

MILLER LIBRARY



Miller Library, on the campus of Cornerstone University in Grand Rapids, is responsible for arranging library services for students enrolled in a Professional & Graduate Studies (PGS) program.

Students who are unable to visit the physical library on the main campus have access to the library's virtual collection and online services. Besides its collection of more than 150,000 books and other materials, there are about 25,000 eBooks available for reading online, including outstanding new titles in subjects such as business and leadership. Several hundred literary classics are also available in this free format.

All services of Miller Library are available to all students of the university. In addition, other local libraries may be considered for use.

In most libraries, students will be able to use the resources "in house." In order to check out materials, however, students may need to register as a guest borrower, usually free of charge. Some libraries require a MichiCard sticker to be presented by guest borrowers. These can be obtained from the Miller Library or from a public library in Michigan near the student's home.

Library Hours

The on-campus library facility is open during the hours listed below. Many of the library resources are Web-based and are accessible online. The Miller Library Web site offers a variety of tools to help students succeed in their studies. These tools include full-text newspapers and periodicals, electronic books and abstracts of articles that are owned by Miller Library. There are also suggested Web sites to aid in the use of APA style when researching and writing papers.

To become familiar with the resources that are accessible online, visit www.cornerstone.edu/library, and click on each of the items on the left menu bar. For further help, contact Eric Bradley, ext. 1628, for a one-on-one training session.

Monday – Thursday8 a.m. – 10:30 p.m.
Friday8 a.m. – 5 p.m.
Saturday 10 a.m. – 5 p.m.
Sunday 1 p.m. – 4 p.m.

Hours of operation will vary over breaks and holidays. Please refer to the library's Web site to note any changes in library hours or call the circulation desk at 616-222-1458.

University Patrons

Miller Library's primary mission is to provide for the informational needs of the faculty, staff and current students of Cornerstone University. Such patrons have full borrowing, access and document delivery privileges.

Loan Periods

The normal loan period for circulating materials is four weeks. All materials are subject to recall if another patron places a "hold" on the item. The patron is given a week to return the material to the library after a "hold" has been placed on it. After that week, a fine will be generated. If a "hold" is already on an item when it is checked out, the loan period is seven (7) days.

Renewals

If materials are needed longer than the normal borrowing period, they can be renewed for an additional loan period at Miller Library or online at the Miller Library Web site under the section titled My Library Account.

Reserves

A reserve system is available for faculty members to place certain class materials in the library "on reserve" for a limited amount of time for patrons to use. Items on reserve are located at the circulation desk and may be checked out for the amount of time specified by the faculty member. Holds and recalls may not be placed on these items, nor can they be renewed. A limit of five reserve items can be checked out at any time. Availability of reserve items can be viewed at the Miller Library Web site. A \$1 charge is incurred for every time unit (hour or day) after the due date. Weekly reserves use the day unit when calculating the charge.

Fines

Fines are used to ensure that the material is returned in a timely manner.

Overdue Material

Three days after material becomes overdue, students will receive an e-mail notice stating that borrowing privileges have been blocked until the material is returned. Fourteen days after the material was due, students will receive a replacement bill via e-mail. This will include a \$40 default cost for any item, a \$30 processing fee and a \$5 billing fee, for a total of \$75. If the material is later returned, the charges will be removed except for the \$5 billing fee.

Hold Items

When receiving a notice that states a hold has been placed on an item currently checked out, the student has seven days to return the material from the date of the notice. For each day after the seventh day, a \$1 fine is incurred until the material is returned.

E-mail Notification

All communication to patrons from Miller Library is done via e-mail. Overdue Notices, Recall Notices and Replacement Bills are sent by default to a patron's Cornerstone e-mail address. If a student would like the library to use a different e-mail address, he/she must have their Cornerstone e-mail forwarded to another address by logging onto www.cornerstone.edu/departments/information_systems/.

Reference Services

Reference assistance is available at the reference desk during posted hours and by e-mail at reference@cornerstone.edu. Appointments for research assistance may be made with a reference librarian.

Interlibrary Loan

What happens if the library does not have the books or articles needed? Interlibrary loan—a system of lending and borrowing between libraries on behalf of individual patrons—can be a useful service. Interlibrary loan requests can be placed electronically through the Miller Library Web site (www.cornerstone.edu/library/) by clicking on Interlibrary Loan and following the instructions. Students who cannot come to the library should refer to the contact information at the end of this section. On average it takes one (1) to two (2) weeks to process interlibrary loans. For this reason it is imperative that students submit requests as soon as possible.

Document Delivery

Distance education patrons – those Cornerstone faculty, staff and students who do not regularly attend or teach classes at the Grand Rapids campus of Cornerstone University – may request materials from the Miller Library

collection or other libraries. Return postage is the responsibility of the borrower and must be postmarked by the due date.

Library Computers

Several reference computers designated for research are located on the first floor of the library. Software programs, such as word processing and e-mail, are available on these reference computers.

Group Study Rooms

Two group study rooms are available upstairs, and another area is available in the microform room downstairs. Group study rooms are equipped with DVD and TV/VCR units. Reservations can be made in advance through the CU Portal or in person at the circulation desk.

Photocopy/Microform Machines

Two photocopiers are available on the main floor for public use. Students, faculty and staff may use their Cornerstone ID cards as copy cards. A cash-to-card machine allows patrons to place money on the card in increments of \$1, \$5 and \$10. Copies are \$.07 for students and \$.10 for guest patrons. Patrons who do not wish to place money on their Cornerstone ID card may borrow the Circulation Desk's copy card and pay \$.10 per copy. Patrons may also make copies using the microform reader printer for \$.10 a copy.

Services for Physically Disadvantaged

Library circulation workers at the front desk will retrieve items from the stacks for patrons unable to do so. Contact the circulation desk to request this service.

AV Equipment

Some audio/visual equipment such as calculators, headphones, CD/cassette players and video viewer remote controls are available at the Circulation Desk for in-house check-out. These items cannot leave the library. The library has a DVD player and TV/VCR units available for patron in-house use.

Library Etiquette

In order to best serve the entire campus community the following guidelines have been established for all patrons using Miller Library. Patrons not willing to adhere to these guidelines may be asked to leave the premises.

Excessive Noise

In addition to providing information resources, the library is a place to study. Excessive noise is distracting. Please be considerate of others and pursue your library activities as quietly as possible. If a group study room is desired, please inquire at the circulation desk for arrangements.

Food, Drink and Furniture

To protect library materials and computers from accidental spills, patrons may not bring food into the library. Covered drinks are allowed in the library, but please leave food and uncovered drinks on the circulation counter near the entrance. Drinking fountains are provided on both floors: upstairs next to the elevator and downstairs in the lobby next to the restrooms. Patrons may not sit on tabletops and desks or place their feet on chairs.

Distance Education Policy

In accordance with the 2000 ACRL Guidelines for Distance Learning Library Services and the library's own mission statement, the Miller Library of Cornerstone University is committed to helping the distance education community acquire knowledge by offering access to, instruction in and interaction with information resources. Services offered may be different from, but equivalent to, the services offered to the on-campus community.

Definition

Individuals eligible for distance education library services are those Cornerstone faculty, staff and students who do not regularly attend or teach class at the Grand Rapids campus. This includes individuals who might come to campus a few times a year, but do not consider their visits frequent.

Services Available

1. Circulation: While visiting the Grand Rapids campus, distance education patrons have circulation privileges as stated in the respective Miller Library patron or faculty/ staff handbooks.
2. Document Delivery: The Document Delivery department will provide materials from the Miller Library collection requested by distance education patrons. Items will have the normal circulation period (see handbooks). Return postage is the responsibility of the borrower and must be postmarked by the due date to avoid any fines. Returnable items will only be sent within the United States, but non-returnable items may be sent internationally.
3. Interlibrary Loan (ILL): Distance education patrons may request materials owned by other libraries by contacting the ILL department. Returnable items will be ordered and sent to patrons only within the United States. These items will have the circulation period assigned by the lending library. Return postage is the responsibility of the borrower. Renewals may be available by contacting the ILL department. Non-returnable items may be sent internationally.
4. Electronic Resources Access: The Miller Library provides off-campus access to most online resources for all students, faculty and staff. Directions for how to use this service are available on the library's Web site.
5. MichiCard: All Cornerstone students, faculty and staff are eligible to participate in the MichiCard program, which allows patrons to borrow materials from other Michigan MichiCard libraries. If MichiCard registration does not take place during orientation sessions, distance education patrons may register through the Miller Library circulation department.
6. Research Assistance: Distance education patrons can find help and support from library staff. Contact information is available on the library Web site and in the patron handbooks.
7. Information Literacy: Information literacy training is available online through the Miller Library Web site and through class presentations from a librarian.

Selecting a Library

Special library is an umbrella term used for libraries at various places of business, such as hospitals, corporations and law offices. The resources at a special library usually have a very specific focus. Special libraries are typically not accessible to the general public; it would be wise to check in advance. The resources, however, may be accessible through interlibrary loan or by just browsing.

Public libraries serve the general population and their collections are built accordingly. Students generally do not find the kinds of specialized materials needed in a public library. Larger public libraries have collections that may have a great deal of useful material.

Academic libraries are the libraries connected with colleges and universities. The bulk of research should be conducted at an academic library.

Using a Library

There is more than one way to do research. Strategy will be determined by the nature of the topic, how much is already known and the resources available. Nevertheless, there are some basic activities that mark successful research:

- Defining the research problem/solution: Identify terms and subject headings, determine quantity of information needed, set chronological limits (how far back to go) and decide what formats will be most useful (books? periodicals?). In other words, plan a research strategy.
- Gathering data: Consult the catalog and relevant indexes; locate articles, books, etc. Begin with general materials (general encyclopedias, subject encyclopedias, or textbooks) that provide an overview of the topic. Pay attention to footnotes, endnotes and bibliographies that may provide clues as to where the research should go. Take good notes. The best time to get the full citation to a book or journal article is during the first encounter.

- Evaluating both the information gathered and the research process: Be prepared to broaden, narrow, or modify the research based on what has been found. Consider the possibility that there may be better resources than those already seen. It may be wise to ask a librarian for help at this point.
- Producing the product: Organize the information and communicate the results of the research in written or oral form.

The remainder of this section focuses on the gathering of data through the use of catalogs and databases. Included within these instructions are hints about developing a workable list of subject headings or search terms. Students constantly need to evaluate the success of their research process.

Using Miller Library's Web Site

www.cornerstone.edu/library

Miller Library's Web site is the gathering place for information on the Internet for Cornerstone students. The Web site includes access to Miller Library's catalog, as well as links to databases for research, electronic journals, news sources, Internet searching links, general reference materials and information on how to contact the Miller Library staff. The library Web site is always changing and developing, so check out the site often for the latest information.

Online Catalog

Eaglelink is Miller Library's online catalog. The library catalog is available on the library Web site at www.cornerstone.edu/library. Eaglelink can be searched by keyword, author, title and subject among its features.

Other Functions of the Web site

1. Check for library information, such as current service hours.
2. Check course reserve lists for items with limited circulation.
3. View your own circulation record to renew items or see items checked out, due dates and "holds" you have placed.
4. Place a "hold" on an item checked out to another patron. This puts you in line to receive the item when it is recalled.
5. Access databases.

Library Terminology

Abstract: A brief, objective summary of the essential content of a book, article, speech, report, dissertation, or other work.

Bound Periodicals: Older issues of periodicals that have been bound with hard covers.

Citation: A reference to a book, article, or other such item. It will list such things as author, title and date.

Database: A searchable collection of citations and/or full-text documents. Some databases contain full-page images of documents.

Journal: A periodical that contains scholarly articles or research.

Peer-reviewed: Said of a scholarly journal that requires an article to be submitted to a process of critical evaluation by one or more experts on the subject, known as referees, responsible for determining if the subject of the article falls within the scope of the publication and for evaluating originality, quality of research, clarity of presentation, etc.

Refereed: See peer-reviewed.

Stacks: The shelving areas in a library where books, periodicals and other materials are stored when not in use.

Using Databases

Databases are like rooms with multiple filing cabinets within them. To do a search, enter the "room," or the database and search through the files. If a "room," or database, does not have the correct files, search other "rooms" or databases.

Off-Campus Databases

To access databases from off-campus, click on the desired database. Students will be required to enter their name and Cornerstone ID number (found on Cornerstone ID card) when prompted. Do not type in the zeros preceding the number. For example, if the ID number is 0099999, enter only 99999. If there are any problems or questions, contact a reference librarian at 616-949-5300 ext. 1383.

Choosing a Database

There are many databases ("rooms") to try out. Listed below are samples of databases that include business and education resources, which are accessible from both off-campus and on-campus locations.

ABI-INFORM on Proquest: a leading business database with full-text articles available for many titles including the Wall Street Journal.

Emerald Full-text Journals: a journal collection from Emerald of over 100 full-text journals covering subjects including management, human resource management, international business, library science and engineering.

FirstSearch: Large collection of databases and some are full text. Once in FirstSearch, click on the databases tab to learn more about the databases available.

INFOTRAC Databases: These include Ancestry Plus, Computer Database, Expanded Academic ASAP, General BusinessFile ASAP, General Reference Center Gold, Health and Wellness Resource Center and Alternative Health Module, Health Reference Center Academic, Infotrac 150 Full Text Custom Newspapers (including the Grand Rapids Press), Infotrac OneFile, Junior Edition, Kids InfoBits, Kid's Edition - K-12, LegalTrac, Michigan Newspapers, New York Times, Opposing Viewpoints Resource Center, Professional Collection and Student Edition.

LEXIS-NEXIS Academic Universe: Search full-text newspapers, company news and financial information, International/ Federal/State legal information, medical and health information (some abstracted), as well as general reference resources.

ERIC: Accessible through CSA, FirstSearch, or the government site, the ERIC (Educational Resources Information Center) database is sponsored by the U.S. Department of Education to provide extensive access to educational-related literature. In addition, ERIC provides coverage of conferences, meetings, governmental documents, theses, dissertations, reports, audiovisual media, bibliographies, directories, books and monographs.

Once a useful record has been found, several options may be open. In some databases the entire article is available online, not just the bibliographic citation or abstract. This full text can be viewed on a computer, printed out, or sent to an e-mail address.

Students are encouraged to ask for assistance.

Miller Library

Cornerstone University

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<http://www.cornerstone.edu/library/>

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