mail” or “print display” buttons at the top of the screen.
• Sabinet’s ISAP database only contains bibliographic information on journal articles from South African academic journals and industry magazines. The articles are not available in full text (i.e., electronic) format in ISAP.

• Once you have found references to relevant articles, you will have to:
  o Search Sabinet’s SA ePublications database to determine whether a specific article is available electronically; or
  o Search the UP Explore library catalogue to determine whether the UP Library is subscribed to a paper-based copy of the particular journal; or
  o If the article is not available electronically or in the UP Library, request it from another library through an interlending request.

4.7 WHERE DO I GO FROM HERE?

Do the following once you have located relevant sources of information:

- Always make sure that you have the complete bibliographic information of a particular source. You will need this information to compile an entry for the source in the list of references of your assignment.
- Fetch books from the shelf by referring to the shelf number (also know as the “call number) and location (i.e., the library and library level where the book is kept).
- Place a hold on material that has been taken out by other users.
- Immediately diarise the return (due) dates for all books and interlending material. This may save you a fortune in fines and also prevent you from being blacklisted because of late returns!
- Double-check whether material listed in Sabinet are not perhaps available in the UP Library before you submit an interlending request.
- Start writing your assignment based on what you have while you wait for interlibrary loan books and articles to arrive!
- Approach the information specialists on level 2 of the library for assistance or use the “Ask a Librarian” option at http://www.library.up.ac.za/askalibrarian/index.htm.