

This is an introduction to Berkeley College's Online Library, designed to meet the research and information needs of off-campus students and faculty. We know you're busy, and we strive to offer you library services when you need them.

If you are looking for specific information use the table of contents to navigate through this video.

Up late? Working on Saturday? So are we! Our live chat reference service is available evenings and weekends and our virtual resources are available 24/7.

Take advantage of us, we are here to assist you!

### **So where do I find this virtual library?**

You can access the virtual library webpage by logging into Blackboard and clicking the library tab. From here you can search the online library catalog, access our collection of eBooks and virtual resources, and get help when you need it.

### **What kinds of resources are available to me?**

As a Berkeley College student you have access to over 80,000 electronic books that can be read on your computer or mobile device. To access our collection of electronic books click on the "eBooks" tab under "Research/Explore." From here click "ebrary Academic Complete."

In ebrary you can browse by topic, or search for a specific subject. When you find the title you are looking for, click on it to view the full text version of that book. You can also download the ebrary application to view the eBook on your mobile device.

You also have access to over 80 scholarly databases, selected for their content and aligned to support each program of study. These databases are filled with searchable articles from professional journals, magazines, newspapers, and encyclopedias.

To access our database collection click on the "Databases" tab under "Research/Explore." From here you can browse our databases by subject or topic, or click on "A-Z List" to see an alphabetical list of all of our databases.

Another service available to you through the Virtual Library is an extensive streaming media collection. You have a variety of quality documentary and informational films available for you to view online as streaming media.

To access the video collection click the "Streaming Media" tab under "Research/Explore." Browse through the tabs to preview what is available to you.

Furthermore, your librarians have created research guides specifically for your courses and assignments that will point you to quality scholarly information from our eResources and the Internet. We refer to these as LibGuides and this is a great place to start your research.

To access our LibGuides click the "Subject Resources" tab under "Research/Explore." Select your subject from the list to view the LibGuide created for that subject. Browse through the LibGuide tabs to find resources hand selected by your Berkeley College Librarians.

Also, from the LibGuides homepage, you can search for research guides that were designed for a particular course or assignment.

### **I found a great book in the catalog but can't find the eBook... What now?**

As a Berkeley College Online Student you have the opportunity to apply for a library card so you can have books located in our physical libraries sent to your home free of charge.

You can find books by clicking on the "Library Catalog" tab under "Research/Explore."

Simply type in your search term and click go.

When you find a book you are looking for, and click hold. Log into the online catalog your library ID and Pin. Make sure the ONLINE pickup location is selected, and click "submit hold."

Once you have placed a hold on a book, the librarian at that location will receive a notification, retrieve the book off the shelf for you, and send it to your address. The librarian will even include postage for return.

### **Did you say I need a library card?**

To be eligible to borrow books from our libraries you will need to sign up for a library card.

Applying for a card is simple, Click on the "Borrowing/Renew/Request" tab under "Services/Technology." From here, click on the "student registration form." Fill out your personal information and click "Submit."

A librarian will email you shortly with your Library ID number and password.

### **What if I can't find what I'm looking for?**

Berkeley College Libraries are committed to providing you with help when you need it. Live chat reference assistance is available over 80 hours per week, including evenings and weekend hours.

To get help click the "Live Chat" tab under "Help Options." Type in your name, select ONLINE for your campus, and click CHAT.

This is not an automated system. A live librarian will respond on the other end, and help you in any way possible.

You can also initiate a chat from your mobile device and chat on the go.

If no one is available to chat, search our Frequently Asked Questions database. If you don't find what you are looking for, submit your question and someone will get back to you shortly.

Of course, you can always call or email the online library to speak with a librarian directly.

### **Wow! That was a lot of information. Can you recap?**

Berkeley College Libraries are here for you! Access the library website through Blackboard. From the website you can apply for a library card, search our library collections and request to have a book sent to you. You can download eBooks, access scholarly journal articles from our databases, view streaming multimedia, browse through our subject specific research guides, and access our live chat reference service.

Thanks for viewing, and remember, with the Berkeley College Online Library, everything you need to succeed is at your fingertips.