

# F.A.Q.s

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## *(Frequently asked questions) about HIP*

*(UGDSB's ONLINE LIBRARY CATALOGUE)*<http://library.ugdsb.on.ca>

### 1. How do I order videos?

*Videos cannot be "ordered" through the HIP database because it is not an online booking system. That is, you are not able to view the calendar that tells you if the item is available on a specific date. However, you are able to request videos, kits, etc. using the "My List" function.*

- a) Ensure that you are in the correct database, i.e., the **Video Library**.
- b) After you have done your search, add titles to "**My List**" by clicking on the "**add to my list**" button. This can be done from either the **Search Results** screen or the Item Information screen. You can also select a range of items in the "**Add/Remove My List**" box at the bottom of the screen.
- c) Once all your titles have been added to "**My List**", open "**My List**" using the link that is located in the upper right corner of the screen.
- d) If you wish to **fax** the list, use your Internet Browser's print function or skip to item "g" for email instructions.
- e) Annotate the list to indicate which dates you would prefer and ensure that your name and school is on it.
- f) **Fax** the list to **Media Booking** at 519-763-6870
- g) **OR** click on **Email this list** at the bottom left corner of the page.
- h) Email the list to **yourself**.
- i) When you receive the email, annotate the list for preferred dates
- j) Forward to [media.booking@ugdsb.on.ca](mailto:media.booking@ugdsb.on.ca). This will give you a copy for your records as well as identifying you to us as the sender.

### 2. How can I make my search results more accurate?

When you access **HIP**, the default search is **General Keyword**. This searches for the term(s) in all fields (title, author, subject, contents, notes, audience level, etc.). This is the most comprehensive kind of search and will probably give you the greatest number of matches. However, this may give you much more than you need when you are searching a common or broad topic. For example, a general keyword search for **Canada** may give you far too many matches. You may want to add an audience level (**Primary, Junior, Intermediate, Senior**), or, you may select the **Subject Keyword** from the drop-down dialog box. This will limit your search to occurrences of the term(s) in the subject field. By the same token, if you know even one or two words of a title or author, use the **Title Keyword** or **Author Keyword** search. The best rule to remember when searching is the **KISS** principle: **Keep It Short and Simple**.

### 3. How do I search for materials for a specific grade?

All resources held by the **Terry James Video Library** are assigned one or more **audience levels**. The levels are:

Primary (JK-3)

Junior (4-6)

Intermediate (7-8)

Senior (9-12)

Adult (Professional resources for teachers)

**Many** (but not all at this point) **curriculum resources** held by the **Terry James Resource Library** and the **School Libraries** have the same audience levels assigned.

Audience level can only be searched using **General Keyword**. For example, **bridges junior** will give you all titles on bridges that are considered appropriate for the junior level.

### 4. How do I ensure that I get everything there is on a particular topic?

Use **TRUNCATION!** In **HIP**, when you add an **asterisk \*** to the end of a word, it will search that word as a root. For example, if you search **magnet\***, the system will look for all words that start with the root **magnet**. Therefore, you will retrieve magnet, **magnets**, **magnetism**, **magnetic**, etc.

You can also truncate within a word. For example, **wom\*n** will pick up both the singular and plural forms of the word.

A word to the wise about truncation is to **be cautious!** You probably never want to truncate a word like **cat\***.

### 5. Why are there so many different libraries to search on the Terry James Resource Centre Homepage?

Our intention is to make the TJRC Homepage (<http://library.ugdsb.on.ca/index.asp>) a one-stop access point for your online information needs.

The **Resource Library** consists of curriculum support and professional education materials. It includes: Speech & Language, French Language and English as a Second Language resources; Big Books; sample novels with accompanying guides; recommended textbooks, Special Education adaptive devices and many more. It is a circulating collection and operates in the same way as your school or public library.

The **Video Library** consists of over 12,000 educational videos, several hundred curriculum kits and over 100 novel sets. This Library operates on a booking system. You may order materials for a specific time during the school year.

The **Upper Grand Libraries Catalogue** provides you with access to all UGDSB school and central library collections. This is useful when you are searching for a title your own Library does not own. However, please note *not all school libraries loan materials to staff from other schools.*

**Kids Catalogues** provides a graphical interface when searching UGDSB's K-8 schools.

**School Library Catalogues** allow you to select and search your own, or any other, school library collection.

**EBSCO Databases** give you access to various products: the **Canadian Reference Centre**, **Canadian Literary Centre**, **Searchasaurus** and **Novelist** . These provide you with access to *full-text* magazine articles, encyclopedias, reference books, etc. You *must* use **the Userid** and **Password** that has been assigned to your school. This information should be shared with your students so that they can search these databases from home. If you do not know the Userid or Password for your school, contact your Teacher-Librarian, or, the Terry James Resource Library.

**If you want to search professional education resources**, the Terry James Resource Library provides access to EBSCO's Professional Development Collection database. *This is for staff only and not to be given to students.* For Userid and Password, please contact the Library @ 519-822-4420, ext. 554 or email: [terryjames.library@ugdsb.on.ca](mailto:terryjames.library@ugdsb.on.ca).

## 6. Why do some titles say "Call Library"?

All **Video Library** resources have a status of **"Call Library"**. As these items are on a booking system, **there may be a pending reservation**. To determine the correct status of the resources held by the Video Library, **please contact** [media.booking@ugdsb.on.ca](mailto:media.booking@ugdsb.on.ca).