

# Welcome to the Library Technology Center at Concordia University!

We offer you this handy guide with the hopes that it will answer some of your questions about the library and the services we offer. If you have further questions, please stop in, call, or email us. The library offers several services including interlibrary loan, reserves (both electronic and hard copy), and video requests. We can even come to your class and show your students how to do research with the library's resources.

**Concordia University Virtual Library** provides access to all of our online research databases, CLICnet (the library catalog), and many other research tools: <http://concordia.csp.edu/Library/index.html>

**Reference Desk:** (651) 641-8812 or [reference@csp.edu](mailto:reference@csp.edu). The Reference Desk is staffed throughout the day. Stop here for any research questions you may have or to schedule a library instruction session for your class.

**Circulation Desk:** (651) 641-8237. Call to renew your books or for general information about the library.

## Library Hours

Monday - Thursday	7:45 am - 11 pm
Friday	7:45 am – 5:00 pm
Saturday	8 am - 5 pm
Sunday	1 pm-11 pm

## Reference Desk Hours

Monday - Thursday	10 am - 8 pm
Friday	10 am - 5 pm
Saturday	12 pm - 5 pm
Sunday	4 pm - 8 pm

Check the [hours](#) section of our webpage (under the **About** column) for special summer and break hours.

## Library Staff

**Charlotte Knoche (Liaison to CGCS and Business)**

Director/Reference Librarian

(651) 641-8241

[knoche@csp.edu](mailto:knoche@csp.edu)

**Jennifer Borkenhagen (Liaison to Sociology)**

Circulation Librarian, Interlibrary Loan/Reference

(651) 641-8770

[borkenhagen@csp.edu](mailto:borkenhagen@csp.edu)

**Geruth Buetow (Liaison to College of Vocation and Ministry)**

Instruction Librarian, Interlibrary Loan/Reference

(651) 641-8244

[gbuetow@csp.edu](mailto:gbuetow@csp.edu)

**Tamara Buetow (Liaison to Psychology)**

Reference/Curriculum Librarian

(651) 6410-8770

[tluetow@csp.edu](mailto:tluetow@csp.edu)

**Martha Burkart (Liaison to College of Education)**

Curriculum/Serials Librarian, Cataloger

(651) 603-6309

[mburkart@csp.edu](mailto:mburkart@csp.edu)

**Amity Foster (Liaison to Art, Theatre, Music)**

Administrative Asst, Media/Reserves Coordinator

(651) 641-8240

[foster@csp.edu](mailto:foster@csp.edu)

**Jeanine Gatzke (Liaison to EML, Communications, History)**

Technical Services Coordinator, Cataloger/Acquisitions

(651) 641-8242

[gatzke@csp.edu](mailto:gatzke@csp.edu)

**Amy Radermacher (Liaison to Science and Math)**

Reference/Electronic Resources Librarian, Cataloger

(651) 603-6315

[radermacher@csp.edu](mailto:radermacher@csp.edu)

# CLICnet

The shared catalog of COOPERATING LIBRARIES IN CONSORTIUM

<http://clignet.clic.edu>

## Using CLICnet

CLICnet is the library catalog for the members of CLIC (Cooperating Libraries in Consortium): Augsburg College, Bethel University and Seminary, College of St. Catherine, Concordia University–St. Paul, Hamline University, Macalester College, Northwestern College, and University of St. Thomas. The combined resources of these institutions provide more than one million books, films, audiocassettes and other items.

### Access

- You can access CLICnet through the internet from any location with internet access. To connect, use your browser and go to <http://clignet.clic.edu>.
- You can link to CLICnet through the **library** page. Go to the **Research** column and choose the **CLICnet** link.

### Navigate

- Use CLICnet's Previous and Next buttons to navigate through the catalog as the

browser's Back and Forward buttons may not work.



- Use the Start Over button to return to the main search screen.



### Searching

- **Search** - you can do a *keyword*, *title*, *author*, or *subject* search in this field. Enter your search term in the box and click *search*.
- **Advanced Search** – you can combine search terms and search fields as well as limit to specific dates, collections, locations, languages, publishers, and types to narrow your search.
- **Course Reserves** – use this feature to search by *instructor name*, *course name*, or *course number* to find items placed on reserve. For more detailed instructions on eReserves, go to <http://concordia.csp.edu/library/help/ereserves.html>

### Additional Search Options

- **Keyword** – use words important to the topic you are searching.
- **Title** – type the title of the item for which you are searching.
- **Author** – type the name of an author and get a list of all of their books. When entering the author's name be sure to type in the form of *last name*, *first name* (e.g. Shakespeare, William)
- **Subject** – use the official Library of Congress subject headings to find related items.
- **Journal Title** – use this to search for the title of a journal and the volumes held by each institution.
- **All Search Options** – this allows you to search various other fields such as call number, ISSN/ISBN, publisher, and/or limit to college/collection.

## Additional Features in CLICnet

- **My Account** – Use this feature to check due dates, renew books, and save searches. Sign on using your name and 14 digit barcode.
- **Interlibrary Loan** – Use this feature if the desired book is not in CLICnet or the journal article is not accessible via your home library. This will link you to the ILL forms for your library. Choose the correct form for the material type.
- **CLIC Libraries Information** – The location, hours, and contact information for each CLIC library is listed here.

## Interesting Buttons

- Use this button to limit your search to a particular library. This button is found on

the initial search screen.



- Use this button to request a book from another CLIC library. Enter your name and choose the location to which you would like you it sent.



- Use this button to mark records for later viewing.



- Use this button to find items similar to an item you are currently viewing.



- Use this button to alter your search: add more search terms, choose a particular location or collection, or limit to a particular date range.



- Use this button while in a record to return to the list of items from the search.



- Use this button to look at reviews for a particular book and get a peek at the inside of the book. This can help you decide if you want to check out the book.



# InterLibrary Loan

## How do I request ILL materials?

Check CLICnet to see if Concordia or CLIC own the book or journal; ILL is not available for materials owned by Concordia. If found in another CLICnet school, please place an electronic hold (or request) for that book in CLICnet. Choose the red **Request** button, enter your name and the 14 digit number found on your student ID, and choose the library at which you would like to pick it up. You will be notified when these materials arrive at the library.

For books not found in CLICnet and for journal articles, you may use the ILL electronic forms. These forms can be located by choosing the **Forms and Requests** under the **Help** column on the main library webpage. Next choose **InterLibrary Loan** and then choose the link for the type of material you want to request.

## What kinds of materials are hard to get through ILL?

It can be difficult to get reference books, dissertations, best sellers, very old (pre-20th century) and very new (current year) items, archival and manuscript material, genealogies and local histories, entire issues of journals, computer software, audio and videocassettes, CDs, phonograph records and microforms.

## Are there any limits on requests?

CLICnet limits book holds to 7 requests per day.

Copyright law limits requests to 3 articles per journal issue per request.

Copyright law limits journal article requests by Institution. Concordia's library can only request 5 articles from any single journal title published in the last 5 years. (i.e. If in 2005, 5 articles are requested from the same journal title published in the years 2001-2005, Concordia will have used up its 2005 allotment, and articles from that journal cannot be processed until 2006.)

There is no limit on ILL requests you may place. During busy times, we may limit the number of requests processed for an individual patron to 5 per day. Please prioritize requests so the most important are processed first.

## How long does ILL take?

CLICnet items take 2-3 days. There is twice-a-day delivery service between the CLIC consortium libraries September through May and once a day during the summer months.

Items from libraries in Minnesota take up to 2 weeks for delivery.

Items from libraries outside of Minnesota take up to 3 weeks for delivery.

PLAN AHEAD! Delivery from any library will depend on the availability of the requested materials. If we need to submit requests to several holding libraries to

find an available copy, the request will take longer to fill.

It is important to give a “need by” date; this would be the LAST possible day you can use the material. If you do not give a “need by” date, we will assume that you have a 30-day deadline.

Most requests are processed within 24 hours.

### **How much does it cost?**

There is no charge for using the ILL service. The cost to Concordia University’s Library Technology Center, however, can be significant; therefore, we ask that you be selective in your requests.

Books are free unless the lending library charges for the loan of the material. We will notify you about possible charges, and you may cancel the request or pay the requested amount.

Journal articles cost \$.10 per page.

Payment of fees is due at the time of pickup or will be assessed to your student account.

Fees can’t be waived unless your article comes in later than your deadline date. You are responsible for the fees associated with your request regardless of the value of the material’s content.

### **How long can I keep a book?**

CLICnet books: students (6 weeks), faculty/staff (a semester).

For loans from non-CLIC libraries, the average loan period is about 3 weeks; this can vary considerably, because each library follows its own policy in setting due dates.

The due date will be located on ILL sleeves with the book or assigned at the time of check out. Please do not remove these sleeves or papers.

Return the books on time to help us maintain good relations with the lending libraries and to keep your borrowing privileges in good standing.

### **Can books be renewed?**

CLICnet books can be renewed twice; each renewal loan period is 4 weeks and then the books will need to be returned. You may renew CLICnet items yourself online on the CLICnet homepage under “My Account.”

Faculty may renew books once for another semester.

Non-CLIC books usually cannot be renewed. Please call the Interlibrary Loan Office (651-641-8240) or email a request to [reference@csp.edu](mailto:reference@csp.edu) to ask if an extension is possible. Ask for renewals before the due date. It usually takes several days to process a renewal request.

Books borrowed from other libraries may be subject to recall by the lending library. You should then return these books to Concordia's Library Technology Center ASAP so that they may be returned to the lending library.

### **How will I be notified of my incoming ILL requests?**

The Circulation Department of the Library Technology Center will notify you when your requested material arrives. The method of notification will be phone, email, or campus mail. Please make sure the information on your library record is up to date and complete so you can be contacted easily.

### **How can I check on the status of my request?**

You may check the status of your requests in [CLICnet's My Account](#) or by contacting the ILL office at 651-641-8240 or [gbutow@csp.edu](mailto:gbutow@csp.edu).

A CLICnet book will remain on hold for 21 days, at which time the system drops the hold if it is unfilled. You will need to resubmit the hold request if you still need the books or check with the ILL office for other ways to obtain the book.

### **Where do I pick up and return ILL materials?**

All materials are to be picked up and returned at the Circulation Desk of the Library Technology Center. Have your Concordia ID with you and be prepared to pay photocopy fees (\$.10/page) at the time of pickup.

If there is a paper sleeve on an ILL book, please leave it on and return it with the book.

### **What if I get an overdue notice?**

Please return overdue items as soon as possible. Concordia's reputation in the "Interlibrary Loan" world depends in large part on how faithfully we adhere to other library's due dates. Please do not jeopardize our future borrowing privileges with other libraries by disregarding their due dates. Note that unresolved overdue fines may result in the loss of your ILL privileges.

If you get an overdue notice for an interlibrary loan book which you have already returned, please note the date that the overdue was printed. If you returned the book on or after that date, you can probably ignore the overdue notice. If you returned the book before that date, please call the Circulation Desk of the library (651-641-8237).

### **What if I lose or damage ILL materials?**

As a borrower, you are responsible for any loss or damages to the material. You

will be billed for the “lost” or damaged book. Lost or damaged books will be subject to CLIC-wide replacement policies (\$65.00/book) or those of the lending library.

**Why would my ILL request be returned unfilled?**

CLIC owns the book you have requested.

Concordia owns the journal you have requested or it is available via an online database.

Your citation information is incomplete or inaccurate.

The item is unavailable from another library.

The cost of obtaining it exceeds our limits.

## Reserves

1. To put materials on reserve (paper or electronic), the following information is required:
  - Course title/number
  - Date materials are to be taken off of reserve. If this is not included, the reserves will be removed at the end of the semester. Any material that requires copyright permission for a second term will be removed until permission is granted and library staff is notified with the proper documentation
  - Instructor information
2. Fill out the Reserve Request Form completely.
3. If materials are only to be on eReserve (electronic reserve), check the appropriate box on the form.
4. Sign and date the form.
5. Materials that are part of the library collection must be pulled by the requesting instructor.
6. Materials will be added to the reserve system twice a day (once in morning, once in afternoon), if dropped off between 7:45-3:30. Materials brought by after 4:00 will be added the next day. Reserves are not processed on weekends.
7. If an item is to be an eReserve, a hard copy will be kept as a back-up in case of network issues.
8. Please be aware that we do abide by the copyright fair use policy. If a reserve request breaks this policy, it will not be processed.

**Concordia Library**

**Reserves Materials Request Form**

\_\_\_\_\_  
Course No.

\_\_\_\_\_  
Course Title

\_\_\_\_\_  
Instructor's Printed Name

\_\_\_\_\_  
Phone number/E-mail address

\_\_\_\_\_  
Date wanted on reserve

\_\_\_\_\_  
Date wanted off reserve  
(Item will come off reserve automatically at  
the close of term unless another date is specified)

		<b># Copies</b>	<b>Barcode</b> (library use only)	<b>E-Reserve</b> (Yes/No)

By signing this form, instructors certify that they have received any copyright permission (for materials which exceed the Fair Use Guidelines) which is required under the 1976 Copyright Law (Title 17, US Code) to place the above materials on reserve.

Instructor signature \_\_\_\_\_

## Finding eReserves on CLICnet

1. Go to the library catalog (CLICnet). It can be accessed from the Library's webpage (<http://www.csp.edu/library/>) under the **Research** column.
2. In the center of the screen, choose the grey tab marked **Course Reserves**.
3. The default search is by instructor name, but you can choose course name or number.
4. Example: Do an 'Instructor' search for DeVries. Choose your professor's name and the appropriate class code if more than one is listed.
5. If the item is on eReserve, it will say \*Electronic Copy Available\* under 'Format' (on the far right side of the screen).
6. To access the article online, click on 'View or Print: [article title]' (found on the left side of the screen).
7. You must enter your name and barcode. Your barcode is found at the bottom of your CSP ID card and begins with '20519...' [If you do not have a barcode, or yours is not working, please call the library circulation desk at (651) 641-8237. Your barcode is **not** your L number.]
8. Click 'Submit.'
9. eReserves are in PDF format and can be read on the screen or printed.
  - a. To print, use the icons at the top of the PDF article rather than File, Print. (File, Print will print the screen, not the article.)
  - b. Use the icons above the article to manipulate it (zoom in/out, page forward/back).

If you have any questions, contact the Reference Desk: (651) 641-8812 or [reference@csp.edu](mailto:reference@csp.edu).

## How to Request a Video

If there's a video or DVD you'd like to use, we can get it.

If our library owns the video, you can stop by the Circulation Desk and pick it up. However, you can also have that video booked for you so no one else can check it out before you do. This comes in handy, especially if you need it for a specific time and date. To have something booked, email the media coordinator at [medialibrary@csp.edu](mailto:medialibrary@csp.edu).

Videos that are not owned by CSP must be requested through the media coordinator. Follow the instructions below to access those videos.

You may not go to another CLIC school to pick up a video. It must be processed through the media coordinator

1. Find the video in CLICnet or if it's not in CLIC, all the information you know (title, producer, date, actor/director, any identifying information).
2. Send an email to [medialibrary@csp.edu](mailto:medialibrary@csp.edu)
3. Include
  - a. Title
  - b. Call number
  - c. Date needed by
4. Videos take at least 2 days to arrive if they're from another CLIC school. If they are from an out-of-state vendor, the U of M, a video vendor or other source, it will take at least a week.
5. If you need a video longer than the allotted check-out time, please e-mail the [medialibrary](mailto:medialibrary@csp.edu) address. Typically videos can be renewed; however, if another professor needs the video, you must return it.

# Library-Department Liaison Program

The library maintains a relationship with the departments through our Library Liaison Below is a list of the departments and their library liaison. Your liaison is your connection between your department and the library.

## Department liaisons:

Charlotte Knoche: CGCS and Business

Jennifer Borkenhagen: Psychology

Geruth Buetow: College of Vocation and Ministry

Tamara Buetow: Sociology

Martha Burkart: College of Education

Amity Foster: Art, Theatre, and Music

Jeanine Gatzke: History, English, and Communications

Amity Radermacher: Science and Math

## Liaisons can:

- Keep abreast of new databases being developed in your field
- Identify new materials that might be of interest
- Keep track of your budget monies
- Process all materials orders
- Work with you as you identify goals on the Information Literacy rubric for your syllabi
- Keep you informed of library policies, procedures, and services
- Arrange Information Literacy instruction sessions.

In order to facilitate this process, it is helpful if you can provide syllabi of the courses in which you wish to integrate the Information Literacy Rubric.

## Please contact your liaison if:

- You become aware of a gap in the collection
- You are in the process of developing new program or course
- You have identified a new book or video you would like the library to purchase
- You are interested in a database trial
- You have questions about library policies or procedures
- You are interested in a librarian coming to your class to help your students become proficient in identifying, accessing, and evaluating information

# Library Instruction & Information Literacy Sessions

## [ACRL Information Literacy Standards](#)

1. **KNOW:** The information literate student determines the nature and extent of the information needed.
2. **ACCESS:** The information literate student accesses needed information effectively and efficiently.
3. **EVALUATE:** The information literate student evaluates information and its sources critically and incorporates selected information into his or her knowledge base and value system.
4. **USE:** The information literate student, individually or as a group, uses information effectively to accomplish a specific purpose.
5. **ETHICAL/LEGAL:** The information literate student understands many of the economic, legal, and social issues surrounding the use of information and accesses and uses information ethically and legally. This standard recognizes that students must be taught the social, economic, and political issues surrounding information, specifically the ethical and legal uses of information and its technology.

Information literacy is an essential aspect of a college education, and as library staff we want to be involved. By offering library instruction sessions, we can help you develop information literate students.

We can come to your classroom (or you can bring your students to the library) and teach classes on basic research tools within the library or how to start your research. We can also customize to your class or even to a specific project.

To schedule a class, send an email to [reference@csp.edu](mailto:reference@csp.edu). In order to customize and maximize learning objectives for you and your students, please schedule the classes two weeks in advance if possible.

The **Information Literacy (I.L.) in Your Classes** portion of the [Facts for Faculty](#) webpage provides an information literacy course catalog—you can pick and choose which class you'd like us to teach, or come up with a brand new one tailored to your requirements.