LIGHTLY EDITED FILE

Research as a Global Student: Challenges & Success Strategies

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Kim: Welcome, everyone, we'll get started in a few minutes.

I'd also like to let everyone know if they want to download the presentation prior to the event, they can click on the center of the slide here on the screen and you can get the presentation and that way you can follow along, if you prefer.

Okay.

Well, I'd like to thank everyone for joining the Academic Skills Center for this presentation, which is part of our day-long International Student Success conference.

And we know how busy you all are and we truly appreciate the time that you've taken out of your day to join us.
And I want to mention that this session is being recorded and will be available for future viewing on the Academic Skills Center website.

And we have a web links pod with a bunch of handy links for you.

So you can access the presentation also in that web links box and we also have a link for the Academic Skills Center.

I'd like to go over some housekeeping items before we start for those of you that are not familiar with working in Connect.

Our virtual conference room is set up with audio, video and a chat feature.

And we have a presentation area, a captioning area, and other pods to enhance the presentation.

If you want to expand the viewing area, you will see a square four arrowed box at the top of your screen.
And it will expand the presentation area to full screen on your computer, which can also be minimized with the same control when hovering over the top right-hand corner of the full screen view.

And if you have any questions during the session, for this session, please utilize the chat box and we will make sure that the presenter gets them for the Q & A time.

And since we have so many attendees, we've muted the microphones and will not be using the raise hand feature.

Adobe has a help button in the top right-hand corner for your convenience in case you need it for troubleshooting any technical problems.

And, again, participants can interact with us through any chat box, Q & A box, if we have them, and polls in the
screen.

Two this presentation, we will just be having the chat box.

Archived viewers will contact us via e-mail if there are any questions.

And my name is Kimberly Palermo Kielb, I'm the coordinator of instructional support with the Academic Skills Center.

And my e-mail is -- you can see it on your screen here under the housekeeping slide, but it's ASCtutoring@waldenu.edu, if you have any questions.

So, again, I would like to thank everyone.

And we will get started with our presenter in a few minutes.

I want to thank everyone again for joining us today.

Welcome to this presentation called Research As a Global Student:
Challenges and Success Stories.

Today we are joined by our presenter, Jean Allinder, and I'll give you a little bit of a background about Jon. Jon earned his Master's of Library and Information Science at the University of Wisconsin Milwaukee in 2010. Jon joined the Walden Library as a graduate assistant and after graduation joined the staff full time. He has served in a variety of roles and is currently a reference and instruction librarian. At this time, I'd like to bring you Jon. Go ahead, Jon, take it away.

>> Jon: Hi, there, thank you very much.

Okay.

I'll get started here.

I've got just -- I'll just say a little bit more about myself, and then I'll jump into the presentation.
So, as was mentioned, I've been with Walden for a number of years, going on seven years, actually, this summer.

And in that time, at first I was a graduate assistant, just working on the reference desk way back in the day when the Library was a lot smaller than it is now.

Then after that I became a subject liaison, I worked with the College of Social and Behavioral Sciences for a number of years, and then I moved into a reference and instruction position, which is what I do now.

So, I'm a reference librarian, so if you've ever contacted the reference desk, there's a possibility that we've interacted, and I've been doing this for a long time and I enjoy working with students.

I think that the work that you do here
is really impressive and it's so
interesting.

So I've always enjoyed learning about
the different kinds of research that
students are engaged in here at Walden.

I'm going advance the slides here.

So, today we're going to talk about the
Walden Library and what we can do for
you as a global student, as an
international student.

And essentially this session is about
getting to know the Library, you know,
getting to know our services that we
offer, the resources that we offer.

So, I'm going talk about the Library,
you know, the specific things that we
offer, the different databases and
e-book collections that we offer.

I'll talk about the librarians as well.
And I'll spend some time talking about
our Library services, the different
things that we can do for you as a student and that will kind of tie into the discussion of the challenges that some international students face when trying to do research.

And how the Library can help you with that.

So I'm going to be demonstrating a few things throughout the course of the presentation.

I'll jump into my web browser and walk you through the Library and show a couple of things here and there, so I will be moving back and forth between the slides and my web browser.

And at any time if you have questions, please feel free to ask them.

I'll stop periodically and look and see if there are any questions for me to address and then there will be some time at the end, I'm sure, for questions as
So, if you have a question, please don't be shy.

And without any further ado, we'll jump into things here.

So, what I want to talk about, first, is the Library itself.

Now, I'm not sure how much familiarity you have with the Walden Library, if you've used it, if you at least poked around in the Library a little bit.

But we are, as you can imagine, an all-digital Library.

All of our collections are online.

We don't have a physical presence anywhere.

But that said, we have a very large collection.

Up on the screen, you can see some numbers.

And I'll just kind of walk through
We've got, at this point we have 104 databases.
And that's a number that continues to grow.
We have quite a lot.
If you compare what we have to nearly any other academic Library around, you know, we can hold our own.
We've got a lot in the Library, we've invested a lot of time and a lot of money in finding all those really great resources out there that are relevant to students here at Walden.
So, we've got 104 databases.
And those databases cover a broad range of topics and subject areas.
And I'll go in and I'll walk through this in just a moment and I'll show you what I mean.
We've got a huge e-book collection as those.
well, almost 200,000 e-books, and that's continuing to grow as more and more e-books become available. Because our collection is limited by what is available online, you know, we don't have access to print books, so we don't have anywhere to put them or any way to get them to students, so everything is -- we're sort of reliant on what's available out there. Not everything is available in e-book format, unfortunately. So there are some challenges that every student here at Walden faces when trying to find books, sometimes. But the collection is continuing to grow, so it's becoming less and less of a problem over time. We have a lot of journals, as you can see. Access to a lot of journals through the
databases, all the different databases
that we have.

We've got access to a huge, huge
collection of dissertations, previously
published dissertations.
Students here at Walden and also just
around the country, all the different
universities.
I'm not actually sure, you know, what
the scope of all of our dissertations
is, you know, I don't know if we have --
how much is coming from around the
world, but certainly in the United
States we have many many many
dissertations that students can use, you
know, in their own research in a variety
of different ways.
So, our collection is huge.
And it's constantly growing.
And it's always available to you on our
Library website.

So I'm going to go to the Library website right now and just walk through a couple of things and show you where the databases are, where the e-book collections are.

And then we'll move on from there.

So right now I'm going to share my screen, just give me a moment here.

All right.

So you should see my screen now.

And this is the Library's home page.

I'm assuming -- I'll hope that you've all at least seen this once.

So, this is the Library home page.

And from here, we can -- we're going to talk about a couple of things.

So, you'll notice here in the upper left corner, there's a search and find box, and if you put your mouse over it, it will drop this menu down.
This is really kind of the central place to get to all of the different resources that we offer here in the Library.

Whether or not it's course readings, we have course reading pages for all the different classes here at Walden that require you to read articles that come from the Library, it used to be back in the day that you'd have to go into the Library and find the article.

For whatever particular article you had to get for that week, you'd have to go in and find it.

But we've made it a little bit easier on you by just creating lists of assigned readings for you so you can just come in and access those and you do that here. We've got all of our different databases here under the articles by topic. And I'm going to come to that in just a second.
We'll start there.

But you'll notice, we've got books as well.

You can just look at the databases by name, if you just want to scroll through and see all the different databases we have.

We have dictionaries and encyclopedias, here are the dissertations and then a number of other things as well.

But just to point out our databases, let me come back up to articles by topic.

Now, you'll notice on the Library’s home page are these big blue buttons and articles by topic is listed here as well.

So are course readings.

So, some of the things that our students tend to come to the Library for a little more often, we've created the large links just on the home page so you can
get to things a little bit more easily.

But if we click on the article by topic button, we're taken to a subject area breakdown of all the different databases we have here in the Library.

So, you can come here and, you know, if you haven't looked through this list before, I would recommend that you do it, find, you know, your subject area and, you know, let's say you're an education student, you could come and click on education, and you'll be taken to education research landing page, and if you scroll down here, we've got all of the different education databases here.

So you can look through this list and, again, if you're unfamiliar with the databases that we offer, I would highly recommend you come and take a peek at the relevant database, you know,
relevant to your particular field of study.

It's worth starting to become familiar with them.

And you can scroll through this list and check them out.

You'll notice we've got, here's Anne, she's the liaison to the College of Education, I'll talk more about liaison librarians in just a moment -- or in just a little bit, but on these different landing pages, you can also get a picture of the liaison that you'll be working with when you're doing research.

And then if you scroll down, there's always additional databases, multidisciplinary database, other relevant databases pertaining to your particular field of study and, again, this is just the education databases.
I'm scrolling back up to the top.

I'm going to come back out to the list of different subject areas.

So, again, I would spend a moment, spend some time looking around at the different databases that we offer because we really have so many, if we scroll down below the list of subject areas, we have a link for Thoreau, which is our multidatabase search tool, if you are unfamiliar with what Thoreau is, it's essentially, it looks like a database, it looks like one of our databases, but it searches nearly all of the databases at once.

So it's a nice tool for doing a very broad search on a topic.

There are some limitations to that, to using this tool, but, in general, it is a very nice product and students do tend
to enjoy using it.

It's an easy way to, you know, search really broadly through our collection.

And then, again, below here we've got more different kinds of databases and multidisciplinary databases, things like that.

So I'm just going to come back up to the top.

So a lot of databases here. Depending on what kind of research you end up doing here at Walden, what your capstone project looks like at the end of your career, you're probably going to be familiar with a number of these different subject areas because your research is probably going to touch on a number of different subject areas.

You know, maybe you are an education student, but, you know, there's some criminal justice aspects to your
research or perhaps some psychological aspects to your research, you know, so you’d become familiar with the psychology databases as well.

Depending on what you're after.

And, again, all these different landing pages look the same, they're just a list of different databases.

And other resources that are relevant to your particular field of study.

So, those are the databases.

I'm just going to go back to the Library's home page.

And, remember, I found the databases by clicking on this articles by topic button here.

And you can also find it up here on the search and find tab, here's articles by topic as well.

And right below that, we have books, click on books, and you can search our
So, we've got just the general search box here, so you can -- if there's a particular title that you're looking for, you could type that title into the search box, or if you're looking for books on a particular topic, you could type in some keywords, some search terms, and see what sorts of books we have, you know, on that particular topic.

If we scroll down -- let's see.

We have our e-books broken up into the different collections.

So you can see here, we have a number of different e-books collections.

I'm just scrolling through the list so you can see them.

This is something that grows all the time.

So, we have, you know, I don't remember,
I think it was just under 200,000 e-books at the moment.

But that's a number that will continue to grow as we discover new e-book collections out there or as more and more material is made available in the collections that we already have.

So, our e-book collection is quite large.

So, I would highly recommend you play around with in when you have a little bit of time, just explore the collection.

It's pretty easy to do. It's pretty easy to use.

And, you know, you can find all kinds of really good stuff in our e-books.

Now, I haven't stopped for questions in a little bit, so I'm just going do that really quick here and see, just taking a peek here.
Okay.

I'll try and speak up a little bit.

It seems like some people are having a hard time hearing me.

I apologize for that.

I will try and speak up.

Okay.

So let's see.

We talked about databases and e-books.

Now I'm going to go back to the Library's home page.

And just point out our dissertations databases.

And I'm going to come down here to dissertations.

You'll see it on this list.

Click on that link.

And then we have two options. We've got Walden dissertations.

This is oftentimes what students are looking for because they want to find
examples of similar dissertations, you know, similar work that they might be doing or maybe you're at a point where you're just exploring, seeing what's out there, what other Walden students have done in the past, you can explore different dissertations this way.

And we also have an all dissertation search, which just allows you to search like a nationwide search, so you're tapping into millions of dissertations that are out there and available to look at.

And these are things that you can read, you can download them, print them off, whatever you want.

So they're there and they're available for you.

And, so, the dissertations, these two databases, you will start using them in
time, once you get that point where

it's like, okay, I need to see some examples of, you negotiation qualitative dissertation on this particular topic or on this very broad topic, just to see, you know, how do people do it, you know, with this particular methodology or, you know, on this particular topic, what it would look like.

You can even search for examples of dissertations that had particular faculty members on their committee, on the committee, so, if there's a person that you're interested in, you know, maybe serving as your chair or on your committee, you could go back and see examples of work that they've helped along, that they've signed off on.

So, really helpful stuff here as well.

Go back to the home page again.

So, here there's really a lot on the
Library home page.

And I would advise you, you know, if you ever have any down time, just come and take a peek and see what's available.

There's a lot of stuff here.

I'll talk about more things as we move on through the presentation.

But it's just important to know that there really is a lot of great stuff here.

But this search and find tab in the upper left corner is where you're going to come to for all the different kinds of resources that we have available.

So that's just kind of a nice place to start with the Library, just to see what sorts of resources we have.

Okay.

So now I'm going to jump back into the PowerPoint.

So now we're back in the PowerPoint.
And I'm going to move on to the next slide and talk briefly about the librarians that we have here at Walden. A number of different librarians serving in a number of different roles. And I'll talk about that. I'll show you a picture of us.

It's not actually a current picture, but it's the best we have right now. So, we have a number of librarians. We've got reference librarians, that's me and some other folks as well. And we're the individuals who primarily staff the reference desk, so we're here to answer your reference questions, you know, any question you have for the Library related to research or finding materials, things like that, we can help you with that. And I'll talk more about the reference service itself in a little bit, but
there are a number of reference librarians that work here at Walden.
And then we also have the subject liaisons, and I'll also show you a picture of the liaisons in a moment here.
But the liaisons are really here to assist you in your research when you get to the point when you're working on your dissertation, your doc study, whatever your capstone project looks like, at the end of your career here, you'll have a liaison that works with your particular school and these are the folks that you'll be possibly in constant contact with or you'll at least, you know, be talking to them a little bit.
There's some services that they offer to students working on their capstone project.
So the liaisons are the subject experts
in that whatever field we're talking about.

So the reference librarians are great and, you know, we try our best, but sometimes there are questions that are a little bit higher level or a little bit more involved in terms of maybe working on a literature review for your dissertation or whatever.

At that point, that's when the liaisons step in and can really help you fine-tune your research and ensure that you're getting everything that you need for your project, for the literature review you're doing, things like that.

And then we have other librarians that kind of work behind the scenes, manage the collections and, you know, do various administrative tasks.

Let's just jump right back out again and I'll show you -- just because -- okay.
So, if we come up to "about" here on the Library's home page, just come to "staff," you'll see a picture of us. And here are your lovely librarians. I'm the giant man in the back, in the blue shirt with the beard. And scroll down and you can learn a little bit about the different librarians, come here to the "subject liaisons," click on this link right here, click on that, and then here are our current liaisons, where there's a few more that we're trying to hire just because some of the schools are just so big and really need a little bit more help than just one person can provide. But, at any rate, here's what we have so far.

And these librarians are all really great at what they do and they're here to, again, provide you with some of the
higher-level assistance when you're working on, you know, your capstone project, whatever that is, so they're the folks that can help you with that. And the liaisons are also, you know, they work closely with the different schools to ensure that, you know, in your courses you'll have readings that are things that are found in the Library or other resources that you might need, and the liaisons are there to help ensure that students are able to find this stuff and that, you know, the right kinds of materials are being offered to students for your course readings and things like that. So they have a hand in helping develop or have a hand in creating kind of an optimal classroom environment in terms of the course materials that you use and are able to find and try and make that a
little bit easier for you.

So the liaisons are great is what I'm trying to say.

So, lots of librarians and our staff is continuing to grow.

You know, I mean, this picture here, looks like there's a lot of us and there is a lot of us, but we could probably have double this, you know, just with the amount of people that we're trying to help on a daily basis and the amount of things that are happening here at Walden, we're really trying to keep up, you know, with all the changes, you know, all the growing student population.

So we do our best.

So, that real quickly is just us, the librarians.

And now what I want to do is talk about the services that we offer and I'm going...
Now we're going to talk quickly about the services that are available here at Walden. This is the good stuff, okay, these are the things that you can use here in the Library, you know, what we can do to help you. So there are a number of things that we offer.

Ask a librarian is just our reference service, okay. And I'll go in to the -- go back to the Library home page and point this stuff out to you in just a moment. I'll just run through it really quick. Ask a librarian, that's just our reference service. That's something that's available to you all the time.
There won't always be somebody on the reference desk, but you can always send us an e-mail, and you can always call us and leave a voice mail and we can get back to you and help you when the reference desk is back open.

We have document delivery service, that's a service that's interlibrary loan basically, but it's just for articles or book chapters.

So you can't get whole books, but you can get book chapters.

Primarily students use it for articles, so if you've got -- if you're working on capstone, you know, your literature review or you're working on a paper earlier on in your career, something like that, and there's an article that we don't have, we don't have in our collection and you can't find it online, document delivery service is the service
you'd use to make a request for the article and then we would search it out in one of our partner libraries and then send it to you.

So it's just a way to get some of that -- to ensure that you're able to find the research that you need for whatever you're doing, you know, especially when you're at the point where you're working on your literature review and you really need to be finding all of those articles on your topic. So, document delivery service is really great.

Liaison appointments, I'll talk about that a little bit more in just a moment, but that is an opportunity for you to make an appointment with a liaison and, you know, have a one-on-one session with them so when you're at the point you're working on your literature review and
you need some help to try and find the
resources you need or you're just kind
of stuck, whatever, you can make a
one-on-one appointment and talk with
them and those liaison appointments are
really popular.
And from what I have heard are very
helpful, students tend to think that
they're pretty great.
And then we have a bunch of
instructional materials as well.
And I'll point those out.
Point that stuff out in just a moment.
But what that basically is, we have a
lot of guides, tons and tons of guides
on a variety of different topics related
to using the Library and finding
resources and we have webinars, recorded
webinars, and things called Library
labs, which are a little more hands-on,
you know, you get in there and practice doing some things, too, alongside the librarian.

So we have all the stuff recorded. And we're constantly putting out new webinars, doing new Library labs, so there's lots of new staff happening, too, so you can tune in and you can register for and watch as well. But we keep a recording of everything, just so that students can come back and look at things.

So, let's go back into the Library and I'll just show you -- sorry for yo-yoing you back and forth between the PowerPoint and the Library, but I think it's nice to be able to show you things on the home page as well. Helps you maybe remember things a little bit better.

And then you also know where the stuff
is when it comes time to using it.

So, let's see.

Let's talk about "ask a librarian"

first, okay.

That is a reference service, and you can get to it, there's a couple ways,

there's ask a librarian up here at the top or there's this big blue "ask a librarian" button here on the left,

okay.

So I'm going to click on the big blue "ask a librarian" button.

And there's a few options.

You can contact us by e-mail, contact us by phone, or you can skid a research appointment.

This is the liaison appointments I was talking about a moment ago.

So, let's just talk about e-mail and phone.

You can -- if you scroll down here a
little ways, here's the e-mail form, so you just fill this form out, pretty simple, and then you've got this box here for your question, it looks like a small box, but it can get pretty big, so you can type as much as you want in here.

So, here's where you can ask a question, whatever it is.

Students often ask about finding particular articles, so if you're having a hard time finding an article, something you need to read for class or something that you just want to locate for some other reason, you can definitely ask us about that or if you're just curious about doing research on a topic and you're having a hard time with that, you can ask us about that and give us as much detail as you can about your topic or about what you're trying
to find, just helps us so we have a better idea of what it is you need.

All kinds of -- whatever reason you're contacting the Library, and there is no dumb reason to contact the Library, you can ask us any question you want, we're friendly people.

Ask us questions and then we get back to you within 24 hours.

So, it's not an immediate thing.

But it's pretty quick.

So, just, you know, if there's something you need help finding, whatever it happens to be, just submit that question and then we'll respond to you in pretty short order.

And then you can call us and leave a message.

And the way it's working right now, just with staffing issues, we're not actually calling students back.
We're responding over e-mail.

But sometimes students, they just --
maybe they're not in front of their
computer or they just don't want to try
and type out what they're trying to ask,
you can call us and leave a voice mail
and we'll get back to you within 24
hours over e-mail.

Again, this is kind of a new thing for
us, just sort of involves staffing
issues, just not having enough people
around to answer the phone as much as
we'd like.

But you can call us and leave a voice
mail if you'd prefer to do that.

And, again, this stuff is open all the
time, so regardless of the time of day
or night, you can send us an e-mail, you
can leave a voice mail and somebody will
get back to you as soon as the reference
desk is back open again.
So, that's "ask a librarian."
I would highly encourage you to use the librarians, use the reference librarians, we're here to help you.
So if you are struggling to find things,
get in contact with us.
And don't wait until, you know, you're at a point where you're so frustrated because you've been looking for four hours for this article or whatever, you know, you've been looking for a couple days for something and you just can't locate it, you're just kind of hating everything right now because you're so frustrated, you know, don't wait until that point.
If you're trying to find an article, for example, and you spent maybe, I don't know, 20 minutes, 30 minutes looking for it and you just can't locate it, contact us.
There's no shame in that.

It's better to reach out to us before you get really frustrated.

We're definitely here to help you.

So keep that in mind.

Use us and use us often.

So, let's see.

Now I'll talk about document delivery service.

This is a really great service.

Again, this is where you can make a request for articles or book chapters, not the whole book but book chapters, and then we go out and look for those and if we find them, we send you electronic copies, so we'll send you a PDF of whatever it is you're looking for.

I'll talk about that.

I'll give you a little more detail.

So up here on the "services," there's a
services tab in the upper middle part of the screen, if you put a mouse over that, a menu appears. And document delivery is right at the bottom there.

So click on document delivery. And then we have information about DDS, or document delivery service. So, if you forget, you know, about these details, you can come back here and read a little bit more about it. But the important things to keep in mind is that it takes a few days for us to get things to you. Officially we ask for seven to ten business days. It doesn't always take that long, but that's what we ask. So it's not a last-minute option. If you're working on a paper and it's due tomorrow, you can't get this
article, you're probably out of luck with document delivery service.

So plan ahead and then you should be fine.

It's free to you.

You don't have to pay anything more for this.

We have a price cap of $55 per article. But that's pretty rare.

I've only heard of that, of articles costing, you know, more than $55 a couple of times.

So, it probably isn't an issue that you'll encounter.

There's also 30 article per lifetime limit.

That's important to keep in mind. What that basically means is if you encounter an article that you don't think is available and you'd like to get it, before you come in and just submit a
request for the article, send the reference librarians an e-mail or call us, whatever, contact us and tell us about this article you're trying to find.

What we'll do is we'll just verify that it isn't available, we'll just search. Sometimes articles, you could be really good at using the Library and locating things, sometimes certain articles and certain databases are just weird and they're hard to find and they don't work.

They don't come up the way that you'd expect them to.

So it happens.

But we can double-check to make sure.

And if it truly isn't available, then we'll say, yeah, okay, so we don't have this, if you would like it, this would be a good option -- this would be good
to use document delivery service on.

So we'll just help you with that, just so you're not wasting, you know, one of your 30 chances to use document delivery service.

That happens sometimes, students will say, oh, okay, I couldn't find this article, must not be available, I'll make a request for it.

Then they get the article, but then maybe they realize, oh, it actually was available in the Library, shoot, didn't need to use document delivery service.

So, just let us know before you this, and we can double-check for you.

It's pretty easy to use. There's this big blue sign in to DDS here.

You just click this button.

You log in with your Walden portal information, same way you'd log into a
classroom or anything else here at Walden.

Then you make a request.

Fill out the form, give the citation information, you're good to go.

So document delivery service is great. It will probably be something that you use more when you get to the point when you're working on your literature review or your capstone project, whatever that is.

And I say that just because our collection is really big, the articles we do have available, you know, millions and millions of articles, so chances are, you can find something, you know, for the paper you might be working on, excuse me, the discussion post, things like that.

Other assignments that you have in your classes.
So, it isn't always necessary to use document delivery service for that, but you can if you truly feel like you need the article for whatever it is.

So, that's document delivery service.

Keep that in mind.

There is a way to get those articles that don't appear to be available in the Library.

Now, let's talk about liaison appointments and I'm going to come back to, let's go back to the home page here. And, oh, actually I'll come back to ask a librarian.

And then come down to this schedule a doctoral research appointment.

And click on this.

And this takes us to the list where you can find your Library liaison.

So here are the different liaisons that
we have at the moment.

So, let's click on -- let's go to the

College of Education, I'm just going to

pick on Anne.

What you can do, you can click this

"schedule an appointment" button here.

And then the screen comes up.

And there's some information, for

everything is set in here.

It's important to keep that in mind.

And then you come down, then you can go

through and look at the different

available dates and then schedule an

appointment to meet with your liaison.

And I know that some of the liaisons can

be flexible, but I don't know how much

flexibility they always have, but if

there's, you know, if you're having a

hard time finding a time that works, you

can always reach out to the Library and,
you know, that message can get to the
liaison and work something out.
Bottom line, we're here to help you.
You know, we want you to succeed.
So depending on where you live in the
world, you know, what you have going on
in your life, like we can figure
something out to help you.
But this is how you'd make an
appointment with a liaison.
And the way the appointments work is,
you know, you set up a meeting time and
then you get together, you know,
obviously over the internet.
And discuss.
I think you have 30 minutes, I think
that's right.
Maybe it's an hour.
It must be an hour.
That's great.
So you have an hour to meet with a
librarian and talk one on one with them and discuss your research and get -- dig a little bit deeper into your topic or whatever it is you need help with. So these liaison appointments are really great. Very valuable service that we offer. So do keep that in mind. You'll probably get to know the -- your particular liaison pretty well, you should, anyway, because we're here to help you and the more you use us, the better you're going to be, you know, the better off your research is going to be. That's kind of bottom line. So, -- so that's the appointments that you can make with a liaison. It's pretty easy to do. Let's go back to the Library's home page here. Now, the last little bit about services
that we offer that I want to talk about
are the different kinds of instructional
materials we have.
Earlier I mentioned that we have guides
and we have webinars and Library labs,
all kinds of stuff going on.
And I'll show you how to find this and
get a little bit more information about
what we have.
For example, seeing the webinar
schedule, you know, what kind of
webinars we have coming up.
So, go to this "help" tab, okay.
And let's just click on "help."
Okay.
8 so, here on the left we have these
Brown boxes, and "instructional media,"
think of these as the videos.
So some would be like the recorded
webinar sessions or the upcoming
webinars, things that we have.
I'm going to click on "instructional media."

And you can see here, we have a couple of upcoming webinars.

So we have an Introduction to Nursing Research and then Evident-Based Practice Library Labs, these are two nursing or health science-related labs, but every month we have new ones, so, if you don't see something that's relevant to you now, just keep checking back.

We always have new things.

And I know we're pretty good about sending out communications to students, so it's not that you have to always come back here and check because we do send out e-mails and try and make it as-- market it as widely as we can, just so students know about this stuff because we want you to come in and to view these, to participate.
But you can come here and just check out
the upcoming webinars, and you can come
down, if you scroll down a little bit,
you can watch a recorded webinar, so we
have webinars on a variety of different
topics, general Library skills webinars,

    click on this.

Scroll down a little bit.

So here you can see we have, for
example, the very first one,
Introduction to the Walden Library, this
is just a great intro webinar that we
offer to new, incoming students.
And there's a link, there will always be
a link to the recording itself, and then
usually a link to the transcript if we
have a proper transcript.

You can get that as well.
And then if there's other resources,
like a guide, a relevant guide or
something, we'll also link that here.
So you can get some more information.

So if you scroll through this list, you can see that we have things, you know, webinars on a variety of topics.

Brainstorming key -- brainstorming search terms, citation management software, keep scrolling down, evaluating online resources, finding government documents, that's an old one, I did that one a long time ago, getting to know Thoreau, the multidatabase search tool I talked about earlier, Google books, you can see Google Scholar, internet basics, lots and lots of stuff here.

I won't scroll through the whole list.

But a whole lot of different great content.

So I would highly recommend you come and check this out sometime when you have a little bit of free time.
You may find that there's something that would be worth your time to view.

Some of these are an hour, some of them are a half an hour.

So it just depends on the topic.

Come back out.

And then we have a variety of webinars in the different subject areas.

So, for example, let's go to business and management right here at the top.

So if you're a business and management student, click on this link, see, okay, what do we have for business and management students?

So we have Library tips for the doctoral study literature review, the DBA doc study.

This is a great one.

If you're a DBA student, I would highly recommend checking this out.

This is an older recording, but I know
this is one that they'll be doing again soon.

So, you could either participate in a live session or you could watch a recording.

You know, we've got -- sometimes we have things for faculty.

So we've got some faculty stuff here as well.

Finding government documents.

Intro to business and management Library research.

So lots of different things.

It really just depends on what the liaison decides they want to do, what kind of webinar they want to host.

But these webinars are great. They're just rich in information U know, using the Library, doing something kinds of research, looking for particular kinds of materials, whatever it might
These webinars, the recordings or the live sessions are really great, it's a chance to see how things are done, to watch demonstrations, to listen to questions, to ask questions yourself related to whatever the topic happens to be at hand.

So, the webinars are really great and we try and keep the recordings fresh. We try and, you know, always come up with new ideas so the webinars, like everything else here at the Library, it's growing, growing and growing.

We'll always be adding new content as we go.

So, those are the webinars.

Now, we have other kinds of instructional materials, too.

Oops.

Come back out to click on this "help."
So we've got kind of the help main screen here.

And we've got the research process, we clicked on over here on the left, we clicked on this instructional media link to view the different webinars.

Now, if you come down here below, we have the research process, and technical help.

Now, these two both lead you to guides, you know, the technical help guide, so if you're having hard a hard time -- let's click on that -- if you're having a hard time, you know, you're encountering errors when you're in the databases.

Sometimes the databases can be funky sometimes.

You know, there's always -- there's always a possibility for some kind of technical glitch either on our end in
the Library or on the side of the database vendor themselves.

So, depending on what you're experiencing, you can come here, we've got guides on a variety of different things related to errors you may encounter or just things like, how do I download an e-book, some of our e-book collections allow you to actually download the e-book. If you have a tablet or some kind of device, or even just on your computer, you could download a book and just have it there, view it off-line if you want to or print it off even, things like that.

So lots of that kind of stuff.

We have guides related to using web browsers, you know, different things you might want to do with your web browser,
if you're encountering errors, how to clear your browsing data, things like that.

So we try and provide some technical help, just for those moments when it's 2:00 in the morning, your time, whatever, and the Library is closed, and you can't get through to somebody, you need some help because the database seems to be a little goofy.

You can potentially get the information you need there.

The research process, this link in the middle here, if we click on this, this takes us to guides related to, as you can imagine, the research process itself.

So, scroll down here.

We've got lots and lots of different guides related to choosing a topic, finding theories, finding full text in
general, you know, going to click on this link because this is a big guide here, whether you're looking for course readings or articles on a topic or books, whatever, we can help you -- or this guide here can help you, you know, track down that full text. And you can see lots of content here, if we scroll down, you know, we try in these guides, this is just a good example, they're all like this, there will be links to additional information and lots and lots of stuff to read through, lots of information, and then on the left, you'll see, there will be these brown boxes that just take you to more content within the guide itself. So there's a lot here to navigate through and look at. Lots of really great information to be aware of.
So, that is really quickly just the guide.

Again, came up here to "help," and you can just click on it from here, if you want to look at the webinar, we have the instructional media link or the research process itself, you can look at guides on the research process.

So, those are the different kinds of instructional materials that we offer.

And we're always thinking about new ideas and trying to come up with different ways of helping students do the research they need to do here at Walden.

So I'm sure you'll see things change and us add new materials or new guides as time moves on.

So, that is what I wanted to say about the different services we offer.

So, again, we've got the reference desk,
you can use the ask a librarian, come
this ask a librarian page and you can
submit an e-mail or give us a call.
We’ve got document delivery, which
allows you to make requests for articles
or book chapters if you are trying to
get some materials and they don’t seem
to be available.
You've got liaison appointments for when
you're doing the higher-level research,
you need some assistance doing the
research itself or you just want to make
sure that you’re on the right track, you
can have a one-on-one appointment with a
liaison.
And then all the instructional
materials, the guides and webinars that
we have that are there to further assist
you in doing the research you need to.
So those are the services we offer.
I'm just going to take a moment to see
if there are any questions.

And I'm going to jump out of here and go back to the PowerPoint.

Really quick.

Okay.

So, if there are any questions, anything occurs to you at any time, feel free to shout, to type those out -- not shout those out -- and then I can answer them.

Now, let's move on to the last two things I want to talk about relate to the challenges that you may face as an international student, you know, depending on where you live in the world, you may encounter some challenges.

And those challenges, you know, they depend on where you live, but some of the more common ones might be -- and the first one that western focused research, that's not really a challenge so much as
something to be aware of that, you know, depending on where you're from, you may find that there isn't a lot of research coming from your particular country or, you know, from where you live related to whatever topic or your field of study. You may find that, yeah, it seems like a lot of stuff is coming from western institutions, you know, in the United States or in Europe or other parts of the world, and, so, you may see that there seems to be a lack of research either, you know, taking place in my country or related to my country or where I'm from, my population. So, it's something to at least be aware of, that you may have not challenges but it's just important to at least be aware of that.

So, I see the question just came in, and I'll stop and answer that in just a
moment here.

You may, depending on where you live, have a hard time finding data, statistics, you know, related to your particular country.

To talk about the United States, for example, we have, you know, there's the census bureau, there's all the different government agencies, all the different nongovernmental agencies that are producing statistics, gathering data, you know, crunching the numbers, producing statistics, providing things in kind of an up-to-date, current kind of way, and that's really great, but, you know, maybe you live somewhere where you don't have that.

You find, like, okay, I'd really love to find some statistics on this or that related to this particular country where I live or a neighboring country, but you
find that, okay, some cases, maybe those stats just aren't there, you know.

The data's just not there.

Or it might be and it's just really hard to find, okay.

So it's important to be aware that, depending on, you know, where you are or the country that you're interested in researching or working with, you may have some trouble finding statistics, data that you can use in your research.

That's not always the case, though, but it could be.

Difficulty obtaining some books and materials.

This is one that I've definitely worked with students and tried to overcome.

So, what this means is that you as a student, here at Walden you're limited in terms of our collection to what's available online.
Okay.

But some authors, some books aren't available in electronic format.

Some articles, journals things like that aren't available in electronic format or at least we don't have them.

And for some of that document delivery service is great, you know, you can make a request for the article and probably you'll be able to get it.

But things like books, books could be a little trickier because you can make a request for a book chapter with document delivery, but you can't request the whole book, that's just like a licensing thing.

We just can't do that.

We can only give out so much of a book at one time.

So, for some students here in the United States, for example, what I would tell a
student to do is, like, okay, so you want this particular book by this particular theorist or whatever and we don't have it because there's no electronic copy of that book, but I see that you live in an area where there are libraries and these libraries have that book. So you could go to a local Library, local to you Library and find that book there. Or at least -- maybe you'd be able to check it out or maybe you could at least read it while you're there. So, that's great. And that works for a lot of students. But maybe you live in a place where you don't have access to a Library. And that's the same in the United States, too. There are people who live in very rural
places that just don't have access to a Library.

They can't get to the Library very easily because it's 150, 200 miles away and it's just not feasible for them to go there.

But maybe you live someplace where there just isn't a Library around that you can use or at least one that has the book that you're trying to get your hands on. So, you can encounter some difficulties sometimes when you're forced to turn to print materials.

And sometimes students will say, you know what, I'm just going to buy this book, maybe because it's a book that will be important to me and my career after Walden, you know, it's a book that I should just have on my book shelf and be familiar with.

Whatever theorist it might be, whatever
the book might be.

And that's great, and we encourage students to consider that, you know, maybe you want to own the book and we can help you find cheap, used copies.

But maybe you live in a place where, you know, either the mail service is unreliable or it's at least slow, slower, it's not as fast as you'd need it to be because you want to get this material and use it.

It might take a long time, depending on where it's coming from.

So those are challenges that students face as well.

Sometimes.

And we can work with you, you know, through all of these, for sure, but, on that one in particular we can help you try and track down materials, you know,
so we're here to assist you.

And depending on where you live, there may be other challenges that you encounter.

Things that I haven't even thought of that may stand in the way of what you're trying to do in terms of your research.

And the bottom line for all of this is that reach out to the Library, if you're having a hard time getting materials or it just doesn't seem like things are available for you or there's some new challenge that you're encountering, whatever that might be, reach out to us, you know, through the ask a librarian e-mail, we're here to help you and we can try and work out a solution to whatever the problem is that you're facing.

So, you're not in this alone.

That's kind of the bottom line.
Like we can assist you in locating the materials that you need.

And so I'm going to stop real quick and address a question that came in.

So, this question is, what about federal databases, like Veterans Affairs, can it be accessible through the Walden Library?

Okay, so that's a government database that you're talking about.

Government resource, anyway.

And that's not something that we provide through the Library.

But here in the United States there are a number of government agencies that produce valuable information, valuable research, valuable data, statistics, things like that, and that's not something that we provide access to, but everybody's freely able to go and access that information.
Those are just things that -- you just
go online and do your own searches and,
you know, find the information you need.

That said, we can certainly help you
find that information.

So it's not, like, we're hands off
because it's not a Library database.

We were more than happy to get in there
and we wholeheartedly encourage you to
use those sorts of resources.

So if there's something that you're

trying to find, if there's, you're just,
like, you know what, I'm looking for
data on school-age kids, you know,
something in particular, having a hard
time thinking of an example off the top
of my head, but there's something you
want, like we can help you find it, even
if you think, like, okay, I'm pretty
sure on this government, you know, the
Bureau of Justice Statistics, justice
data, or whatever different government
website there is or government body
there is that might be collecting the
information you want, we can help you
track that down.

So that would be another example of
contacting it is Library, reaching out
to us and we can assist you in finding
that, whatever it might be.

And I'm just staring at, I see a new
question just popped in.

Can I still use the Walden Library after
I graduate?

That's a great question.
And the answer is, sort of.

You can't use the Walden Library that
you're using right now, the Walden
Library that I'm demonstrating.

You can use something called the alumni
Library, which has a lot of the same
databases and some of the same resources
but it's not -- it's not the Walden Library.

And that really just comes down to just contractual things, you know, just the nature of this university, you know, for some students, depending, maybe you went to school at another university, another institution, and you still have access to that Library, you can still use it. And that's the case for some, not for all.

But here at Walden, we had to sort of come up with a solution to that and that's the alumni Library. And that's something that we can -- once you get close to that point when you're getting ready to graduate, you can reach out to us and we can help you with that, get you connected, because it's not actually associated with the Library at all.
It's the alumni association deals with the alumni Library, but we could point you in the right direction, give you the links you need, give you the information you need to use that.

And you can always contact the Library. So you can always send us e-mails still and we can help you in that way.

But in terms of using the collection that we have, the collection that you were using while you were at Walden, it's different, it's a little bit different.

So, but, again, when you get close to that point, you can reach out to us and we can help you with that.

So, I see, how do we find peer-reviewed journals in the Library?

So let me come to that question in a second.

But I just want to make sure I've said
everything I wanted to say, since we're coming down to the wire here.

So, how the Walden Library can help, this is the last little bit here for me, and I've kind of talked about all this already, but we're here with research help.

The librarians, the reference desk or the subject liaisons, we're here to assist you.

So regardless of what you're trying to find, the research you're doing, you're not in it alone, we can help you.

So contact us often and give us as much information as you can and we can help you find things that you need.

We offer tons of different databases, so we try and provide as much full text as we can to students so you're not having to rely on the outside sources to get materials.
We can help you find articles, you know, using document delivery, if things aren't available, or at least help you dig around in the databases and find the things you need. Same with books, you know, we can help you find books that may be local to you, maybe you've got some libraries around you, can help you track those down, if there are things that aren't in our collection.

Since we're talking about books, there are other freely available book collections online, like Project Guttenberg, or Google Books, you know, there are these -- there's one called Happy Trust, there are other collections that aren't associated with our Library at all, but they're just free to everybody, you can get in there and use those and find books.
And there's additional material there.

So we can help you track things down

that way, too.

You know, depending on what it is you're

trying to find.

So there are materials that are

available outside the Library and we can

help you with that.

We just need to know what you're trying

to find and we can help you.

Now, how do we find peer-reviewed

journals in the Library?

I'm not sure if you're talking about the

journal itself or the articles within

the journal.

But let me -- we've got just a moment

here, let me go back, jump out to this.

So, what you can do for a question like

that, because I don't have a lot of time

here, but what you can do is, you'll

notice this "quick answer" box, okay.
So what you can do, if you have a question about finding peer review, how do I find peer-reviewed articles?

[typing]

Okay.

So you can see here, how do I find scholarly peer-reviewed journal articles, okay, you can click on that and it takes you to a mini guide, it's called a quick answer, just a little guide that will explain, walk you through how you find peer-reviewed articles in the Library.

Just, in general, what it amounts to is going into a database, limiting yourself search for peer-reviewed publications only and then doing that search and then you find your articles.

You know, it's sort of the foundational -- foundational skill, you know, going in and finding the scholarly
peer-reviewed material.

But that's something that students --

you have to learn.

Even if you've been at Walden for a

little while, you may still be

unfamiliar with our collection, things

we offer.

So, in this instance, if you're saying,

okay, I need to find some articles on

this topic, but I'm not totally sure how
to do that, reach out to us, send us an

e-mail, give us a call.

And since I'm saying that, I'll remind

you, ask a librarian, here on the home

page, it's in two places, ask a

librarian, right down here.

You can send us an e-mail, tell us what

you're trying to find, say, I'm looking

for articles on this particular topic,

or I want articles by this particular

author, or I'm trying to find this very
specific article, we'll help you with that.

We'll respond with search suggestions, with step-by-step process of, okay, here's how you do research on this particular topic or here's how you find this particular article and then we can provide you links to the things you're trying to find, too.

So we are here to help you if you need it.

Now, I'm going to jump back out. We just have a few minutes here. And I will stop here and I'll say that this is what I wanted to talk about today.

I hope that this was helpful for you. I hope you learned something.

If you have any questions about any of this, anything we talked about, again,
contact the Library, let us know what your question is, what you'd like some clarification on, we can help you.

If there are any questions here, we've got a few minutes, there's something you would like to ask, feel free to throw that out there into the chat box, and I can talk about it.

Otherwise I think we'll wrap this up.

It looks like we've got just a couple of minutes.

If there are any questions.

I see some people are typing.

>> Thank you, Jon, that was great.

A lot of great information.

>> Jon: Yeah, yeah, you're welcome. Yeah, I hope so.

>> I also wanted to let the attendees know about the web links from the Library that you have in here in the web links box.
Because I think that's -- you know, a really great place, just some quick guidelines here, just click on the web page, he has ask a librarian, Library's webinars, the guides page, all these handy links here for students.

And we also would like students to take our survey and let us know how we're doing.

So I wanted to add that.

And a place for the archive recordings.

>> Jon: Okay.

Great.

Well, I'm glad that this was helpful for some of you.

I hope you all learned something.

I'll say it again, I don't get tired of saying it, contact us if you have any questions about any of this or anything else.

Hopefully we'll get to know you here in...
the Library while you're a student here at Walden.

>>> We just got a few more minutes if anyone has a quick question, they can put in the chat before we close this session.

Actually one more minute.

I'd like to thank everyone for joining us for our session today and hope you will be able to join us for additional events throughout the rest of the day.

as scheduled as part of our International Student Success conference, sponsored by the Academic Skills Center here at Walden, and I'd like to thank Jon for an informative, dynamic session.

It was really great.

And on your screen, you'll see information about the Walden University Academic Skills Center.
Again, my name is Kim Palermo-Kielb, I'm the coordinator for academic support for the tutoring program.

And if you have any questions about the presentation, how to access the presentation or any other things that I can help you with, you can e-mail me at ASCtutoring@waldenu.edu, it's right there on your screen, and you can also type -- I'm sorry, if you also want to visit our website for tutorials, for event schedules and tutoring services, and we also have courses and workshops for students.

Thanks to everyone again.

>> Jon: All right, well, thank you, I'm going to sign off now.

>> Okay, thank you, Jon, again, take care.

>> Jon: You, too, take care.

>> Good-bye, everyone.
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