



## Questions? AskAmes!

### **In person, before you leave:**

Visit the Information Desk (located on the entry level) to work with a librarian or student assistant. Librarians are available to see students during office hours or by appointment; see <http://www.iwu.edu/library/ask> for details.

### **Via Chat:**

IM your questions to AskAmes using the IM box on the library home page or add us to your buddy list.

### **By phone:**

Call the Information Desk 309-556-3350. If you are in the library, help-phones at the Scholarly Workstations (located on each floor) connect directly to the Information Desk.

### **Via email:**

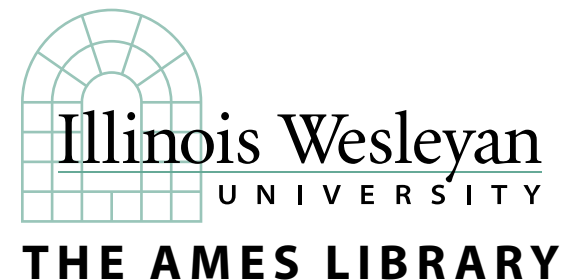
[AskAmes@iwu.edu](mailto:AskAmes@iwu.edu)

### **THE AMES LIBRARY**

Illinois Wesleyan University  
#1 Ames Plaza  
Post Office Box 2899  
Bloomington, IL 61702-2899  
<http://www.iwu.edu/library>  
309-556-3350

11/09

# Services While Studying Abroad



## THE AMES LIBRARY

# Services While Studying Abroad

*Studying abroad? The Ames Library is still your library...*

**E**ven though you are leaving campus and perhaps traveling half a world away, The Ames Library can continue to help you with your research and information needs.

### A few simple things to do to prepare...

- Remember to return any library books before you leave town.
- If you don't already have an ILLiad account, create one. To do so, direct your browser to [www.iwu.edu/library](http://www.iwu.edu/library), click on the "ILLiad" link located in the "My Accounts" section at the top of the page and select the "First Time Users" link. Having an ILLiad account will allow you to request scholarly articles and book chapters.
- Be sure that the email account listed in your ILLiad account is working — we strongly suggest using your IWU email account.
- Notify the Document Delivery Department at [interlib@iwu.edu](mailto:interlib@iwu.edu) or 309-556-1040 to activate your "Study Abroad" status. If your ILLiad account has not been activated for "Study Abroad" status, the library may not be able to complete requests for materials.
- Make sure your existing ILLiad account is in good standing and that there are no problems with overdue or lost materials, recalled items,

or a block on your account. If you need to clear up any problems, contact the Document Delivery Department at [interlib@iwu.edu](mailto:interlib@iwu.edu) or 309-556-1040.

- Be aware, that in order to fully access all of the library's resources from off-campus, you will be asked to log in using your Net ID and password. If you experience trouble accessing any of our resources from off-campus please contact us (see the **AskAmes** section on the back of this brochure).

### Need help with your research while you're away?

- Librarians are available to answer your questions while you are studying abroad. Need help using a database or finding sources for an assignment? Contact us with your questions (see the **AskAmes** section).
- All of the databases that you access here on campus are available to you while you are studying abroad. On the library Web page ([www.iwu.edu/library](http://www.iwu.edu/library)) select the "Articles & Journals" tab. Not sure how to search a particular database or which one to use? Contact us with your questions (see the **AskAmes** section).
- Need to keep track of your citations? RefWorks is a web-based product (so it's accessible wherever you are) that allows you to manage bibliographic citations and to format citations using a wide variety of styles. To create an account, direct your browser to [www.iwu.edu/library](http://www.iwu.edu/library). Under the "My Accounts" heading look for the "RefWorks" link and follow the instructions. When using RefWorks off-campus use the Group Code "rwillwesu" to access your account.

### Ordering materials while you are away...

- As noted above, you are able to access our library databases and any full-text journals to which the library subscribes. If you locate a citation in a library database and we do not own it, use the "Get This" button located by the citation to request the item.

- If you have a citation for a journal article that we own in print, you may submit a request for a PDF version by using the "New Request" link on the main page of your ILLiad account. You will need to manually enter the required citation information.
- If you have a citation for a chapter in a book that we own in The Ames Library, submit a request for the desired chapter using the "New Request" link on the main page of your ILLiad account. A PDF version will be sent to you. Please note that the book itself cannot be requested, only a chapter.
- All requested items will be sent to you electronically through your ILLiad account as PDF files. You will be notified via email when electronic documents are posted to your ILLiad account. Please note: documents posted to this account are available for 30 days, after which they are automatically deleted.
- Every attempt will be made to fulfill requests for materials. However, copyright laws govern our ability to provide materials. You will be notified if we cannot honor a request.
- Contact the Document Delivery Department with any questions or concerns about requested materials at [interlib@iwu.edu](mailto:interlib@iwu.edu) or 309-556-1040.

Questions about how to use library databases, the "Get This" button, or request items? Contact us with your questions (see the **AskAmes** section).

### Services not available while you study abroad...

- Books, videos, DVDs, and CDs cannot be requested while studying abroad, as we are unable to forward them to an off-campus location.

### When you return...

- You do not need to do anything. Your "Study Abroad" status will automatically revert back to the normal "Student" status.

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