



# **PSU Extension Research Resources Handbook**



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## **Edited by**

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# Introduction

## **The Digging DEEP Project: Library Resources for Cooperative Extension**

The 2016 Knight News Challenge on Libraries posed the question, “How might libraries serve twenty-first century information needs.” Librarians from Penn State University Libraries and Schlow Centre Region Library, both in State College, PA proposed better support for our colleagues in Cooperative Extension. Through a grant called “Digging Deep: A Digital Extension Education Portal for Community Growth” we conducted surveys, offered a symposium, and made office visits to better understand your information needs and your research strategies. It became clear quickly that, like so many of us, you seek reliable resources and intuitive organizational strategies to do your job well.

If you are reading this handbook, you know very well that what you do translates the research happening at universities to the people who can apply the research: farmers, families, children, entrepreneurs, and other members of the public. You provide invaluable educational opportunities that advance the quality of life in your county. Finding, organizing, and disseminating the most reliable and current information to the public can be challenging, however.

In an ideal world information-seeking professionals would take full advantage of authoritative, peer-reviewed, current literature and research resources available through Penn State University Libraries to create the articles, blog posts, workshops, presentations, and other learning opportunities used to reach and teach the public. We realize that finding and accessing those resources is not always as simple as it should be. Organizing citations and storing PDFs, JPEGs, tables, and data, can be equally frustrating. In order to make this aspect of your job a little easier, we have developed this handbook.

The information and strategies contained here are the collected work and recommendations of our colleagues in the library field. We want to thank them and the John S. and James L. Knight Foundation for the opportunity to help you help others.





# Resources and Services

The Resources and Services section covers the following topics:

- [Account information and borrowing privileges](#)
- [Online scholarly journals, articles, and other resources](#)
- [Interlibrary Loan](#)



# Account Information and Borrowing Privileges

## Registering with the PSU Libraries

All faculty and staff officially affiliated with Penn State and residents of the Commonwealth of Pennsylvania are permitted to register with the PSU Libraries.

Faculty and staff are eligible for Penn State IDs that will serve as library cards. Penn State IDs are available at any Penn State campus ID office. Penn State faculty and staff can complete their library registration immediately after activating their Penn State Access Accounts. Use the following link to complete library registration: <http://cat.libraries.psu.edu/cgi-bin/patronupdate>

Volunteers who are Pennsylvania state residents having proper ID (PA drivers license or state ID) with current address can be issued a Resident Borrowers card by the Libraries. Pennsylvania state residents may register at any Penn State University Library. Resident Borrowers who also register online for a Friends of Penn State user account (<https://fps.psu.edu/>) may view their PSU Libraries borrowing account information and renew borrowed items online.

Please Note: A viable Penn State ID or Resident Borrowers card must be presented whenever borrowing materials from the Libraries.<sup>1</sup>

## Loan Periods/Account Limits

### Faculty and staff

- Loan period is one semester.
- Unlimited renewals on most items.
- Maximum number of items that can be checked out is 500.

### Pennsylvania state residents

- Loan period is 28 days.

- Maximum number of items that can be checked out is 100.<sup>2</sup>

## Managing Your Library Account

Renew materials and view your current PSU Libraries checkouts and holds: <http://cat.libraries.psu.edu/uhtbin/patroninfo.exe>

If you have questions about your account, contact PSU Libraries Lending Services:

Lending Services  
105 Pattee Library  
814-865-5429  
[ul-lending@lists.psu.edu](mailto:ul-lending@lists.psu.edu)<sup>3</sup>

More information about Accounts and Borrowing Privileges at <https://libraries.psu.edu/services/borrow-renew/borrowing-privileges>

## Notes

1. Borrowing privileges. Penn State University Libraries, <https://libraries.psu.edu/services/borrow-renew/borrowing-privileges>
2. *ibid.*
3. *ibid.*

# Online scholarly journals, articles, and other resources

## Overview

PSU Libraries licenses access to over 700 databases containing scholarly journals, articles, and other online resources. Find the complete list at the following link: <https://libraries.psu.edu/databases>

These resources are available to all PSU faculty, staff, and students. The databases recognize authenticated users by IP address or PSU user name and password.

## Selecting an online resource

Because there are over 700 different databases that contain journals, articles, and data on a wide variety of subjects, you may find it easiest to identify the most useful sources for you by using or referring to the PSU Libraries Subject Guide related to your field: <https://libraries.psu.edu/guides/subject>

# Interlibrary Loan

## Using Interlibrary Loan

Interlibrary Loan is a PSU Libraries' subsidized service which supports the scholarly research and curriculum needs of current Penn State faculty, staff and students. Interlibrary Loan supplements the services offered by the PSU Libraries and should be used when your needs cannot be met with the Libraries' resources. Material received through Interlibrary Loan is by permission of the lending library. Every effort should be taken to be good stewards of the borrowed material. Interlibrary Loan staff process requests daily Monday through Friday. Interlibrary Loan reserves the right to limit the number of requests processed per day for an individual.<sup>1</sup>

Interlibrary Loan designates Extension faculty and staff as "World Campus & Distance Researchers."<sup>2</sup>

Borrow, delivery, and return procedures for Extension faculty and staff using Interlibrary Loan and the items that may and may not be requested through Interlibrary Loan are discussed further in this chapter. More details on the Interlibrary Loan policies and procedures for "World Campus & Distance Researchers" are available at the following link: <https://libraries.psu.edu/services/interlibrary-loan/world-campus-distance-researchers>

## Borrow

- You must have both My Library Account and an ILLiad account (an Interlibrary Loan account that you can create at the following link and that will require your Penn State log in: <https://psu.illiad.oclc.org/illiad/upm/>)
- You need to keep a current address in both accounts, and specify your campus location (World Campus) and pick up location.
- For items you find through library resources, simply click “I Want It”, “Request” or “Get It!” buttons to submit requests.<sup>3</sup>

## Delivery

- Books will be sent via UPS to the address in your account but will not be shipped outside North America.
- Articles will be scanned and delivered to you in your ILLiad account.
- You can sign up for UPS My Choice® to track UPS shipment.<sup>4</sup>

## Return

- You can return the item on site at any PSU Library or by mail.
- A return mailing label will be included with the item.
- You are responsible for the shipping costs and for returning borrowed materials by the due date.
- You are responsible for any damage, so please wrap the items securely.
- Return items to:  
Interlibrary Loan  
127 Paterno Library, Curtin Rd.  
University Park, PA 16802<sup>5</sup>

## Items that may be requested through Interlibrary Loan

Please note: All items are subject to recall at any time by the lending library.

- Loans of Books
- Copies of Journal and Newspaper articles (University Libraries reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.)
- Loans of Dissertations/Theses
- Loans of Newspaper Microfilm
- Loans of older journal volumes<sup>6</sup>

## Items which cannot ordinarily be obtained through Interlibrary Loan

- Textbooks
- Entire volumes of (recent) periodicals
- Reference books
- Very old or rare books
- Computer software (including language programs)
- Manuscripts
- Theses/Dissertations from some universities
- E-books (requests for E-books will be switched to the physical/bound volume format)<sup>7</sup>

### Notes

1. Interlibrary loan borrowing privileges. Penn State University Libraries, <https://libraries.psu.edu/services/borrow-renew/interlibrary-loan-borrowing-privileges>
2. World campus & distance researchers. Penn State University Libraries, <https://libraries.psu.edu/services/interlibrary-loan/world-campus-distance-researchers>
3. Interlibrary loan borrowing privileges. Penn State University Libraries, <https://libraries.psu.edu/services/borrow-renew/interlibrary-loan-borrowing-privileges>
4. *ibid.*
5. *ibid.*
6. *ibid.*
7. *ibid.*



## Notes



# Strategies

The Strategies section covers the following topics:

- [Literature Searching](#)
- [Topic Research Worksheet](#)
- [Evaluating Information](#)
- [Organizing and Managing Information](#)
- [Citation Tools](#)



# Literature Searching

## Top Five Tips From Helen Smith, Agricultural Sciences Librarian

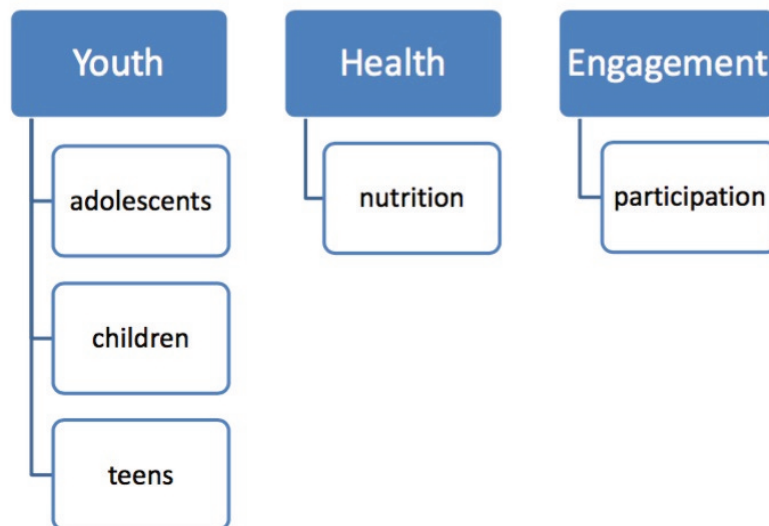
(For full presentation slides see footnote.)

### 1. Choose the right database

- No sense searching for genetics information in an art database!
- Use the PSU Libraries Subject Guides: <https://libraries.psu.edu/guides/subject>
- Get in touch with the librarian on the guide for a research consultation

## 2. Choose the right keywords

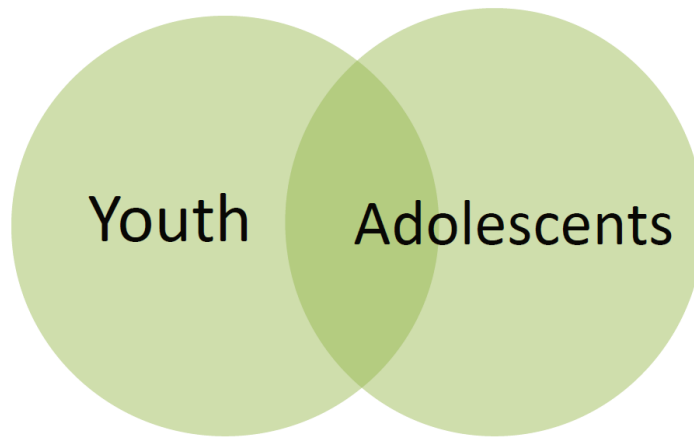
- Retrieving the best articles relies on using the right terms
- Identify the main concepts of your topic
- Brainstorm synonyms and alternative phrasings for each concept
- Use the database's thesaurus to find more relevant terms
- Example: What factors affect youth engagement in their personal health?
  - Youth: adolescents, children, teens
  - Health: nutrition
  - Engagement: participation
- Use Topic Research Worksheet to brainstorm keywords and concepts (p.23)



An example of brainstorming topics plus keywords

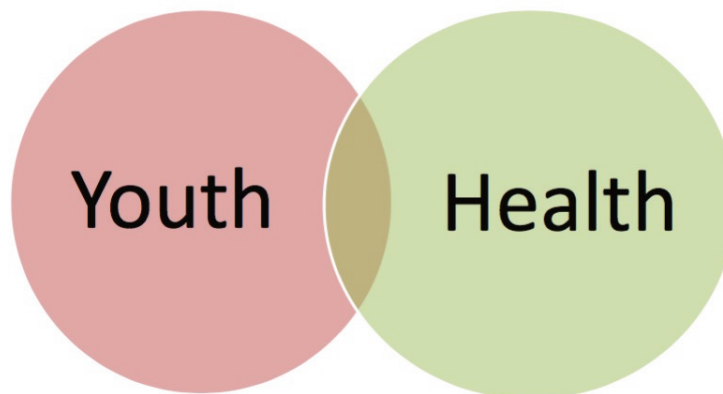
### 3. Combining keywords and concepts

- Librarians call this “Boolean searching”
- “OR” broadens your search [synonyms or similar concepts]
  - Example: youth OR adolescents
- “AND” narrows your search [two distinct concepts]
  - Example: youth AND health
- Combine terms properly
  - Example: youth OR adolescents



Using “OR” yields more results

- Example youth AND health



Using “AND” yields fewer, but more precise results

## 4. Learn to use advanced search features

### Truncation

- Retrieve items with various word endings and spellings
- Example: child\* will find child, children, or childish
- Usually the symbol is an asterisk (\*), but sometimes it is a question mark (?) or a dollar sign (\$)

### Phrase Searching

- For most databases, use quotation marks around a phrase to force the words to be in that order
- Example: “invasive species” instead of invasive species

### Limiting

- Many databases have advanced limiting features relevant to the subject
- Check for limiting by year, publication type, gender, or age groups

## 5. Follow the citations

Find more studies by using citation searching

### Backward searching

- Look through the reference lists of articles you have found—these references are likely to be relevant for you as well

### Forwards searching

- Find articles that cite older articles. This allows you to move forward from a seminal work and discover what new research is based on that earlier research.
- Suggested databases: Web of Science and Google Scholar



## One more tip: Evaluate and modify your search as necessary

- Are there other relevant keywords that are showing up in your results? Go back and use those words in your search!

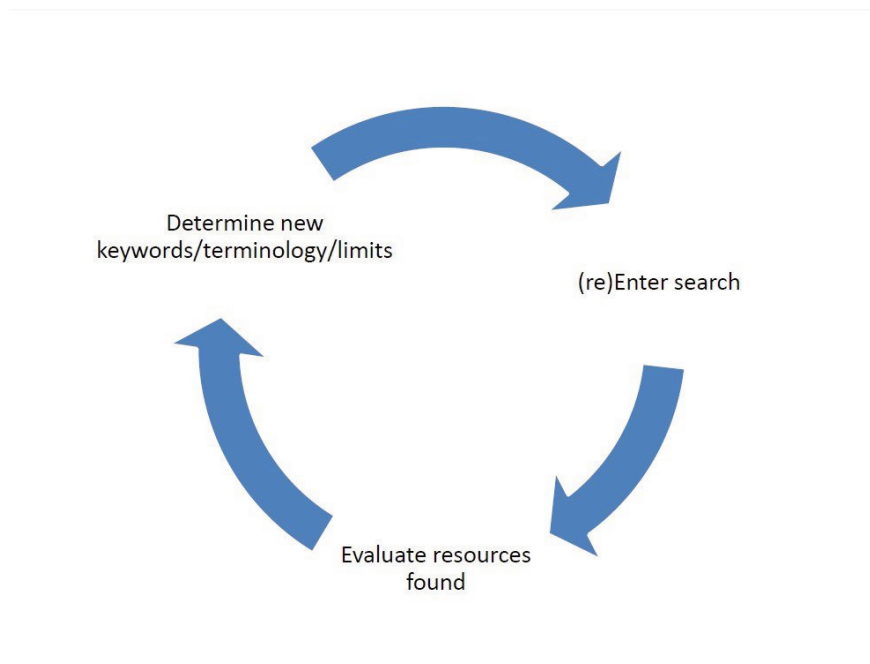
Too Much Information? Try these strategies

- Add another concept
- Use only official subject headings (not keywords)—results will be more relevant
- Search by a notable author
- Use limits: dates, gender, language, publication type, etc.

Too Little Information? Try these strategies

- Remove a concept
- Use more general terms and don't limit to specific fields
- Try another database
- Don't use limits

It's an iterative (and some would say never-ending) process.<sup>1</sup>



The iterative research cycle

## Notes

1. Smith, H. "Library basics and beyond: Tips and Tricks for using PSU Libraries resources." Presentation.  
<https://psu.pb.unizin.org/researchresourceshandbook/wp-content/uploads/sites/59/2017/10/Extension-Symposium-Sept-2017-Library-Basics.pdf>.

# Topic Research Worksheet

Use this worksheet to help refine your search strategies.<sup>1</sup>

Topic Research Worksheet

Topic:

Topics should have two to three major concepts

Concepts			
Keywords			

## Notes

1. Smith, H. "Library basics and beyond: Tips and Tricks for using PSU Libraries resources." Presentation. <https://psu.pb.unizin.org/researchresourceshandbook/wp-content/uploads/sites/59/2017/10/Extension-Symposium-Sept-2017-Library-Basics.pdf>.

# Evaluating Information

You (and your clients) encounter a variety of research and information sources every day and it can be a major challenge to filter what is most credible, authoritative, and useful. Here are general questions you should ask when evaluating print sources and websites.<sup>1</sup>

## What to look for in books and periodicals

- Currency: What is the publication date of the resource?
- Authority: Who is the author and publisher?
- Validity/Accuracy: Is the information accurate or valid?
- Audience: Who was the resource written for?
- Point of view (bias): What is the resource's point of view?

## What to look for in web sites

- Currency: When was the website last updated?
- Authority: Who is the author or creator?
- Validity/Accuracy: Is the information accurate or valid?
- Audience: Who was the website created for?
- Point of view (bias): What is the website's point of view?

## Information evaluation tools

PSU Libraries offers tools to help you evaluate information:

- Video tutorial series: <sup>2</sup>: <https://libraries.psu.edu/services/research-help/evaluating-information>
- Information evaluation rubric handout (p. 25) <sup>3</sup>

	What to look for in books and periodicals	What to look for in Web sites
Currency	<ul style="list-style-type: none"> <li>• Do you require the most current information, historical information, or information over a period of time?</li> <li>• If you are researching a topic that is currently in the news, you may want only the most recent information. If you are researching a historical event, you may want information written at the time of the event.</li> <li>• For books: What is the copyright date on the reverse of the title page? Does it meet your needs? Is this the most recent edition?</li> <li>• For periodicals: Does the publication date meet your needs?</li> </ul>	<ul style="list-style-type: none"> <li>• Do you require the most current information, historical information, or information over a period of time?</li> <li>• When was the Web site published or created? (look for a copyright date on the homepage)</li> <li>• When was the site last updated or revised?</li> <li>• Are the links up to date?</li> </ul>
Authority	<ul style="list-style-type: none"> <li>• What are the author's credentials and reputation?</li> <li>• What other works on the subject has the author written?</li> <li>• Is the author an expert or researcher in the field? A government agency? A journalist?</li> <li>• Has the author been cited by others in your field? In other publications you've read?</li> <li>• Did you check biographical sources such as Contemporary Authors and Biographical and Genealogical Master Index in the E-Resource List?</li> </ul>	<ul style="list-style-type: none"> <li>• Who is supplying the information?</li> <li>• Is it an educational institution (.edu or Extension)? A government agency (.gov)? A commercial supplier (.com)? A non-profit organization (.org)?</li> <li>• Is the supplier a reputable organization? (look for an "About Us" link on the homepage)</li> <li>• Is there an author or contact person named? What are the author's credentials (see "What to look for in books and periodicals")?</li> <li>• Has this site been reviewed by experts or professional organizations?</li> </ul>
Validity/ Accuracy	<ul style="list-style-type: none"> <li>• If the information is not current, is it still accurate?</li> <li>• Can the information be verified or supported by other sources? Do other sources report the same findings?</li> <li>• Is evidence given to support the information?</li> <li>• Are sources of factual information cited?</li> </ul>	<ul style="list-style-type: none"> <li>• Are sources of information cited?</li> <li>• Compared to other sources, is the information complete and accurate? Are the links also complete and accurate, or are there discrepancies?</li> <li>• Is selection criteria provided for the links found in the web site?</li> <li>• Does the site appear to be carefully edited, or are there typographical errors?</li> </ul>
Audience	<ul style="list-style-type: none"> <li>• Who is the intended audience? Researchers or experts? Trade or professional members? The general public?</li> <li>• Is the source appropriate for your needs, or is it too technical, advanced or elementary?</li> </ul>	<ul style="list-style-type: none"> <li>• Is the site appropriate for your needs, or is it too technical or too elementary, or too full of jargon?</li> <li>• Who is the intended audience? Experts or the general public?</li> </ul>
Point of view (bias)	<ul style="list-style-type: none"> <li>• Does the source have a particular bias?</li> <li>• Does it promote the ideas of a particular group—religious, political, etc.?</li> <li>• Is the information objective or partial?</li> <li>• Is it factual information or interpretations of facts?</li> <li>• Are there assumptions and opinions stated?</li> </ul>	<ul style="list-style-type: none"> <li>• Does the information appear to be filtered or is it free from bias?</li> <li>• Could the organization sponsoring the site have a stake in how the information is presented?</li> <li>• Is the site free of advertisements?</li> <li>• Are various points of view, theories, techniques, or schools of thought offered?</li> </ul>

Purpose/ context	<p>Is it for academic purposes or entertainment?</p> <ul style="list-style-type: none"> <li>• How closely does the book or journal relate to the purpose for which you need that information?</li> </ul>	<p>What is the purpose of the site or article?</p> <ul style="list-style-type: none"> <li>• Is it to share new, scholarly research?</li> <li>• is it to report developments in an evolving news story?</li> <li>• Or is it to rant about a government conspiracy?</li> <li>• How closely does the web site relate to the purpose for which you need that information?</li> </ul>
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## Notes

1. Evaluating information rubric. Penn State University Libraries, <https://libraries.psu.edu/services/research-help/evaluating-information-rubric>
2. Evaluating information. Penn State University Libraries, <https://libraries.psu.edu/services/research-help/evaluating-information-rubric>
3. Evaluating information rubric. Penn State University Libraries, <https://libraries.psu.edu/services/research-help/evaluating-information-rubric>

# Organizing and Managing Information

Organizing your research is as important as organizing your citations. Unlike citations that must follow your discipline's style guide, file naming and management is a personal practice. A strong file management system, on your chosen storage media, can save time and frustration when searching for specific articles or data sets. Consider the following tips from our friends at MIT Libraries Data Management Services.

## **Key principles of file organization**

- Spending a little time upfront, can save a lot of time later on.
- Be realistic: strike a balance between doing too much and too little.
- There's no single right way to do it; establish a system that works for you.
- Think about who your system needs to work for: Just you? You and your lab group? Collaborators?<sup>1</sup>

## **The 5 C's of file organization**

- Clear
- Concise
- Consistent
- Correct
- Conformant<sup>2</sup>

## A Word on File Naming

Naming files can be critical to rediscovering them one, five, or ten years from now. Once you establish a structure that works, stick with it. Some disciplines even have conventions for file naming and files themselves can often be “tagged” with keywords so that you (or someone else) can find them. Below are some strategies to employ when beginning a new project:

### File naming and folder hierarchy

Keeping track of research data and documentation is critical. Strategies include:

- Spend time planning out both folder hierarchy and file naming conventions in the beginning of a project. Consider how you or others will look for and access files at a later date. Do you think about them by type, location, study or something else?
- Establish a folder hierarchy that aligns with the project. Example: [Project] / [Experiment] / [Instrument or Type of file]
- Consider all aspects of the project and develop a file naming scheme that includes important metadata. Example: [Date]\_[Run]\_[SampleType]
- Consider sorting when deciding what element of the file name will go first. File names starting with YYYYMM will sort differently than files starting with the MMDDYYYY format.
- Provide a method for easy adoption. Consider a shared dropbox with the folder hierarchy in place and a readme file in onboarding documentation for new contributors.
- Check for established file naming conventions. Many disciplines have recommendations, for example: [DOE’s Atmospheric Radiation Measurement \(ARM\) program](#).<sup>3</sup>

### Notes

1. MIT Libraries Data Management. RES.STR-002 Data Management. Spring 2016. Massachusetts Institute of Technology: MIT OpenCourseWare, <https://ocw.mit.edu>. License: Creative Commons BY-NC-SA.

2. *ibid.*

3. MIT Libraries Data Management Services. (n.d.) File naming and folder hierarchy. Persistent link, <https://web.archive.org/web/20170926204524/https://libraries.mit.edu/data-management/store/organize/>. License: Creative Commons BY-NC



# Citation Tools

Citation tools include citation managers that allow you to create and organize a personal research library, share with other researchers, cite resources, generate bibliographies, and more.<sup>1</sup>

Examples of citation managers include:

- Zotero: a free, easy-to-use Firefox extension or stand alone system, that helps you collect, manage, cite, and share your research sources. (More details and a guide to using Zotero available at <http://guides.libraries.psu.edu/zotero>)
- Mendeley: a free reference manager and academic social network that allows you to make your own fully-searchable library in seconds, cite as you write, and read and annotate your PDFs on any device. (More details and a guide to using Mendeley available at <http://guides.libraries.psu.edu/mendeley>)
- EndNote: a bibliographic management program that allows users to organize their references, images and PDFs, and create bibliographies and figure lists. Use of EndNote requires the purchase of a license. A free, limited online version is available called EndNote Basic. (More details and a guide to using EndNote available at <http://guides.libraries.psu.edu/endnote>)

## Choosing between Zotero, Mendeley, and EndNote

These popular citation managers all provide the same basic features and functionality with a few exceptions and some features specific to particular tools. Use the chart below to narrow down your choices, the rest is personal preference. Talk to people in your department – some disciplines tend to use one tool more than others.

Citation Manager Comparison Chart

Criteria	Zotero	Mendeley	EndNote	EndNote Basic
Web based?	Can sync with online account; connectors for Firefox, Chrome and Safari and Opera available	Not primarily, but can sync with an online account which is editable	Yes, with EndNote basic account	Yes
Must be online?	No	No	No	Yes
Cost	Free for basic account, some cost for more online storage space	Free for basic account, some cost for more online storage space	\$\$, Student discount through computer store	Free
Word-processor compatibility	MS Word, Open Office, Google Docs	MS Word, Open Office, LaTeX	MS Office, Open Office, iWork Pages	MS Word
Import from databases	Yes	Yes	Direct export from specific databases	Yes
Import citation info from web pages	Yes, also archives the page and you can add annotations	Yes, with a bookmark for a limited number of sites (mostly publishers or databases)	Yes, with Web Capture tool and EndNote basic account	Yes, with Web Capture tool
Storage capacity	Unlimited local storage and data syncing; 100MB free Zotero file syncing (larger syncing plans available for purchase); or can use WebDav	Unlimited local storage and data syncing; 1GB personal and 100MB shared online space (larger online storage plans available for purchase)	Unlimited local storage	Limited to 50,000 citations and 2 GB of attachment storage
Attach associated files (PDFs, etc.)	Yes, with option to attach automatically	Yes, and can highlight and annotate PDFs	Yes, and can highlight and annotate PDFs	Yes
Search full text of PDFs	Yes	Yes	Yes	No
Create group or shared libraries	Yes	Yes, free for up to 3 group members (larger group plans available for purchase)	Yes, with EndNote basic account	Yes
Create bibliography with different styles	Yes	Yes	Yes	Yes
Automatic citation extraction from PDFs	Yes	Yes	Yes	No
Other features	Sync library with multiple computers Use tags to organize/search	Sync library with multiple computers Sync with Zotero library	Insert figures and charts using word processor integration	

## Notes

1. Citation Tools. Penn State University Libraries, <http://guides.libraries.psu.edu/CitationStyles/Tools>

## Notes



# Contacts

The Contacts section covers the following topics:

- [PSU Libraries](#)
- [Public Libraries](#)



# PSU Libraries

## Ask a Librarian

Like the Master Gardeners' hotline, Ask a Librarian (<https://libraries.psu.edu/ask>) offers ways to get in touch with us, including general email, phone, text, and an online chat service. If your question is more specialized, it may be routed to the Libraries' specialist in that area. You can also reach out to specialists directly.

## Subject Specialists

Library staff includes subject specialists in agriculture, animal science, forestry, health, nutrition, education, entomology, business, and more. Use these guides to find the right person to contact: <https://libraries.psu.edu/guides/subject>

## Librarians at your nearest Penn State campus

Libraries and librarians are located at every Penn State campus. Find your nearest contact at the following link: <https://libraries.psu.edu/directory>

## Campuses

Find your way around all Penn State University campuses. Visitor guides and maps are available online: <http://www.psu.edu/maps>

# Public Libraries

Many public libraries across Pennsylvania are eager to help connect you with the community through programming or other partnerships. Because there are more than 400 libraries in the Commonwealth, these town centers are an ideal way to disseminate program information, club, and organization news.

## Possible programs and partnerships

Some public libraries already partner with their local Extension office. These programs include:

- 4-H volunteers to care for the library's collection
- Master Gardner programs for youth and adults

Other opportunities exist. A few examples might be:

- Animal or entomology events
- Financial planning workshops
- Nutrition workshops for youth and adults

## Find a public library near you

This PDF of the 2016 Library Directory is maintained by Commonwealth Libraries in Harrisburg and lists individual public libraries by name and by county: <http://www.statelibrary.pa.gov/Libraries/Pages/Public-Libraries.aspx>

Explore the State Library of Pennsylvania at the following link: <http://www.statelibrary.pa.gov>



## Notes



# Troubleshooting

The Troubleshooting section covers the following topics:

- [Remote Access](#)
- [VPN](#)



# Remote Access

Penn State University Libraries' online resources can be accessed wherever you are and typically you will be prompted to provide your Penn State Access Account user ID and password if accessing resources remotely.

Below find some suggestions on how to solve common problems encountered when accessing Libraries' resources remotely.<sup>1</sup>

## Error text:

Authentication Failure: The database that you selected is for use by the students, faculty and staff of the Pennsylvania State University only.

Where you see it:

Library databases, links to Course Reserve full-text articles

What it could mean:

- You're not a current Penn State student, faculty or staff member, or
- You're logged in with an incorrect credential (Friends of Penn State instead of student Access Account user ID)

What to do:

1. First, try logging into another WebAccess authenticated resource, like Canvas or My Library Account, then try the database link again
2. If you're still seeing the authentication error, then you may be logged in with your Friends of Penn State (FPS) account instead of your Access Account user ID. This is more likely if your user ID is numbered in the 5000 range (ABC5001, DEF5002, etc.), and if you created identical passwords for both types of account.
3. You can usually fix the problem by going to the website [work.psu.edu](http://work.psu.edu) and changing your Access Account password. Then, close and reopen your browser, log in with your new password and try the resource again.
4. If you're still having trouble after changing your Access account password, then you'll need to contact

the IT Services Desk (<http://www.itservicedesk.psu.edu/>) for assistance by sending an email to [ITservicedesk@psu.edu](mailto:ITservicedesk@psu.edu) or by calling 814-865-4357.

5. If off campus, try downloading and installing the LIAS VPN (see VPN chapter).

## Error:

You are prompted to login or create an account in a specific database or resource (not WebAccess) or your Penn State Access Account user ID and password is not accepted by a specific database.

Where you see it:

Hoover's, Web of Science, Engineering Village 2 (Compendex), possibly other databases.

What it could mean:

- The database URL doesn't contain Penn State authentication information.

What to do:

1. Be sure that you're trying to access through the PSU Libraries website ([libraries.psu.edu](http://libraries.psu.edu)) by using LionSearch or the Databases by Title (A-Z) list.
2. Try logging into another WebAccess authenticated resource, like Canvas, LionPath or My Library Account, and try the database link again.
3. Close and reopen your browser or try a different browser.
4. Try clearing your browser cache. This is usually found in the browser settings, but instructions are different for each browser. Try Googling "clear cache (your browser name/version)" to find instructions on the web.
5. If off campus, try downloading and installing the LIAS VPN (see VPN chapter).

## Notes

1. Library Authentication Problems. Penn State University Libraries, <https://libraries.psu.edu/library-authentication-problems>

# VPN (Virtual Private Network)

Most library resources do not require the VPN (Virtual Private Network) for off-campus access, however, you can try logging in through the VPN if the options above are not successful or if help isn't available.<sup>1</sup>

You may download and install the VPN by logging into <https://downloads.its.psu.edu> and opening Connecting to Penn State. Choose the VPN for your operating system and follow instructions. When logging in using the VPN, select LIAS VPN from the list of options.

The VPN is REQUIRED for off-campus access to the following resources:

- BNA videos
- Forrester Research
- Siku Quanshu
- East View LandScan Global
- Streaming Audio Reserves

## Notes

1. Library Authentication Problems VPN. Penn State University Libraries, <https://libraries.psu.edu/library-authentication-problems#VPN>

## Notes