Answers to Frequently Asked Questions

Contents

1. How do I know if a book is in the library?
2. Can I renew my books online?
3. How do I get a book / article that the library does not own?
4. What kind of software / hardware is available in the computer labs?
5. How can I check out books from another library?
6. I can't find the supplemental readings Dr. Jones assigned. Where do I go to get them?
7. Dr. Jones said we could download certain articles online for her course. How do I get them?
8. How do I access the library's databases from off campus?
9. Where are theses and dissertations written by TAMU-CC students located?
11. Where do I go to check out laptops?
12. Where can I get help for a particular course?
13. Where can I find information about a specific topic?
14. How do I find the following article?
15. Does the library have access or subscribe to a specific journal?
16. I am not a student at TAMU-CC. Can I do research at the library?
17. What is a peer-reviewed / refereed / scholarly journal and how do I find articles from one?

1. How do I know if a book is in the library?

Go to our online catalog at: http://portal.tamucc.edu. Choose the "Title" link and enter the title of the book. If we have it, the results will show the location (Main, Reference, Special Collections, etc.), the call number and whether it is available for check-out.

Back to top

2. Can I renew my books online?

To renew books online, go to Bell Library's online catalog, and click "Find" from our home page at http://rattler.tamucc.edu. Select the "My Account" tab and click on "My Library Account." You must enter your name and University ID number. Your library record will appear, and you will see a link to items checked out. From the list of books, you can choose the ones you want to renew. You cannot renew online once the books are overdue, and you may only be able to renew items up to 3 times. If you have problems, call the Circulation Department at 825-2340.

Back to top

3. How do I get a book / article that the library does not own?

"InterLibrary Loan" is a service provided by the library to obtain books or articles that we don't own or provide access to. In order to register for our Interlibrary Loan service, which is called ILLiad, go to Bell Library's Homepage, at http://rattler.tamucc.edu. Under the "Services" tab is a link to "Interlibrary Loan" If this is your first time using the service, be sure and read the instructions for "First Time Users." You may need to scroll down to see this link. All the information you need in setting up your ILLiad Account is noted on this
page. Click the link at the bottom of the page to proceed to the registration form. In order to access the Interlibrary Loan request form, you must first log in by providing your name, and your University ID number. Then proceed to ILLiad using the user name and password you set up. If you have any problems with this process, please contact the Interlibrary Loan Office at 825-6557.

4. **What kind of software / hardware is available in the computer labs?**

Check these websites for information on software/hardware on campus

Library: [http://rattler.tamucc.edu/software/computer_software.html#lic](http://rattler.tamucc.edu/software/computer_software.html#lic)

Campus: [http://labs.tamucc.edu/](http://labs.tamucc.edu/)

BCL (Business Computer Lab): [http://barnacle.tamucc.edu/bcl/](http://barnacle.tamucc.edu/bcl/) (click on "Lab info" link)

5. **How can I check out books from another library?**

Currently enrolled students and currently employed faculty and staff may obtain a TexShare card, valid for a semester. TexShare cards may be obtained from the Circulation Desk. You may take your TexShare card and a photo ID to another TexShare Library and receive borrowing privileges at that library. Patrons are responsible for returning items borrowed from other libraries. More information is available at [www.texshare.edu](http://www.texshare.edu)

6. **I can't find the supplemental readings Dr. Jones assigned. Where do I go to get them?**

Go to Bell Library's Homepage, at [http://rattler.tamucc.edu](http://rattler.tamucc.edu), click on "Find" then "Course Reserves". Choose the link to "Course #" or "Instructor". Enter your course name or instructor's name. Some of these materials will be available electronically; others may only be available in print at the library. Ask for the item at the Circulation Desk. If there are materials available electronically, you will be asked for your name, your University ID number and a class specific password provided by your instructor. Call the Circulation Desk at 825-2340 if you have any questions.

7. **Dr. Jones said we could download certain articles online for her course. How do I get them?**

Go to Bell Library’s Homepage, at [http://rattler.tamucc.edu](http://rattler.tamucc.edu), click on "Find" then "Course Reserves". You will then see a link to "Course #" or "Instructor". Click on one of those and enter your course name or instructor's name. For materials available electronically, you will be asked for your name, your University ID number and a class specific password provided by your instructor. Call the Circulation Desk at 825-2340 if you have any questions.

8. **How do I access the library's databases from off campus?**

In order to access Bell Library's databases from off campus, select the "Find Articles" icon on the Library's home page: [http://rattler.tamucc.edu](http://rattler.tamucc.edu). You will be prompted for your name and your University ID number. You have now "authenticated" yourself and can use the databases the same way you would from within the
9. **Where are theses and dissertations written by TAMU-CC students located?**

To find theses and dissertations written by TAMU-CC students, you must know the exact title or the author's name. From the library's home page, click on "Find" or "Find Books & More", then search for the item using the author or title field. Most theses/dissertations may be checked out. You might also try to find the item online using "Search All Databases". Choose "Dissertations & Theses" as the category and enter keywords from the title in the search boxes. Many dissertations are available in full-text from this resource.

10. **How do I get my thesis / dissertation bound?**

Check with the Periodicals Office at 825-2356, or click on this link for information: [http://rattler.tamucc.edu/policy/binding.html](http://rattler.tamucc.edu/policy/binding.html)

11. **Where do I go to check out laptops?**

Students may check out laptops for use in the library from the Library Media Center, located in Room 217. Please view the policies and requirements for laptop use at: [http://rattler.tamucc.edu/dept/media/laptop.html](http://rattler.tamucc.edu/dept/media/laptop.html)

12. **Where can I get help for a particular course?**

Visit the Tutoring and Learning Center's website to get help for classes. [http://falcon.tamucc.edu/~tlcweb/](http://falcon.tamucc.edu/~tlcweb/). They are located in the Library in Room 216.

13. **Where can I find information about a specific topic?**

Please check with the Reference Desk in person at the library or by phone at 825-2609. You may also use the Ask-A-Librarian link under "Help" to email a question.

14. **How do I find the following article?**

Mouse over "Find" and select "Journals" from the Library's home page ([http://rattler.tamucc.edu/](http://rattler.tamucc.edu/)). In the search box, type in the title of the journal you are looking for. The result list should have the journal you are looking for and any databases that provide articles from that journal. Clicking on one of the links allows you to search within that publication. If you know exactly which issue you need, some databases allow you to click on the relevant year and look for the volume/issue number in question. Others will provide you with search boxes in which you can specify the date or search term. If the library subscribes to a hard copy of the journal, you will see a link "Search the Bell Library catalog for print holdings." Click to see the location, format, which dates the library owns. Be sure to verify that the dates includes the date of your article.
15. **Does the library have access / a subscription to [specific journal]?**

Mouse over "Find" and select the "Journals" link from the Library’s home page (http://rattler.tamucc.edu/). In the search box, type in the title of the journal you are looking for. If the library subscribes to an electronic version of the journal, you will see the journal's title and a link or links to different databases that provide access. If the library has a hard copy of the journal, you will see a link "Search the Bell Library catalog for print holdings." Click to see the location, format, and which volumes the library owns. The library owns some journals in microfilm, or a combination of microfilm and print. If you are not sure where the journal is located or which dates are available, check with library staff.

16. **I am not a student at TAMU-CC. Can I do research at the library?**

Community Users may purchase a Community User's Card, valid for one year, for $20 dollars. Community Users may check out 3 items, for 3 weeks with no renewals. Anyone who comes in to the library may use the online databases at the Reference workstations, after being logged in by a staff member.

17. **How do I find peer-reviewed / refereed / scholarly journals or articles?**

A journal, sometimes referred to as a periodical, is a publication with scholarly articles that disseminates current information on research & development in a given subject. This differs from a magazine which is for general reading and contains articles, stories, photos and ads on a variety of subjects. "Refereed" or "Peer Reviewed" articles have been read and approved by outside experts from a given field. When you search a database for scholarly articles, you may be able to “limit” your search to peer-reviewed items by checking a box or selecting a tab that retrieves only scholarly articles. See FAQ 14 for more information on how to find articles.

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**Distance Learning FAQ**

1. **Who is a distance education student?**
2. **What is Remote Access/Distributed Learning/Distance Learning?**
3. **What are the minimum PC requirements to utilize library resources?**
4. **What basic computer skills must I have in order to take Web-based or online courses?**
5. **Are there any limits in being a Distributed Learner? What can an on-campus student do that I can't?**
6. **What is Portal?**
7. **What is a database?**
8. **What is TexShare and how does it help me?**
9. **Do I need to request a new TexShare card each semester and how do I do that?**
10. **What is Interlibrary Loan? When do I use it?**
11. **How do Distance Learning students get video/audio/media?**

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1. **Who is a distance education student?**

A distance education student is one enrolled in classes at TAMU-CC who lives outside the Corpus Christi Standard Metropolitan area. If a student takes any coursework on campus, that student is not considered a distance student. On the other hand, if a student takes *only* WebCT-based courses, that student may be considered a distance learner.
2. **What is Remote Access/Distributed Learning/Distance Learning? Compare.**

Remote Access refers to the ability to access library electronic resources from outside of the library building. Any registered student with an internet connection has remote access to library electronic resources. Distributed Learning and Distance Learning are often used interchangeably. They refer to the offering of classes, or portions of classes, via the Internet rather than in the traditional classroom setting. Students are able to complete their coursework without coming to campus for class meetings.

3. **What are the minimum PC requirements to utilize library resources?**

The Bell Library recommends one of the following browsers to access library resources:

- Internet Explorer 5.0 and later
- Netscape Navigator 4.7
- Mozilla Firefox

Notice to AOL (America Online) users:
Be sure to use one of the browsers listed above and not the AOL default web browser.

Many of the library's full-text articles are in PDF format. Adobe Reader is required to view PDF files. It is free and can be downloaded by clicking on the following graphic.

Adobe Reader

Firewalls and pop-up blockers will sometimes interfere with access to library databases. If you are experiencing problems viewing library resources, try turning off or disabling these features.

4. **What basic computer skills must I have in order to take Web-based or online courses?**

Basic computer skills one must have in order to be successful in Web-based or online coursework are: the ability to send and receive e-mail, including attachments; familiarity with the Internet and how to use Web browsers; the ability to install software; word processing skills; and knowing how to cut and paste between applications.

5. **Are there any limits in being a Distributed Learner? What can an on-campus student do that I can’t?**

The library makes every effort to ensure that Distributed Learners have access to the same resources that on-campus students have. Electronic resources are accessible from anywhere in the world. Print resources may be requested through the Interlibrary Loan Department and are mailed directly to distributed learners. Articles from print journals and reference sources will be scanned and made available in electronic format. Students needing reference assistance may call the reference desk at (361) 825-2609 or request help through our Ask-A-Librarian service. Technical assistance can be found here.

6. **What is Portal?**

Portal is the name of Bell Library's online catalog, the key to its collection of materials.
7. **What is a database?**

A database is a collection of data organized especially for rapid search and retrieval (as by a computer). [Merriam-Webster's Online Dictionary] Some specific examples of databases accessed through the Bell Library include Academic Search Complete, ArticleFirst, PsycINFO, and TOPICsearch, which can be found on the library's Databases Web page.

8. **What is TexShare and how does it help me?**

TexShare is a resource sharing program in which most libraries throughout Texas participate. The TexShare card, along with a photo ID, may be taken to any participating library and used to obtain borrowing privileges. The card can be obtained by currently enrolled students from the institution at which they are enrolled.

For more information on TexShare:
- TexShare's website
- Participating TexShare libraries

9. **Do I need to request a new TexShare card each semester and how do I do that?**

Yes, you must request a new TexShare card each semester because the cards are only valid for one semester. You can request a card in person at the Circulation desk or have one mailed to you by e-mailing your request to Robert.Rios@tamucc.edu

10. **What is Interlibrary Loan? When do I use it?**

Interlibrary Loan is the process by which a library requests materials from, or supplies materials to, another library. ILL can be used when an item needed is not found in our library's catalog or on any of the subscribed databases.

11. **How do Distance Learning students get video/audio/media?**

None of the media housed in our library may be lent, however, given the appropriate time to locate libraries willing to lend media, we may be able to obtain them from another source.