Online Library in a Nutshell
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The Online Library is a library service dedicated to supporting all students of the University of London’s distance learning programmes. At the Online Library you can access a range of resources similar to those available in a physical library.

The resources in the Online Library have been carefully selected because of their high academic quality and as such are often more reliable than those found freely on the web.

The Library is managed by a team of professional librarians who are available to provide help and advice on using information resources.

Why do I need to use the Online Library?

- So you can access high quality information resources that are relevant to your course.
- Learning to use the Library effectively will equip you with the information skills you need to succeed in your studies and your career.
- So you can get support from professional librarians on using information resources.

Accessing the Online Library

You can access the Online Library via the Study tab in your Student Portal. You can also access the Library directly on the web at onlinelibrary.london.ac.uk

Library resources

The Library contains over 97 million electronic items, including:
- eBooks
- Journal articles
- Legal cases
- Newspaper articles
- Dissertations
- Statistics

This material is stored in collections known as databases.

You can view the databases which contain material relevant to your programme from your Programme Gateway: onlinelibrary.london.ac.uk/programme
Databases

Each database has its own web page, similar to the example below.

1. **Academic Search Complete (EBSCO)**
   - Login button
   - Description of what is in the database
   - Instructions for logging into the database from Summon
   - Guidance on searching the database

You can login to this database using either your student portal password or your Online Library Athens account.

Updated daily, Academic Search Complete is a multi-disciplinary database with full text coverage of almost 4,700 scholarly publications, including full text coverage of over 3,500 peer-reviewed journals dating as far back as 1975.
Searching the Online Library

You can log into databases from your Programme Gateway and search them individually. However, if you do this, you will only be searching the contents of that particular database.

For this reason, it is usually better if you carry out your search using the Summon search engine.

**Summon**

Summon is a Google-like tool that searches across the various databases, retrieving items that you have access to through the Online Library.

You can search Summon at: [onlinelibrary.london.ac.uk/resources/summon](http://onlinelibrary.london.ac.uk/resources/summon) or from the search box on the Library home page.

When you find an item in Summon you want to read, Summon will allow you to link across to the database the item is stored in.

You can also save your search results to look at later, and export them into a citation management tool such as RefWorks. See here for details: [onlinelibrary.london.ac.uk/reference-management-software](http://onlinelibrary.london.ac.uk/reference-management-software)

**A-Z journals list**

If you are searching for a serial publication such as a journal or law report series, you can also search using the A-Z journals list: [onlinelibrary.london.ac.uk/resources/journals](http://onlinelibrary.london.ac.uk/resources/journals)

The A-Z journals list will tell you if the journal or report series is available in the Library, which database(s) it is stored in, and the years available. As with Summon, the A-Z journals list will allow you to link across to the relevant database.

**Database searching**

Sometimes you may wish to log into a database from your Programme Gateway and search it directly.

This can be useful if you want to find material that is not retrieved by Summon, for example:

- Cases (stored in the legal databases such as ‘LexisLibrary’ and ‘Westlaw’)
- Statistics (stored in the ‘Statista’ database)

There is a Quick Start Guide for each database that explains the basics of how to search it effectively. Quick Start Guides are available here: [onlinelibrary.london.ac.uk/support/quick-start-guides](http://onlinelibrary.london.ac.uk/support/quick-start-guides)

As mentioned earlier, remember that when you search a database directly, you are not searching the entire Library collection, only the contents of that database.
Passwords

The Library databases are password-protected.

This means that whenever you connect to a database from Summon or the A-Z journals list, or from your Programme Gateway, you will need to log in.

You can access all Online Library databases (apart from Kluwer Arbitration—see below) using the same username and password you use to access to Student Portal and Virtual Learning Environment.

Students studying with the CeFiMS, CeDEP and Global Diplomacy (SOAS) programmes will need to log in with an Athens password. To get an Athens account please complete the form here: onlinelibrary.london.ac.uk/resources/register-athens

Each database requires a slightly different set of steps to log into it from Summon. There is a Login Guide for each database on the Library website, so you should take a look at the Login Guide for a database if you are unfamiliar with how to log into it from Summon.

Login Guides are available here: onlinelibrary.london.ac.uk/support/guides/login-guides

If you have any difficulties logging in, please contact the Online Library Enquiry Service.

Kluwer Arbitration

A separate password is required for the Kluwer Arbitration database. Please complete this form to get one:

onlinelibrary.london.ac.uk/about/contact-us?type=kluwer

Logging in: tips

If you have forgotten your Student Portal password, you can reset it using the Forgot password? facility on the Student Portal home page

If you have forgotten your Athens password, you can reset it here:

onlinelibrary.london.ac.uk/athens-reset

If you are having trouble logging into a database, check that you have followed the precise steps shown in the Login Guide for that database.

If you need help, contact the Online Library Enquiry Service.
Most of the Library’s ebooks are stored in the ‘Dawson’s eBook Collection’ database, which you can access from your Programme Gateway.

Although you can find ebooks in the Dawson’s database using Summon, you may also wish to search the Dawson’s database individually.

Items appear in green in Dawson’s if they have been purchased by the Library. We aim to provide all Essential course reading titles.

Reading ebooks

You can read ebooks in the Dawson’s database online, or download them to read offline.

When you download a book from Dawson’s this is similar to borrowing it from a physical library.

In most cases you can download the book for up to seven days at a time.

Some titles can only be read online or downloaded by one user at a time, in which case the download period is 24 hours.

In these cases, you can join a ‘queue’ if the title is being read by another user, and you will receive an email when you reach the front of the queue. Each position in the queue represents a period of 24-36 hours. See here for more information about downloading ebooks: onlinelibrary.london.ac.uk/download-ebooks

Printing and saving

In order to comply with copyright law, you are only allowed to print or permanently save (e.g. by copying and pasting) up to around 10% of any ebook.

My Bookshelf

You can add titles you wish to refer to regularly (such as your Essential course readings) to your personal favourites in Dawson’s—known as ‘My Bookshelf’.

To do this, simply click the star icon next to the title. It will then appear in your My Bookshelf list to the right of the screen whenever you log into Dawson.
Getting help

Student Support pages

The Student Support pages on the Online Library website contain lots of useful information, so you will often find the answer to your question there. You can access the Student Support pages here: onlinelibrary.london.ac.uk/support

Online Library Enquiry Service

The Online Library is managed by a team of professional librarians who can provide help and advice on using Library and information resources. For example:

- Locating your course readings
- The best way of searching for information on a topic
- Logging into databases
- Referencing

The Online Library Enquiry Service is staffed Monday-Friday, 09:00-17:00 (UK time)

You can contact the Enquiry Service at any time by:

- Email onlinelibrary@london.ac.uk
- Web Form onlinelibrary.london.ac.uk/about/contact-us

We aim to respond to enquiries within 72 hours.

During staffed-hours you can get immediate help by:

- Phone +44(0)20 7862 8478
- Ask a Librarian Live Chat

You can speak live to a librarian by clicking the green Chat with us now button in the bottom left hand corner of the Library website.

If a librarian is not available immediately (for example, if we are chatting with other students) you can click the Contact us button instead and leave a message. A librarian will then get back to you as soon as possible.

For more details see: onlinelibrary.london.ac.uk/support/online-library-enquiry-service/ask-librarian-live-chat

To enable us to give you the right help as quickly as possible, please provide your 9-digit Student Registration Number whenever you contact us.

See here for more information about the Online Library Enquiry Service: onlinelibrary.london.ac.uk/support/online-library-enquiry-service