



Small Business Reference Center **User Guide**

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Small Business Reference Center

Small Business Reference Center[™] provides up to date information on relevant topics from starting a company, operations management and sales to growing or rescuing a business. The database contains nearly 400 full-text periodicals and over 450 full-text reference books.

The user-friendly interface guides users through small business and entrepreneurial subject areas, common business types, a help and advice section, and provides information on how to create business plans that lead to successful funding. Business videos provide critical information for business owners: interviews, 'lessons learned' features, lectures and 'how to' videos help foster success in all aspects of managing a business. A collection of state-specific resources supports the researcher with demographic data and other local information.

System Requirements

In order to effectively use all EBSCO*host* features, the minimum browser requirements are Internet Explorer 7.0, Firefox 8.0, Google Chrome 16, and Safari 5.1 (for Macintosh). You must also have Adobe ® Reader® installed to view the PDF Full Text files. If you are using Visual Search, you must also install Adobe ® Flash Player 8.0 or higher.

Searching Tips User Guide

Searching tools help you adjust the focus of a search when using EBSCO research databases and interfaces. The Searching Tips user guide explains how to use Boolean operators, Field Codes, Wildcards, and Truncation. Also covered is how to use proximity searches, including phrases in searches, and single vs. plural searching.

The Searching Tips User Guide is also available on the EBSCO Support Site.

Setting Preferences

Setting Preferences allows you to control the look and feel of the *Small Business Reference Center* Result List. The selections you make on the Preferences Screen can now be saved to your personal account (*My Small Business Reference Center*) and retrieved for use at any time. Once you sign in to *My Small Business Reference Center*, your personal preferences are applied. And, if you make changes to your preferences, those changes are saved for future use.

To set your *Small Business Reference Center* preferences:

1. From the search screen or the Result List, click the **Preferences** link below the **Find** field. (The Preferences feature is also available from the Folder Screen.)

Preferences ?



Sign in to save preferences for a future session.

General Settings

Autocomplete search suggestions On Off

Run Smarttext Search when query returns no results On Off

Result List Display

Format Standard Title Only Brief Detailed

Page layout    

Image QuickView On Off [Hint](#)

Sort by Relevance Database Default

Results per page 30

Print, E-mail, Save Export

Default format Standard Field Format
 Citation Format
 Customized Field Format

Export settings Save citations to a file formatted for:
E-mail a file with citations in:

E-mail to
Separate each e-mail address with a semicolon.

E-mail format Rich Text Plain Text

2. **General Settings** – Choose language and keyword suggestion settings.
 - **Language** – Select the language in which you want to display the interface: Spanish, French, German, Italian, Portuguese, Russian, Korean, Japanese, Simplified Chinese, Traditional Chinese, Turkish, Greek, Polish, Arabic and Thai. (Your library administrator decides whether this feature will be available.)
 - **Autocomplete search suggestions** – As you begin to enter a search term in the **Find** field, keyword suggestions are automatically displayed. (Set to On or Off.)
3. **Result List Display** – Choose the look and feel of your Result List.
 - **Format** – Select the level of detail for each result: Standard, Title Only, Brief or Detailed.
 - **Image Quick View** – Turn on or off the display of image thumbnails on the Result List, Citation, and Folder. (Availability varies by database.)
 - **Results per page** – Specify how many results (or records) are displayed per page (for example: 5, 10, 20, 30, 40 or 50). (Will be applied to both the Result List and the Folder.)
 - **Sort by** – You can set how you would like your results sorted. All sort options for the database you are using are available. (For example, date, author, source, etc.) If you select “Database Default,” the results are sorted using the database defaults. (Will be applied to only the Result List.)
 - **Page layout** – Control which columns display on the Result List.
4. **Print, E-mail, Save, Export** – Set your defaults for Print, E-mail, Save and Exporting of your results. You can still change these settings when you print, e-mail, save or export your results.
 - **Default Format** – Decide how much information you want to include with your results.
 - **Standard Field Format** – Defaults to "Detailed Citation and Abstract." You can also select from the drop-down list:
 - **Brief Citation** – Indicates that only a brief citation should be printed.
 - **Brief Citation and Abstract** – Indicates that a brief citation and an abstract should be printed.
 - **Detailed Citation and Abstract** – Indicates that a detailed citation and an abstract should be printed.
 - **Citation Format** – If you would like to default your citations to a specific format, select one from the drop-down list:
 - AMA - American Medical Association
 - APA - American Psychological Association
 - Chicago/Turabian Author - Date

- Chicago/Turabian Humanities
 - MLA - Modern Language Association
 - Vancouver/ICMJE
- **Customized Field Format** – Indicates that the Print/E-mail/Save Managers should default to this selection.
 - **E-mail From** – The “From” address on the e-mail you send defaults to ephost@epnet.com. If you would like to change that address, enter the information in this field. (For example, you could enter your own e-mail address, or a library e-mail address.) This will automatically fill in the “From” field on the e-mail that is sent.
 - **E-mail To** – The “To” address on the E-mail Manager defaults to a blank field. If you would like to automatically fill in the E-mail Address field with a specific e-mail address, enter the information in this field. (For example, you could enter your own e-mail address, or list of e-mail addresses for the students in class or a group of colleagues.)
 - **E-mail Format** – Select whether you want to default your e-mails to Rich Text or Plain Text format
 - **Export Settings** – You may be able to export your results into a format compatible with your bibliographic management software. (For example, RefWorks, EndNote, ProCite, etc.) Your library administrator decides whether the Export feature is available.
 - Save citations to a file formatted for – Select the default bibliographic management format to save a file.
 - E-mail a file with citations in – Select the default bibliographic management format to e-mail a file.
5. Click the **Save** button. If you were previously at the Result List, it is updated according to your selections. If you were previously at the Search Screen, you must first perform a search before viewing the customized Result List.

Basic Search

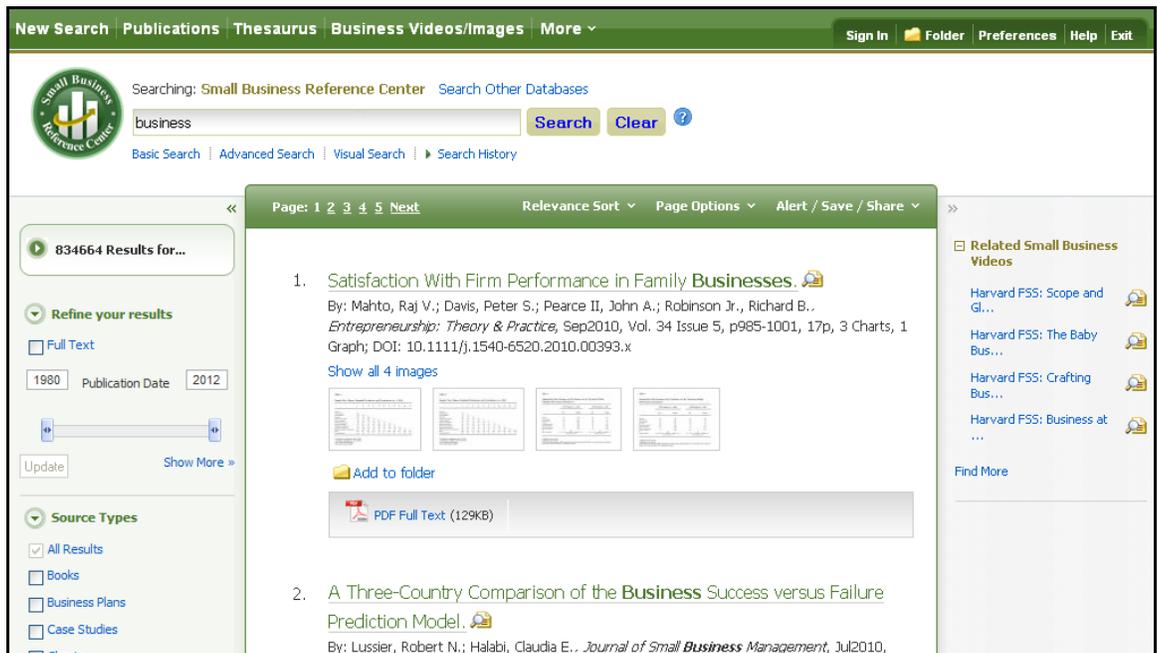
The Basic Search screen is the default search screen in *Small Business Reference Center* and offers keyword searching as well as the ability to browse by category, browse popular sources, and browse start-up information by state.

To create a Basic Search:

1. From the Basic Search Screen, enter your search terms in the **Find** field and click **Search**.



2. A Result List of articles that match your search is displayed. You can also choose to narrow your results by source type in the column on the left.



3. Click on an article title to view the article detail page or click on a full text link to read the full article.

The screenshot shows a web interface for an article. At the top, there is a navigation bar with 'Result List', 'Refine Search', and '1 of 834664'. The article title is 'Satisfaction With Firm Performance in Family Businesses'. Below the title, the authors are listed: Mahto, Raj V.,¹ mahto@unm.edu, Davis, Peter S.,² peter.davis@uncc.edu, Pearce II, John A.,³ john.pearce@villanova.edu, Robinson Jr., Richard B.,⁴ Robinson@moore.usc.edu. The source is 'Entrepreneurship: Theory & Practice; Sep2010, Vol. 34 Issue 5, p985-1001, 17p, 3 Charts, 1 Graph'. The document type is 'Article'. The subject terms are: *FAMILY-owned business enterprises, *FINANCIAL performance, *PROFIT maximization, *SOCIAL interaction, *GROUP identity, *OPERATIONAL definitions, *FAMILIES -- Economic aspects, *SMALL business. There is an 'Images' section with four thumbnails. On the left side, there are links for 'PDF Full Text (129KB)', 'Detailed Record', and 'Find Similar Results using SmartText Searching.'. On the right side, there is a 'Tools' section with links for 'Add to folder', 'Print', 'E-mail', 'Save', 'Export', 'Permalink', and 'Bookmark'.

Notes:

- If you click the **Small Business Reference Center** logo, you are returned to the Basic Search page with all your search terms *cleared* and any configured search parameters *reset*.
- If you click the **Advanced Search** link, you are taken to the Advanced Search Screen with all your search terms *cleared* and any configured search parameters *reset*

Advanced Search - Single

To use Advanced Search with Single Find Field:

1. Click the Advanced Search link below the **Find** field.
2. On the Advanced Search Screen, enter your search terms in the **Find** field.

The screenshot shows the 'Advanced Search' page of the Small Business Reference Center. At the top, there is a navigation bar with links for 'New Search', 'Publications', 'Thesaurus', 'Business Videos/Images', and 'More'. On the right side of the navigation bar are links for 'Sign In', 'Folder', 'Preferences', 'Help', and 'Exit'. Below the navigation bar, the search area includes the text 'Searching: Small Business Reference Center' and a link to 'Search Other Databases'. A search field contains the word 'business', with 'Search' and 'Clear' buttons to its right. Below the search field are links for 'Basic Search', 'Advanced Search', 'Visual Search', and 'Search History'. The main section is titled 'Search Options' and contains several settings:

- Search modes:** Radio buttons for 'Boolean/Phrase' (selected), 'Find all my search terms', 'Find any of my search terms', and 'SmartText Searching [Hint](#)'.
- Apply related words:** A checkbox that is currently unchecked.
- Also search within the full text of the articles:** A checkbox that is currently unchecked.
- Limit your results:** A section with several filters:
 - Full Text:** A checked checkbox.
 - Published Date from:** Two sets of dropdown menus for 'Month' and 'Year' with a 'to' label between them.
 - Document Type:** A dropdown menu with 'All' selected, and other options like 'Abstract', 'Article', and 'Bibliography'.
 - Publication:** An empty text input field.
 - Publication Type:** A dropdown menu with 'All' selected, and other options like 'Academic Journal', 'Book', and 'Conference Paper'.
 - Number of Pages:** A dropdown menu with 'All' selected and an empty text input field.
 - Image Quick View:** A checkbox that is currently unchecked.

3. Select from the available **Search Options**:
 - **Search modes** – Use specific search modes, such as “Find all of my search terms,” or “SmartText Searching,” or use search options that expand your search such as “Apply related words.”
 - **Limit your results** – such as Full Text or Publication type.
4. Click the **Search** button.

A Result List of articles that match your search terms is displayed.

The screenshot shows the Small Business Reference Center search interface. At the top, there are navigation tabs: "New Search", "Publications", "Thesaurus", "Business Videos/Images", and "More". On the right, there are links for "Sign In", "Folder", "Preferences", "Help", and "Exit". The search bar contains the text "business" and has "Search" and "Clear" buttons. Below the search bar are links for "Basic Search", "Advanced Search", "Visual Search", and "Search History".

The main content area displays "794767 Results for...". On the left, there are filters for "Refine your results" (including "Full Text" which is checked) and "Source Types" (including "All Results", "Books", "Business Plans", "Case Studies", "Charts", and "Checklists"). The search results are sorted by "Relevance". The first result is titled "Satisfaction With Firm Performance in Family Businesses." and includes author information (Mahto, Raj V.; Davis, Peter S.; Pearce II, John A.; Robinson Jr., Richard B.), publication details (Entrepreneurship: Theory & Practice, Sep2010, Vol. 34 Issue 5, p985-1001, 17p, 3 Charts, 1 Graph; DOI: 10.1111/j.1540-6520.2010.00393.x), and a "PDF Full Text (129KB)" link. The second result is titled "A Three-Country Comparison of the Business Success versus Failure Prediction Model." and includes author information (Lussier, Robert N.; Halabi, Claudia E.), publication details (Journal of Small Business Management, Jul2010, Vol. 48 Issue 3, p360-377, 18p, 4 Charts; DOI: 10.1111/j.1540-627X.2010.00298.x), and a "Show all 4 images" link.

On the right side, there is a "Related Small Business Videos" section with links to "Harvard FSS: Scope and Gl...", "Harvard FSS: The Baby Bus...", "Harvard FSS: Crafting Bus...", and "Harvard FSS: Business at ...".

5. Click on a title to view the article details screen or click on a full text link to read the full article.

You can also choose to view results by source type in the column on the left.

The screenshot shows the article details page for "Satisfaction With Firm Performance in Family Businesses." The page has a green header with "Result List", "Refine Search", and "1 of 834664". On the left, there are links for "PDF Full Text (129KB)", "Detailed Record", and "Find Similar Results using SmartText Searching." The main content area displays the following information:

- Authors:** Mahto, Raj V.¹ rmahto@unm.edu, Davis, Peter S.² peter.davis@uncc.edu, Pearce II, John A.³ john.pearce@villanova.edu, Robinson Jr., Richard B.⁴ Robinson@moore.usc.edu
- Source:** Entrepreneurship: Theory & Practice; Sep2010, Vol. 34 Issue 5, p985-1001, 17p, 3 Charts, 1 Graph
- Document Type:** Article
- Subject Terms:** *FAMILY-owned business enterprises, *FINANCIAL performance, *PROFIT maximization, *SOCIAL interaction, *GROUP identity, *OPERATIONAL definitions, *FAMILIES -- Economic aspects, *SMALL business,

On the right, there is an "Images" section with four thumbnail images. At the bottom right, there is a "Tools" section with links for "Add to folder", "Print", "E-mail", "Save", "Export", "Permalink", and "Bookmark".

Advanced Search - Guided

To use Advanced Search with Guided-Style Fields:

1. Click the **Advanced Search** link below the **Find** field.
2. On the Advanced Search Screen, enter your search terms in the first **Find** field.

The screenshot displays the 'Advanced Search' interface for the Small Business Reference Center. At the top, there is a navigation bar with links for 'New Search', 'Publications', 'Thesaurus', 'Business Videos/Images', and 'More'. A user is signed in, and there are links for 'Folder', 'Preferences', 'Help', and 'Exit'. The main search area shows a search bar with the term 'business' entered. Below the search bar are three rows for adding more search terms, each with a dropdown menu for selecting a field. The 'Search Options' section is expanded, showing search modes (Boolean/Phrase selected), publication filters, and document type filters.

3. Choose the search field from the optional **Select a Field** drop-down list (for example, search in only the Subject Terms field of the citation).
4. Repeat steps 1 and 2 for the second set of **Find** fields.
5. Select a Boolean operator (AND, OR, NOT) to combine the two **Find** field entries.
6. You can enter another Boolean operator, keyword, and search field in the third set of fields.
7. If you need additional rows, click the **Add Row** link. Up to 12 rows can be displayed. To delete a row, click the **Remove Row** link.
8. Select from the available Search Options:
 - **Search modes** – Use specific search modes, such as “Find all of my search terms,” or “SmartText Searching,” or use search options that expand your search such as “Apply related words.”
 - **Limit your results** – such as Full Text or Publication type.

9. Click the **Search** button.

A Result List of articles that match your search terms is displayed.

The screenshot shows the Small Business Reference Center search interface. At the top, there are navigation tabs: "New Search", "Publications", "Thesaurus", "Business Videos/Images", and "More". On the right, there are links for "Sign In", "Folder", "Preferences", "Help", and "Exit". The search bar contains the term "business" and has a "Search" button. Below the search bar, there are three "AND" search criteria fields, each with a dropdown menu set to "Select a Field (optional)". On the left side, there is a "Refine your results" section with a "Full Text" checkbox checked and a "Publication Date" range from 1980 to 2012. Below that, there is a "Source Types" section with checkboxes for "All Results", "Books", "Business Plans", "Case Studies", and "Charts". The main content area displays a list of search results. The first result is "Satisfaction With Firm Performance in Family Businesses." by Mahto, Raj V.; Davis, Peter S.; Pearce II, John A.; Robinson Jr., Richard B., published in Entrepreneurship: Theory & Practice, Sep2010, Vol. 34 Issue 5, p985-1001, 17p, 3 Charts, 1 Graph; DOI: 10.1111/j.1540-6520.2010.00393.x. It includes a "Show all 4 images" link and a "PDF Full Text (129KB)" link. The second result is "A Three-Country Comparison of the Business Success versus Failure Prediction Model." by Lussier, Robert N.; Halabi, Claudia E., published in Journal of Small Business Management, Jul2010. On the right side, there is a "Related Small Business Videos" section with links to "Harvard FSS: Scope and Gl...", "Harvard FSS: The Baby Bus...", "Harvard FSS: Crafting Bus...", and "Harvard FSS: Business at ...".

10. Click on a title to view the article details screen or click on a full text link to read the full article.

You can also choose to view results by source type in the column on the left.

The screenshot shows the article details page for "Satisfaction With Firm Performance in Family Businesses." The page has a green header with "Result List" and "Refine Search" links, and a page number "1 of 834664". The article title is "Satisfaction With Firm Performance in Family Businesses." The authors are listed as Mahto, Raj V.¹ (mahto@unm.edu), Davis, Peter S.² (peter.davis@uncc.edu), Pearce II, John A.³ (john.pearce@villanova.edu), Robinson Jr., Richard B.⁴ (Robinson@moore.usc.edu). The source is Entrepreneurship: Theory & Practice; Sep2010, Vol. 34 Issue 5, p985-1001, 17p, 3 Charts, 1 Graph. The document type is "Article". The subject terms are: *FAMILY-owned business enterprises, *FINANCIAL performance, *PROFIT maximization, *SOCIAL interaction, *GROUP identity, *OPERATIONAL definitions, *FAMILIES -- Economic aspects, *SMALL business. On the left side, there is a "PDF Full Text (129KB)" link, a "Detailed Record" link, and a "Find Similar Results" link. On the right side, there is an "Images" section with four thumbnail images and a "Tools" section with links for "Add to folder", "Print", "E-mail", "Save", "Export", "Permalink", and "Bookmark".

Search History

All searches performed on the Advanced Search during your session are available from the Search History/Alerts Screen. You can combine recent searches and retrieve previous searches saved in your personal folder (*My Small Business Reference Center*). If enabled by your library administrator, search history may also be available from Basic Search.

To use your search history:

1. Run a search on *Small Business Reference Center*, and view your search results.

The screenshot displays the Small Business Reference Center search interface. At the top, there is a navigation bar with links for 'New Search', 'Publications', 'Thesaurus', 'Business Videos/Images', and 'More'. A search bar contains the term 'business' and a dropdown menu for 'Select a Field (optional)'. Below the search bar, there are three rows of search criteria, each with an 'AND' operator and a dropdown menu. A 'Search' button and a 'Clear' button are visible. Below the search bar, there are links for 'Basic Search', 'Advanced Search', 'Visual Search', and 'Search History'. The 'Search History/Alerts' section is highlighted, showing a table of search history with columns for 'Search ID#', 'Search Terms', 'Limiters and Expanders', and 'Actions'. The table contains two rows of search history. Below the table, there are buttons for 'Select / deselect all', 'Search with AND', 'Search with OR', 'Delete Searches', and 'Refresh Search Results'. The 'Search History' section is expanded, showing a list of search results. The first result is 'Satisfaction With Firm Performance in Family Businesses' by Mahto, Raj V.; Davis, Peter S.; Pearce II, John A.; Robinson Jr., Richard B.. The result includes the journal title, volume, issue, page numbers, and DOI. The 'Search History' section is also expanded, showing a list of search results. The first result is 'Satisfaction With Firm Performance in Family Businesses' by Mahto, Raj V.; Davis, Peter S.; Pearce II, John A.; Robinson Jr., Richard B.. The result includes the journal title, volume, issue, page numbers, and DOI. The 'Search History' section is also expanded, showing a list of search results. The first result is 'Satisfaction With Firm Performance in Family Businesses' by Mahto, Raj V.; Davis, Peter S.; Pearce II, John A.; Robinson Jr., Richard B.. The result includes the journal title, volume, issue, page numbers, and DOI.

2. Click the **Search History** link. Search history is displayed above the Result List. To close Search History, click the **Search History** link again.
3. Select from the following search history features:
 - **Add lines of search statement history to your current search** - Select the lines of your search statement by marking the check boxes to the left of the search statements and then click either **Search with AND** or **Search with OR**. The lines of search history will be added to the **Find** field with the appropriate Boolean operator. Click **Search** to display a new Result List.
 - **Copy your search into an RSS reader** - Click the **RSS alert** icon to display the Syndication Feed URL, and then copy it into your newsreader.

- **View Results for a line of your search history** - Click a linked **View Results (xx)**. The Result List is displayed.
 - **Revise a line of search history** - Click a **Revise Search** link. The search terms are added to the **Find** fields and any limiters/expanders marked. You can add to or change your search terms, limiters, etc. Click **Search**. A Result List is displayed.
4. Delete specific searches from your history by placing a check in the box next to the desired searches and clicking the **Delete Searches** button.

- The search history available to you includes only the searches from the current session. Unless you create a saved search, when your session ends, search history is cleared.
- If the limiters, expanders, and search fields (author, title, subject) that you applied in the original databases are not available when you change databases or search screens, your searches may be affected.

If search history is opened in a new database, "Rerun" appears in the Results column. This indicates that the counts are not known because the search has not been run on your current database. When you view the results (by clicking on the "Rerun" link), a new search is launched and its results counts are added to the search history.

- You can refresh your search results from within the Search History/Alerts window by placing a check in the box next to the search(es) you would like to refresh and clicking the **Refresh Search Results** button.

Visual Search

If a Visual Search tab appears, you can also search *Small Business Reference Center* and have your results presented in an interactive, visual map. You can switch between Result List styles at any time by selecting either Block style or Column style from the Display Style menu.

Columns Style Result List

To conduct a visual search:

1. Click the **Visual Search** tab at the top of the *Small Business Reference Center* screen.
2. Enter your search terms in the **Find** field.
3. Click **Search**. Your search results are displayed in columns. To follow a path, click on the subject (or publication) name. Your results are narrowed even further.

Note: Visual Search returns the top 250 most recent results related to your search terms.

The screenshot displays the 'Visual Search' interface of the Small Business Reference Center. At the top, there is a navigation bar with 'New Search', 'Publications', and 'Business Videos/Video'. A search bar contains the text 'business financing' with 'Search' and 'Clear' buttons. Below the search bar are links for 'Advanced Search', 'Visual Search', 'Search History/Alerts', and 'Preferences'. A 'Demonstration Customer' label is visible in the top right.

The main content area is divided into several columns. The first column shows a list of search results with a '3' icon. The second column, titled 'SMALL business -- Management', lists categories like 'BUSINESS planning', 'UNITED States', 'CORPORATIONS -- Finance', and 'BUSINESS enterprises -- Finance', with a '43 Results (1 - 3)' summary. The third column, titled 'UNITED States', lists categories like 'INDUSTRIAL management', 'BELGIUM', 'CORPORATIONS, Belgian', 'CORPORATIONS -- Finance', 'CORPORATE debt', 'SMALL business -- Management', 'MORTGAGE brokers', 'MORTGAGE-backed securities', and 'RECESSIONS', with a '6 Results (1 - 3)' summary. The fourth column, titled 'NEW Hampshire', lists categories like 'SUSTAINABLE development rep...', 'SUSTAINABLE development', 'INFORMATION resources', 'EDITORIALS', 'BUSINESS planning', 'RATE of return', and 'FINANCIAL risk', with a '2 Results (All)' summary. A fifth column on the right contains a 'Collect Articles' button, a 'To print, email, or save' link, and a 'Summary' section for a specific article.

The 'Summary' section includes the following details:

- Title:** Effects of Concentrated Ownership and Owner...
- Date:** Oct 2007
- Journal:** Journal of Small Business Management
- Author:** Wu, Zhenyu
- Abstract:** Using unique data and a new powerful Monte Carlo-based statistical tool, we examine the effects of concentrated ownership and owner-management (CO-OM) on the creditor-shareholder agency conflicts in small firms. A significant CO-OM effect from the small business owner's view, but insignificant from

4. **Results Sorting Options** - To see different ways to group, sort, or filter your search, click any of the buttons above the Result List. You can select these options at any time - before you run your search, or after, when you are viewing your results.
 - **Group Results** - You can group by Subject or by Publication Name.
 - **Sort Results** - You can sort the results by Date (newest to oldest), or by Relevance (articles with the greatest relevance at the top of the list; those with the least relevance at the bottom of the list).
 - **Filter Results by Date** - Move the Date Range slider to filter from the newest articles to the oldest.
 - **Display Style** - Switch between the Blocks or Columns view at any time.

To preview an article:

1. To view the citation, click the **article title** inside the result. The **Summary** window displays more information about the article, including Title, Author, Journal Name, and a brief abstract.

NEW Hampshire	Collect Articles
SUSTAINABLE development rep...	 To print, email, or save Add to Folder
SUSTAINABLE development	Summary
INFORMATION resources	Title: Effects of Concentrated Ownership and Owner... Date: Oct 2007 Journal: Journal of Small Business Management Author: Wu, Zhenyu Abstract: Using unique data and a new powerful Monte Carlo-based statistical tool, we examine the effects of concentrated ownership and owner-management (CO-OM) on the creditor-shareholder agency conflicts in small firms. A significant CO-OM effect from the small business owner's view, but insignificant from the commercial lenders' perspective, is found. ...
EDITORIALS	
BUSINESS planning	
RATE of return	
FINANCIAL risk	
2 Results (All)	
Welcome from the NH SBDC. Collins, Mary E. Oct 1, 2008 Business NH Magazine Full Text: PDF   	
Finance 101 -- Joan's Guide To Risk & R... Adams, Joan Sep 1, 2006 Supply House Times Full Text: PDF   	

2. To view the full text of the article (if available), click the **More** link at the bottom of the citation. The Summary window will expand to display the full article.

To collect articles:

Use the **Collect Articles** area to "drag-and-drop" articles that you are interested in. Items that you "collect" will remain there for the current session, unless you remove them. You will need to collect the items that you want to save to your folder.

To save items to your folder:

1. With your Result List displayed, **drag** the articles to the **Collect Articles** area.

The screenshot shows a web interface with two main panels. The left panel is a navigation menu with categories like 'NEW Hampshire', 'SUSTAINABLE development rep...', 'SUSTAINABLE development', 'INFORMATION resources', 'EDITORIALS', 'BUSINESS planning', 'RATE of return', and 'FINANCIAL risk'. Below these is a section for '2 Results (All)'. The first result is 'Welcome from the NH SBDC.' by Collins, Mary E., dated Oct 1, 2008, from Business NH Magazine, with a 'Full Text: PDF' link. The second result is 'Finance 101 -- Joan's Guide To Risk & R...' by Adams, Joan, dated Sep 1, 2006, from Supply House Times, also with a 'Full Text: PDF' link. The right panel is titled 'Collect Articles' and contains three empty green boxes. Below these boxes is a link 'Add to Folder' with the text 'To print, email, or save'. Below that is a 'Summary' section for the first article, showing its title, date, journal, author, and abstract.

2. Click the **Add to Folder** link. The items are immediately added to your "session" folder.
3. If you want to save the items for use in a future session, be sure to sign into your *My Small Business Reference Center* account.

Block Style Result List

If you select a Display Style of Blocks, the "block-style" Result List will display.

The screenshot shows the Small Business Reference Center search results page. The search term is "business financing". The results are displayed in a grid of blocks. A red box highlights the control arrows on the left side of the grid. Another red box highlights the Results Map on the right side of the page. The Results Map shows a horizontal bar chart representing the distribution of results across different categories.

Group Results	Sort Results	Filter Results by Date	Display Style	Relevance Key			
UNITED States	It's a Win-Win. Aug 2005	Credit's popularity soars as market thaw... Jun 2009	For capital-thirsty businesses, financing begin... Jul 2009	Borrow til You Drop. Jul 2006	Business financing. Mar 2009	Hotel Financing in a Changing Economy. Mar 2008	IN TR RE Jul 20
LONG-term business financing	Effects of Concentrated Ownership and... Oct 2007	Leases and Debt: Complements or Substitutes? Evi... Oct 2007	Are we building structured fee factories? Dec 2007	RETHINKING CAPITAL. Nov 2008	Credit's popularity soars as market thaw... Jun 2009	Does Depreciation Affect Investm... Sep 2005	Bo Dr Jul 20
BUSINESS enterprises -- Finance	Leases and Debt: Complements or Substitutes? Evi... Oct 2007	It's a Win-Win. Aug 2005	STEP 6: ESTIMATE YOUR START-UP CAPI... Jan 2003	Hotel Financing in a Changing Economy. Mar 2008	Welcome from the NH SBDC. Oct 2008	STEP 5: Get Ready to Launch Your Business. May 2008	US Re FI Nc 20
SMALL business	Big business. Jun 2008	Predictors of Capital Structure in Small Ventur... Dec 1995	ENVIRONMENTAL CONTACTS AND FINANCIAL PER... Jan 1985	Capital Ideas: Business Financing in a R... May 2006	USING THE OLD Reliable Bank for FINANCING. Nov 2008	On Lending to Small Firms. Jan 2007	Of gr U: Se 20
SMALL business -- Finance	The Role of Venture Capital in Financing S...	BIDCOs sharpen image to assist business financ...	Beyond the bounds of traditional lend...	Lending an ear. Jul 2009	Business Finance Resources. Dec 2008	First-time financing advice for small busin...	Pl ce 20

The Block Style Result List has two additional features - the control arrows, and the Results Map. To follow a path, use the **control arrows** on the left-hand side of the screen. Or, click in a new **block** within the Results Map to move to a different area of the Result List.

Note: Your library administrator decides whether Visual Search will be available, and which style (blocks or columns) will be the default.

Business Videos/Images

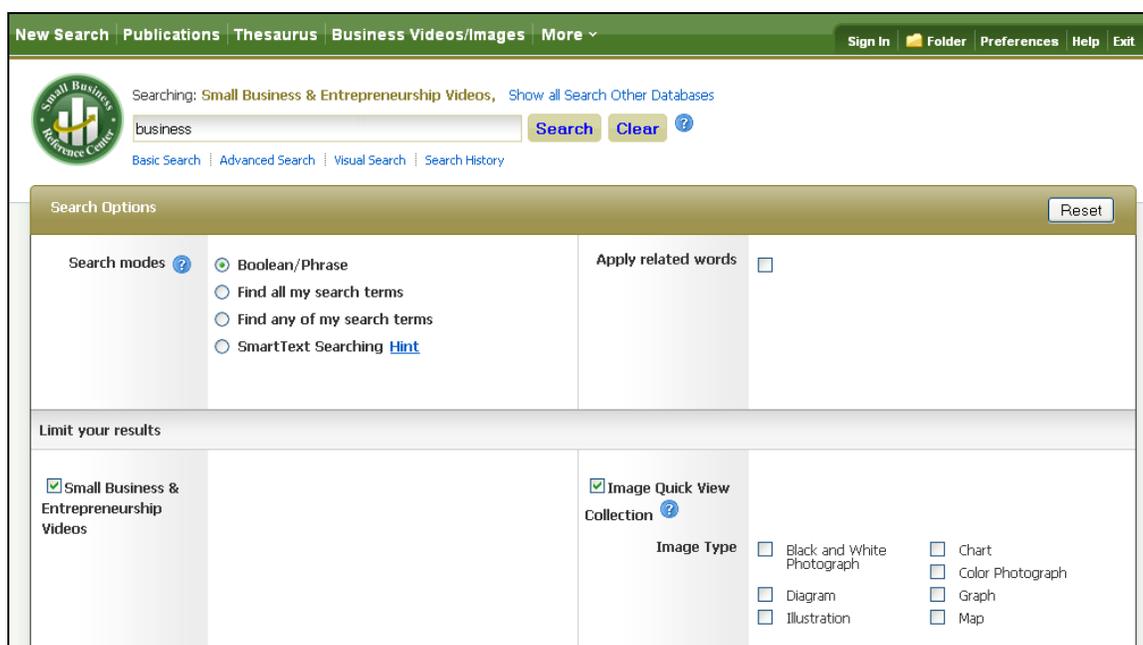
Small Business Reference Center allows users to search available business videos and Image Quick View images from the top toolbar of the Basic Search screen. You can also access the Business Videos search screen from Small Business Videos area of Basic Search.

To search business videos:

1. From the Basic Search screen, click the **Business Videos/Images** link in the top toolbar.

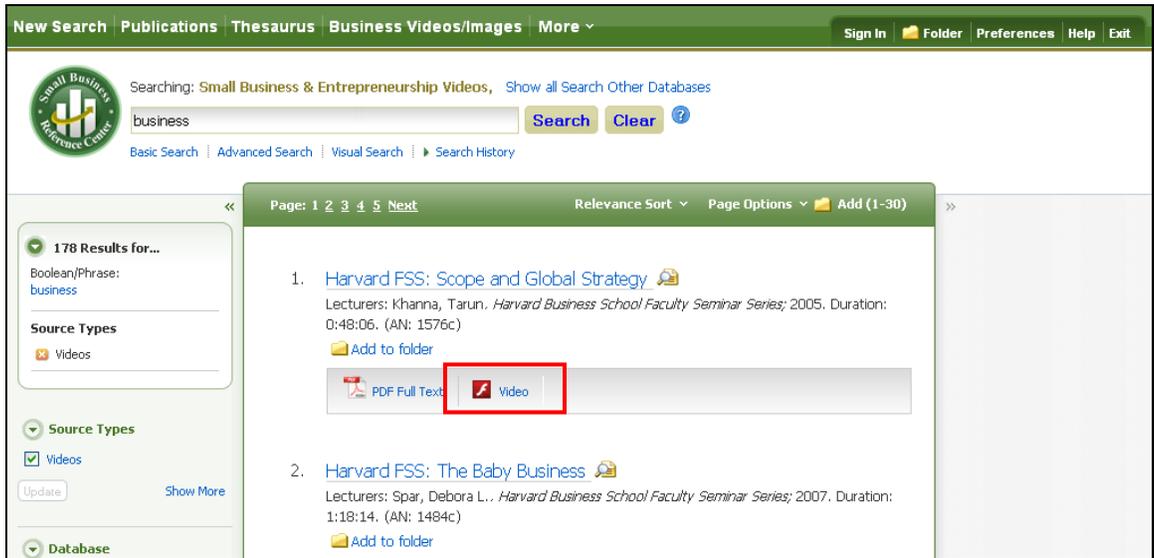


2. Enter your search terms in the **Find** field, apply any desired Image Quick View limiters and click **Search**.

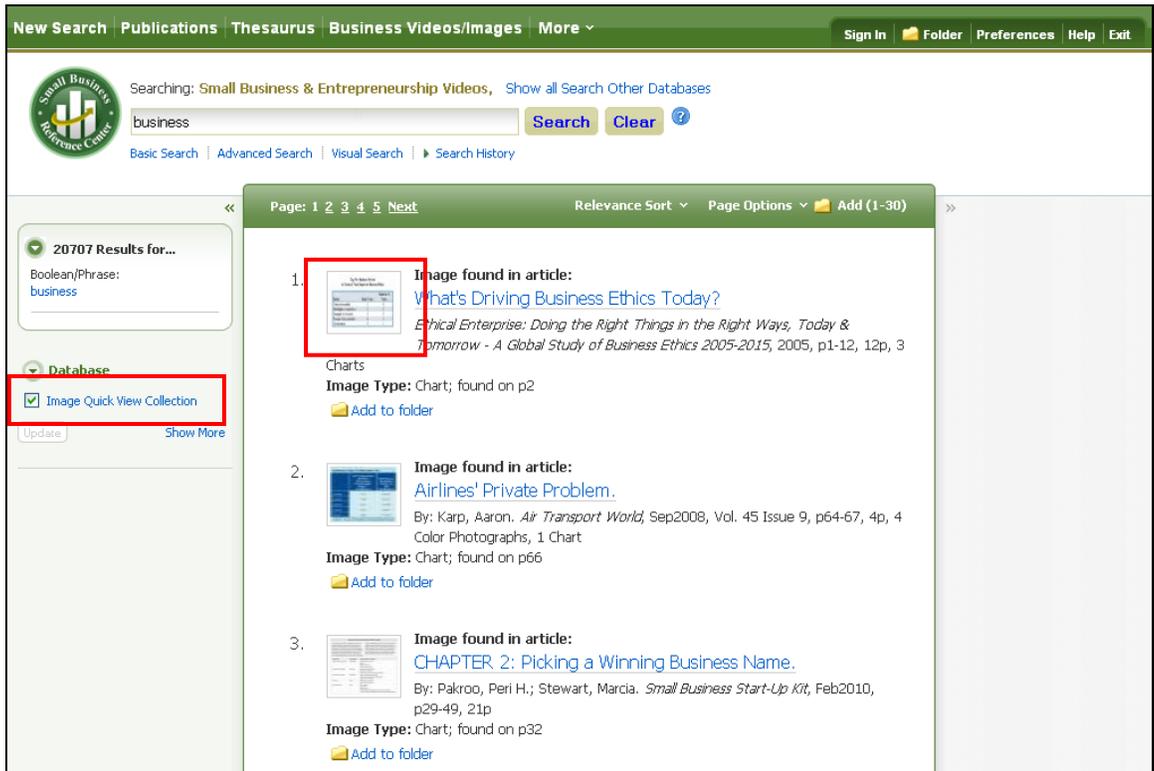


A result list of business videos and images matching your search terms is displayed, defaulted to show Small Business & Entrepreneurship Videos.

3. Click on a Flash video link to view the video.



4. In the left column, click **Show More**, check **Image Quick View Collection**, and click **Update** to view the available Image Quick View images.



5. Click on a thumbnail to view the full-sized image.

Expanders

Expanders let you broaden the scope of your search. They do this by widening your search to include words related to your keywords or including the actual text of the full text results in your search.

Common expanders that can appear on the Search Screen:

- **Apply related words** - Select this option to expand results to include true synonyms and plurals of your terms.
- **Also search within the full text of the articles** - Select this option to search for your keywords within the full text of articles, as well as abstract and citation information. This applies only to words not qualified by a field code.

To create a search using an expander:

1. In the **Find** field, enter your search terms.
2. Select the expander you want to use from the **Search Options** section of the Search Screen.
3. Click **Search**. The Result List appears.

Limiters

Limiters let you narrow the focus of your search so that the information retrieved from the databases you search is limited according to the values you select. You can use more than one limiter if more than one is available.

Common limiters that can appear in the **Limit your results** area include:

- **Full Text** - Click to limit results to articles with full text.
- **Image Quick View** - Click to limit results to articles that contain Image Quick View images available.
- **Cover Story** - Click to limit results to articles that were featured as cover stories.
- **Local Titles** - Click to limit results to articles available at your library.
- **Publication** - Enter a journal/magazine name in this field to limit results to articles only from that title.
- **Date Published** - Use this option to search for articles within a specified date range. Create a range by using the drop-down lists to specify the months of the range and enter the last four digits of the year in the entry fields to specify the years of the range.
- **Number of Pages** - Enter a number in this field to limit results to a specific number of pages in length. Place the < (less than) or > (greater than) symbol

before the number to search for articles with a specific page length range. For example: to search for articles that are greater than three pages in length, enter **>3** in this field. You can also use a dash to enter a range of pages. For example, to find articles between five and ten pages long, enter **5 - 10**.

Limiters do not limit one another. If you select both Full Text and Cover Story limiters, the results that are retrieved include only Full Text items that are Cover Story items. The exception to this rule is the use of Full Text and Local Titles limiters. In this situation, use of these limiters produces a list of results that has Full Text or is part of a local collection.

(The use of limiters may also vary by database. For example, *MEDLINE* may handle limiters differently than *e-psyche*.)

To create a search using a limiter:

1. In the **Find** field, enter your search terms.
2. Select the limiters you want to use from the **Limit Your Results** section of the search screen.
3. Click **Search**. The Result List appears.

Using Limiters with Advanced Search

Both database-specific limiters and global limiters are available to apply to your search term. When you search more than one database, the common limiters are displayed under the Limit Your Results heading. Other limiters may appear under the **Special Limiters for: *Database Name*** heading.

Limiters are applied to your search with the AND operator. When you make multiple selections from within a limiter (such as Publication Type or Language) those selections are applied with the OR operator. Limiters are applied to the entire search, and appear at the end of the search with the AND operator.

For example, if you perform a search and use limiters, the search is performed as follows:

search term and limiters

If you make multiple selections from the options available for a single limiter by pressing Control - Enter when searching from a list box, the search is performed as follows:

search term and ((one limiter or another limiter) and limiters)

For example: if you enter heart in the Find field, select the Full Text limiter, and select both Case Studies and Practice Guideline from the Publication Type limiter, the search is constructed as follows:

heart AND ((PT Case Studies OR PT Practice Guideline) and FT Y))

Limiters and Search History

Searches from your current session are saved and numbered, starting with S1. You can combine saved searches by entering them in the Find field - for example, S1 and S2. When you do, the limiters from each search are applied to the new search.

If S1 is a search for **heart and (PT Case Studies or PT Practice Guideline)** and S2 is a search for **liver and kidney and FT Y**, a search that combines S1 and S2 searches:

S1 and S2: ((heart) **and** (PT Case Studies **or** PT Practice Guideline)) **and** ((liver and kidney) **and** (FT Y))

S1 or S2: ((heart) **and** (PT Case Studies **or** PT Practice Guideline)) **or** ((liver **and** kidney **and** FT Y))

In either case, the limiters from both searches are included.

Using Limiters and Field Codes to Search

You can search using the limiters in the Advanced Search Screen without entering a term in the **Find** field. This lets you search very specific types of information like Review Articles, or certain Publication Types.

The limiters that are available depend on your selection of database, and they work to limit each other. For example, by selecting the Case Studies Publication Type and a date range, you could search your database for all Case Studies from 1999.

You can also search using field codes to qualify your search terms. By entering the appropriate field codes in the **Find** field, you could search, for example, for items by a specific author published in a particular year ((AU Smith) and (YR 99)). The search appears in the Add to Search column, and is assigned a Search ID number.

Using Parentheses

In the examples above, parentheses were used to show how searches are conducted by default in the Advanced Search Screen. Parentheses let you control a search query, and you can modify your searches by modifying their placement.

If you do not use parentheses, terms with AND and NOT have priority over terms with or. If you use parentheses, elements that are enclosed in parentheses are executed first, and those parentheses appear in Search History and in the **Find** field.

In the example below, the same search terms are used, but the use of parentheses modifies the search, and produces different results:

lung or ((kidney and liver) and skin) = 5912 results

(lung or kidney) and (liver and skin) = 9 results

Results for these searches differ according to the grouping of the terms.

If you do not use parentheses for the query, the order of operation for the Boolean operators is according to the Z39.50 standard. **AND** and **NOT** have priority over **OR**. For example, hockey or baseball and sports injuries will execute as:

hockey or (baseball and sports injuries)

Using Limiters and Clusters on the Result List

In order to update your result list using limiters as well as subject clusters, you must first apply any desired limiters and then select a subject cluster. When a limiter is selected **AFTER** a subject cluster has been selected, the limiter will be applied to the original search only. The subject cluster will be ignored.

Example 1:

After running your initial search query, select the **Full Text** limiter under **Limit your results**.

Next, select a subject cluster from the **Narrow Results by** column. Your results have been updated to reflect both the limiter as well as the subject cluster.

Example 2:

After running your initial search query, click the **Search Options** link under **Limit your results** and select a limiter from the resulting window. Click **Search**.

The result list will be updated to reflect the applied limiter. Next, select a subject cluster from the **Narrow Results by** column. Your results have been updated to reflect both the limiter as well as the subject cluster.

Search Modes

Under **Search Options**, the search modes offer four different ways to conduct a search. You can combine a search mode with expanders such as Apply related words, and/or with limiters such as Full Text or Publication Type.

Select from:

- **Boolean/Phrase** – Supports any Boolean searching or exact phrase searching. Stop words are ignored when part of phrases being searched.
- **Find all of my search terms** – Auto AND all search terms entered (e.g. web AND accessibility)
- **Find any of my search terms** – Auto OR all search terms entered (e.g. web OR accessibility)
- **SmartText Searching** - You can copy and paste chunks of text (up to 5000 characters including spaces) to search for results. SmartText Searching leverages a technology that summarizes text entered to the most relevant search terms then conducts search. This search mode is not available for all databases.

When you click the **SmartText Searching** radio button, the **Find** field grows to indicate that you can enter as much text as you want. Type in text, or copy and paste text from an article (or other source) into the **Find** field, select any of the limiters or expanders, and click **Search**.

SmartText Searching will run the search using the citation's abstract and a new Result List will display. If no abstract is available, SmartText Searching will run the search on the article title. If SmartText Searching is not available in the database being searched, Find Similar Results searches the article's subject headings or descriptors.

Browsing Options

Small Business Reference Center has several Browsing options available to you from the Basic Search screen.

Browse by Category

Small Business Reference Center allows users to browse by category from the Home screen. Browse by selecting one of four categories:

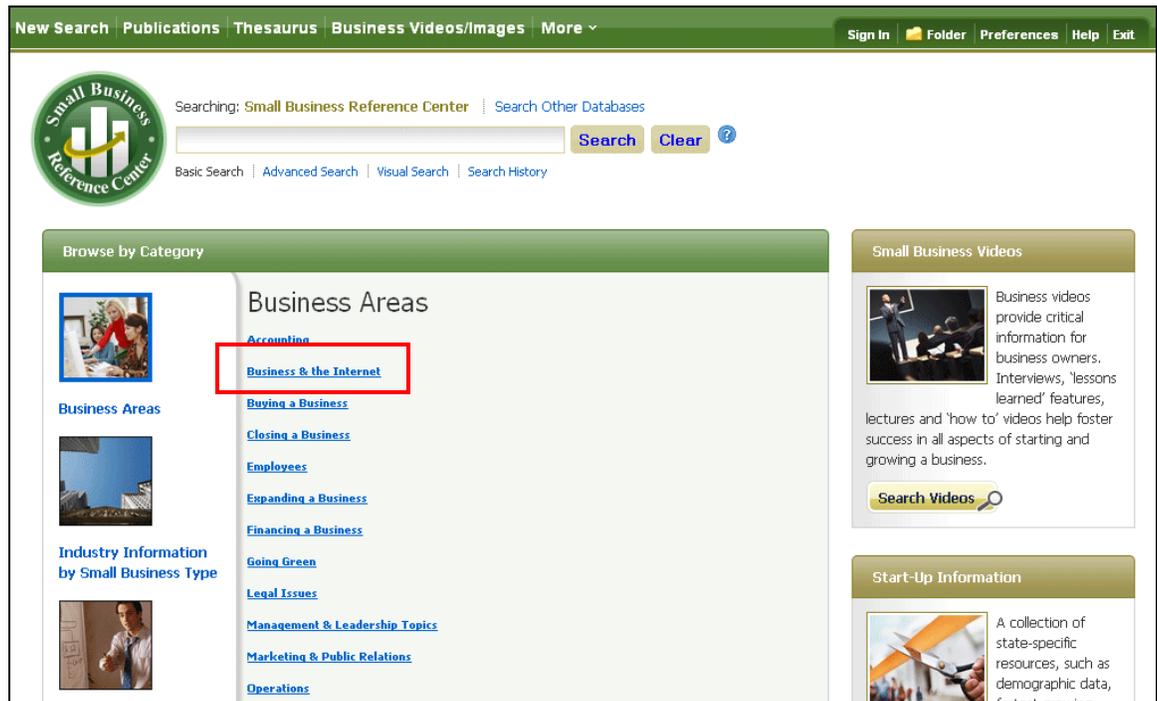
- Business Areas
- Information by Business Types
- How To
- Start-Up Kit & Business Plans

To browse by category:

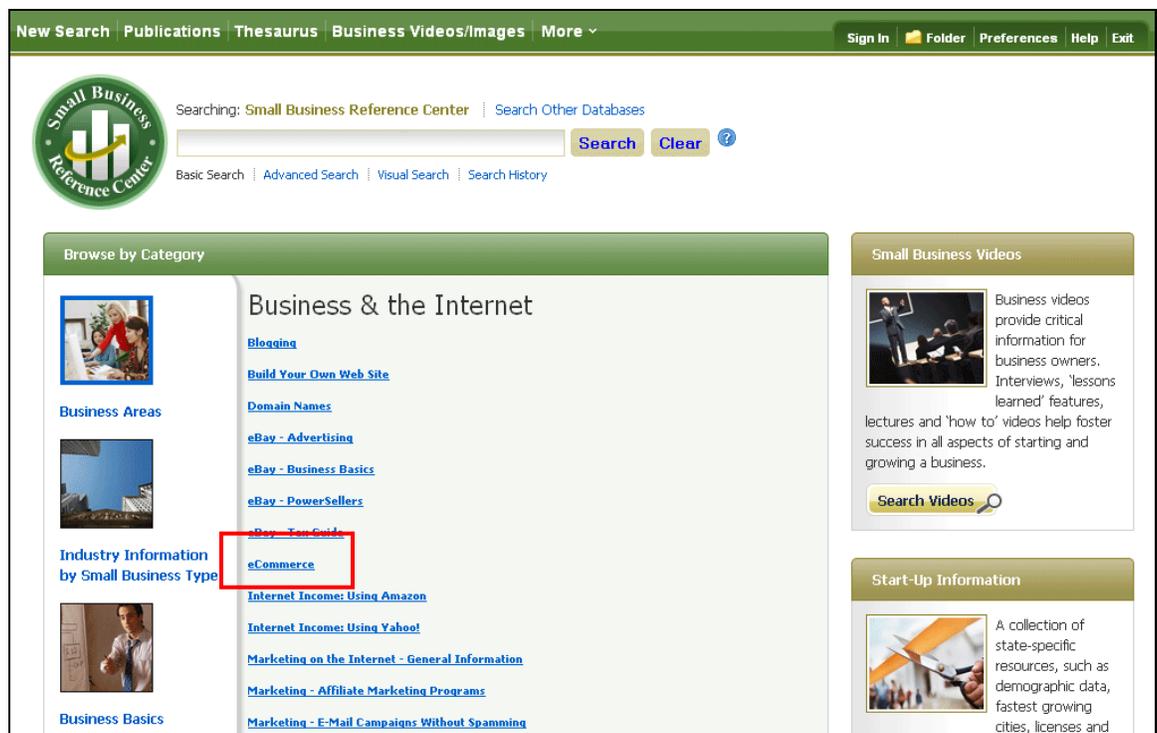
1. From the Home screen, click on a category to browse.

The screenshot displays the home page of the Small Business Reference Center. At the top, there is a navigation bar with links for 'New Search', 'Publications', 'Thesaurus', 'Business Videos/Images', and 'More'. On the right side of the navigation bar are links for 'Sign In', 'Folder', 'Preferences', 'Help', and 'Exit'. Below the navigation bar is a search bar with the text 'Searching: Small Business Reference Center' and a link to 'Search Other Databases'. The search bar includes 'Search' and 'Clear' buttons. Below the search bar are links for 'Basic Search', 'Advanced Search', 'Visual Search', and 'Search History'. The main content area is divided into several sections. The 'Browse by Category' section is highlighted with a red border and contains four categories: 'Business Areas', 'Industry Information by Small Business Type', 'Business Basics', and 'Start-Up Kit & Business Plans'. Below this is the 'Browse Popular Sources' section, which features four book covers: 'Business Buyout Agreements', 'Nolo's Quick LLC', 'Trademark', and 'Legal Forms for Starting & Running a Small Business'. To the right of the main content area are two sidebars. The 'Small Business Videos' sidebar includes a video thumbnail and text describing the benefits of business videos, along with a 'Search Videos' button. The 'Start-Up Information' sidebar includes a thumbnail of a person holding a document and text describing state-specific resources, along with a 'Browse By State' button and a map of the United States.

2. From within the selected category, click on a **Subject**.



3. Choose a topic from the displayed list.



A result list for your selected topic is displayed.

4. Click an article title to view the article detail page or click on a full text link to read the full article.

The screenshot shows the Small Business Reference Center search results page. The top navigation bar includes links for 'New Search', 'Publications', 'Thesaurus', 'Business Videos/Images', and 'More'. On the right, there are links for 'Sign In', 'Folder', 'Preferences', 'Help', and 'Exit'. The search bar contains the text 'Searching: Small Business Reference Center' and a 'Search' button. Below the search bar are links for 'Basic Search', 'Advanced Search', 'Visual Search', and 'Search History'. The left sidebar shows '47 Results for...' and options to 'Refine your results' with filters for 'Full Text', 'Publication Date' (2006 to 2010), and 'Source Types' (All Results, Periodicals, Books/Monographs, Case Studies). The main content area displays two search results. The first result is 'SMALL BUSINESS E-COMMERCE ADOPTION THROUGH A QUALITATIVE LENS: THEORY AND OBSERVATIONS.' by Offstein, Evan H.; Childers Jr., J. Stephen, published in *Journal of Small Business Strategy*, 2008, Vol. 19 Issue 1, p32-50, 19p, 1 Diagram, 3 Charts. It includes a 'Show all 5 images' link and a 'PDF Full Text (356KB)' link. The second result is 'DETERMINANTS OF B₂C EC SUCCESS ON MARKET PERFORMANCE OF DIFFERENT SIZES OF FIRMS IN TAIWAN'S E-BROKERAGE SECTOR.' by May-Ching Ding; Kuang-Wen Wu; Sheng-Wen Liu, published in *Journal of Small Business Strategy*, 2008, Vol. 19 Issue 2, p17-36, 20p, 1 Diagram, 6 Charts. It includes a 'Show all 7 images' link.

Browse Popular Sources

Small Business Reference Center allows you to browse popular sources from the Basic Search screen.

To Browse Popular Sources:

1. From the Basic Search screen, select a source from the list of available books. Browse the sources using the arrows on the left and right.

The screenshot displays the 'Browse Popular Sources' section, which is highlighted with a red border. It features four book covers: 'Marketing Without Advertising', 'Legal Forms for Starting & Running a Small Business', 'Corporate Records Handbook', and 'LLC or Corporation?'. To the right, there are two other sections: 'Small Business Videos' with a 'Search Videos' button and 'Start-Up Information' with a 'Browse By State' button and a map of the United States.

2. Select a chapter to read from the from the **Full Text Contents** menu on the left.

The screenshot shows a PDF viewer interface. On the left, there is a 'Full Text Contents' menu with a list of chapters and their page numbers. The main content area displays the title 'Your Legal Companion' and the beginning of the text: 'One of the most important and difficult choices you make when starting a business (whether by yourself or with others) is trying to figure out whether a limited liability company (LLC) or corporation will best meet your needs. An equally difficult decision occurs if you have already organized your business but want to explore the possibility'.

Browse Start-Up Information

Small Business Reference Center allows you to access Small Business Start-Up guides by State from the Basic Search screen.

To Browse Start-Up Information:

1. From the Basic Search screen, click the **Browse By State** link in the Start-Up Information box.

The screenshot displays the Small Business Reference Center interface. At the top, there are four main categories: Business Areas, Industry Information by Small Business Type, Business Basics, and Start-Up Kit & Business Plans. Below these is a 'Browse Popular Sources' section featuring four NOLO e-books: 'Marketing Without Advertising', 'Legal Forms for Starting & Running a Small Business', 'Corporate Records Handbook', and 'LLC or Corporation?'. On the right side, there is a 'Start-Up Information' box, which is highlighted with a red border. This box contains text about state-specific resources and a 'Browse By State' button with a map of the United States. Above the 'Start-Up Information' box, there is a section for business videos with a 'Search Videos' button.

2. Click on the name of the state for which you would like to view the Small Business Start-Up Guide.

The screenshot shows the 'State Small Business Start-Up Guides' page within the Small Business Reference Center. The page features a search bar, navigation tools, and a list of state links. The text on the page reads: 'This section contains the links to each of the Small Business Start-Up Guides. These state-specific profiles present important information useful to the start-up and growth of a small business. Each guide contains demographic data, information on taxes and incentives, potential financing opportunities, information on any required licenses or permits, links to small business support and development organizations, as well as information on each state's fastest growing cities and counties. To learn more, please click on the state of interest below:'. Below this text is a table of state links:

Alabama	Kentucky	North Dakota
Alaska	Louisiana	Ohio

3. The Small Business Start-Up Guide for the state you have chosen is displayed.

Result List | Refine Search | 1 of 1

Title: Small Business Start-Up Guide: Massachusetts. Small Business Start-Up Guide: Massachusetts, 2010

Database: Small Business Reference Center

Small Business Start-Up Guide: Massachusetts

Contents

1. General Small Business Overview
2. General Small Business Resources
3. Licenses & Permits
4. Financing, Tax Information & Incentives
5. Small Business Support & Development Organizations
6. Local Small Business Development Information & Resources
7. Bibliography

County Sites: City Sites: Chamber Commerce Sites: of

1. General Small Business Overview

Massachusetts boasts a population of nearly 6.5 million residents, with a median household income of \$65,304 per year (2008). Small businesses play a significant part in the economy of the commonwealth of Massachusetts. In 2006, Massachusetts had 141,961 small employers, representing 98 percent of the state's employers and 48.3 percent of its private-sector employment. Small businesses created 55.8 percent of the state's net new jobs between 2005 and 2006. As of 2006, the health care and social assistance industry was the state's largest small business employer and overall employer. In 2008, Massachusetts real gross state product increased by 1.9 percent and private-sector employment increased by 0.2 percent. By comparison, the real gross domestic product for the United States grew by 0.7 percent in 2008 and the private-sector employment rate declined by 0.7 percent the same year.

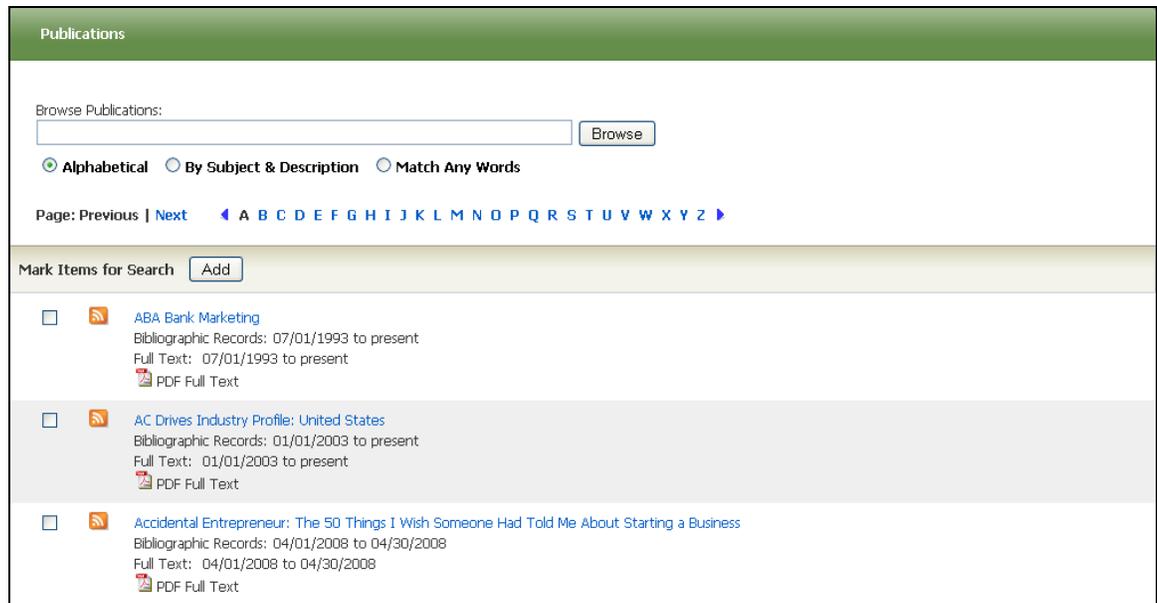
Massachusetts Small Business Facts			
	Level in 2006†	% Change from 2005 2000	
Number of Businesses			
Small employers (<500 employees)	141,961	+0.4	-2.3
Large employers (500+ employees)	2,912	1.0	-1.8
Nonemployers	453,998	-3.7	10.6
	Level in 2008	% Change from 2007	

Publications

Small Business Reference Center gives you the ability to browse publications by name from the top toolbar.

To browse by Publication:

1. From the top toolbar, click the **Publications** link. The Publication Authority File appears, with the beginning of the list displayed.



2. Enter your search terms in the **Browse for** field. You can enter all or part of a publication name. (For example, you could enter *ABA Bank*.)
3. Select a search type. Click one:
 - **Alphabetical** - Finds journals beginning with the letters you entered. Results are displayed in alphabetical order.
 - **By Title, Subject & Description** - Finds publications that carry that term in the Subject, Description or Title fields of the Publication Details.
4. Click **Browse** to view your terms as they appear in the Publication Authority File. A Result List is displayed.
5. Browse the list by using the **scroll bar** or the **arrow keys** to move up or down the current page, or by using the **up** or **down arrows** at the top and bottom of the page.

For a *description* of the journal or publication, click the hyperlinked **Publication Name**. The information found in the Publication Details may include: the title, ISSN, publisher information (name, address, publisher URL), title history, bibliographic record and full text coverage, publication type, the subject and/or a description of the journal, and whether the journal is peer reviewed.

Publications Alert / Save / Share

◀ Previous Record | Next Record ▶ Search within this publication

Publication Details For **"ABA Bank Marketing"**

<p>Title: ABA Bank Marketing</p> <p>ISSN: 1539-7890</p> <p>Publisher Information: Bank Marketing Association 1120 Connecticut Avenue NW Washington District of Columbia 20036 United States of America</p> <p>Title History: ABA Bank Marketing (2001 - present) Bank Marketing (1993 - 2001) <i>Changed to:</i> ABA Bank Marketing</p> <p>Bibliographic Records: 07/01/1993 to present</p> <p>Full Text: 07/01/1993 to present</p> <p>Link to this Publication: <input type="text" value="http://search.epnet.com"/>   </p> <p>Publication Type: Trade Publication</p>	<p>All Issues Current Title Only</p> <p>+ 2010</p> <p>+ 2009</p> <p>+ 2008</p> <p>+ 2007</p> <p>+ 2006</p> <p>+ 2005</p> <p>+ 2004</p> <p>+ 2003</p> <p>+ 2002</p> <p>+ 2001</p> <p>+ 2000</p> <p>+ 1999</p> <p>+ 1998</p>
--	--

Hyperlinks to all issues are displayed in a column on the right side of the screen. If the journal displays a title history, you can switch between **All Issues** in the history or **Current Title Only** (the issues for the current title being displayed).

Marking Items for Search

You can use the **Mark Items for Search** feature to search several publications at the same time, or to combine publication names with other search terms.

To search for several publications at the same time:

1. With the Publication Result List displayed, mark the check boxes to the left of the publications you want to search.
2. Click **Add**. The publications you selected are placed in the **Find** field on the Search Screen. (They are combined with "or.")
 - To search within those publications, click **Search**.
 - To revise your search, you can add more terms in the **Find** field and click **Search**.

For example, enter science in the **Browse for** field and click **Browse**. You could then mark the publications *Science and Society* and *Science as Culture*, and click **Add**. Your selections would be posted in the **Find** field as:

JN "Science & Society" OR JN "Science as Culture"

You could click **Search**, and obtain results from both publications. You could also edit your search in the **Find** field, adding "and humanity" to your search. This would provide a different set of search results.

Thesaurus

To browse the Small Business thesaurus:

1. Click the **Thesaurus** link in the top toolbar.
The Thesaurus browse screen is displayed.
2. Enter your search terms in the **Browse for** field, and then select from: **Term Begins With**, **Term Contains**, or **Relevancy Ranked** radio buttons and click **Browse**. A list of headings is displayed and your search terms are retained in the **Browse for** field.

Browsing: Small Business Thesaurus

Browse for:
social networks

Term Begins With Term Contains Relevancy Ranked

Page: [Previous](#) | [Next](#)

Select term, then add to search using: Explode

(Click term to display details.)

<input type="checkbox"/>	SOCIAL networks	<input type="checkbox"/>
<input type="checkbox"/>	SOCIAL norms	<input type="checkbox"/>
<input type="checkbox"/>	SOCIAL order	
<input type="checkbox"/>	SOCIAL participation	<input type="checkbox"/>
<input type="checkbox"/>	SOCIAL perception	<input type="checkbox"/>
<input type="checkbox"/>	SOCIAL planning	<input type="checkbox"/>
<input type="checkbox"/>	SOCIAL policy	<input type="checkbox"/>

3. Mark the headings that you want to use, combine your selections with AND, OR, or NOT if needed. (You always have the option of searching the terms requested. If a subject heading is not found for your search terms, the terms are displayed at the bottom of the list. You can mark the check box so that your terms are searched as a keyword search.)
4. Click the **Search** button. A Result List is displayed.

Explode

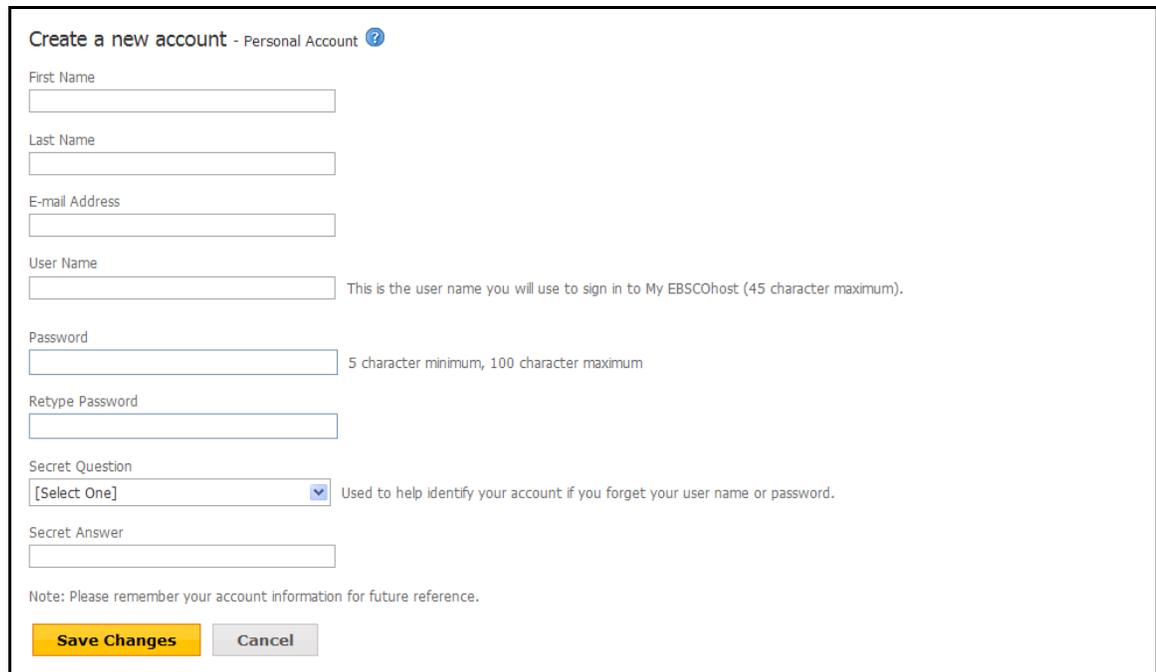
When you **Explode** a term, you create a search query that “explodes” the subject heading. The headings are exploded to retrieve all references indexed to that term as well as all references indexed to any narrower subject terms.

Personal Account

You can set up a *personal account* that allows you to save search results, persistent links to searches, saved searches, search alerts, journal alerts and web pages to a personal folder.

To set up a personal account:

1. From the Sign In Screen, click the **Create a new account** link. The Create a New Account Screen appears.



Create a new account - Personal Account ?

First Name

Last Name

E-mail Address

User Name
 This is the user name you will use to sign in to My EBSCOhost (45 character maximum).

Password
 5 character minimum, 100 character maximum

Retype Password

Secret Question
[Select One] Used to help identify your account if you forget your user name or password.

Secret Answer

Note: Please remember your account information for future reference.

Save Changes Cancel

2. Fill in the fields on the Create a New Account Screen. When you have completed the fields, click **Save Changes**.
3. If all the information was accepted, a message appears that provides your user name and password. Click **OK**. You will be automatically logged in as a personal user. You should note the user name and password you created so you can log in at a future session.

When you set up a personal account, we ask for your name, e-mail address, a unique login name, password, and password validation. EBSCO uses this information only to identify you at log in so your searches are not viewed or used by anyone else. We do not share this information. Click on our privacy policy for more information.

If you have forgotten your password, you can submit your user name to retrieve your password.

To reset your password:

1. From the Login Screen, click **Forgot your password?** A screen appears.
2. Enter your user name and click **Continue**. You are prompted to answer the question you entered as a password hint.
3. Enter your new password twice.
4. Click **Continue**. You are automatically logged in as a personal user based on your new password. You should note the new password so you can log in at a future session.

If you have forgotten your user name and password, you can submit information to retrieve your user name and password.

To retrieve your user name and password:

1. From the Login Screen, click **Forgot your user name and password?** A screen appears.
2. You are prompted to enter your first name, last name and e-mail address. Click **Continue**. The Reset your Password Screen appears with your user name displayed.
3. You are prompted to answer the question you entered as a password hint, enter a new password twice.
4. Click **Continue**. You are automatically logged in as a personal user based on your new password. You should note the new password so you can log in at a future session.

If your information has changed, you can update your account with the new information.

To update your account:

1. Sign in to your personal folder by clicking **Sign In** in the toolbar at the top of the screen.
2. Click the **Update My Account** link found in the personalized toolbar at the top of the screen
3. Use the options on the page to update your account - such as change your e-mail address.
Note: You cannot change your User Name.
4. Click **Submit** to save your changes. A message is displayed confirming that your account has been updated.

Saving Searches

If enabled by your library administrator, you can set up a *personal account* for use on the *Small Business Reference Center*. You can save searches, retrieve and reuse them, and print them as needed.

To save searches:

1. From the Search History/Alerts Screen, click **Save Searches/Alerts**. The Saved Search/Alerts Screen appears.
2. If you have not already logged into your personal account, you will be prompted to log in. Enter your **user name** and **password**; or click **Cancel** and return to the Search History/Alerts Screen.
3. Enter a **Name** and **Description** for the search. (For example, *mysearch1*)
4. In the **Save Search As** field, select one of the following:
 - Saved Search (Permanent)
 - Saved Search (Temporary 24 hours)
 - Alert - If you selected Alert, additional fields are available. For more information, see Saving a Search as an Alert.
5. To save the search, click **Save**; otherwise, click **Cancel**. You are returned to the Search Screen.

You can retrieve your saved searches and alerts and edit and reuse them.

To retrieve searches:

1. From the Search History/Alerts Screen, click **Retrieve Searches**.
2. If you have not already logged into your personal account, you will be prompted to log in. Enter your **user name** and **password**; or click **Cancel** and return to the Search Screen.
3. The Saved Searches area of your folder displays.
4. Click on the **Retrieve Saved Search** link for the desired search.

To print search history:

1. From the Search History/Alerts tab, click **Print Search History**. A browser window opens with the search history formatted for printing.
2. On the browser toolbar, click the **Print** icon. To close the browser, click the **x** in the top right corner of the window.

Saving a Search as an Alert

You can save searches as alerts and have *Small Business Reference Center* e-mail you with any new results. You can also retrieve those alerts to perform the search immediately, instead of waiting for the alert to run. There are two ways to save your search as an alert.

To save your search as an alert from the Alert/Save/Share link:

1. Run a search on *Small Business Reference Center* and view your search results.
2. Click the **Alert/Save/Share** link and select **Create an alert** from the resulting pop-up menu. The Create Alert window will appear over the result list.

Create Alert ?

Search Alert: "start up on 2010-11-18 11:39 AM"

E-mail (You must sign in to send e-mail alerts. [Sign In](#))

General Settings

Frequency: Once a day

Articles published: One Year within the last

Results format: Brief

RSS Feed  <http://epweb704.epnet.com/AlertSyndicationService/Syndication.aspx/GetFeed?guid=351081>

Save Alert Cancel Alert

3. If you have not done so already, click the **Sign in** link in the alert window to sign into your My EBSCOhost folder.
4. Set your alert parameters and click **Save Alert**.

Create Alert ?

Search Alert: "start up on 2010-11-18 11:39 AM"

E-mail

Subject: Hide addresses from recipients

E-mail from: E-mail format: Plain Text HTML

E-mail to:

Separate each e-mail address with a semicolon.
Leave E-mail to field blank if you do not wish to receive e-mail alerts.

General Settings

Frequency: Articles published: within the last

Results format:

RSS Feed  <http://epweb704.epnet.com/AlertSyndicationService/Syndication.aspx/GetFeed?guid=351081>

[Advanced Settings](#)

In the **E-mail** area of the window:

1. **Subject** - In the **Subject** field, enter a brief explanation that will appear in the subject line of the Alert e-mail.
2. **E-mail from** - Defaults to: *EPAlerts@EPNET.COM*. You can enter a different "From" e-mail address if desired.
3. **E-mail to** - Enter your **E-mail Address**. If you are entering multiple e-mail addresses, place a semicolon between each e-mail address.
4. **Hide addresses from recipients** - If you select this option, the e-mail addresses you enter will be placed into the BCC (Blind Copy) field of the e-mail, rather than the "To" field.
5. **E-mail format** - Select Plain Text or HTML.

In the **General Settings** area of the window:

1. **Frequency** - Select how often the search will be run:
 - Once a day (the default)
 - Once a week
 - Bi-weekly
 - Once a month
2. **Results format** - Select a results format for your alert.
 - Brief
 - Detailed
 - Bibliographic Manager

3. **Articles published within the last** - To limit which articles are searched, select one:
 - One month
 - Two months
 - Six months
 - One year
 - No limit (the default)

Note: To view all available alert settings, click the **Advanced Search** link.

To save a search as an alert from the Search History/Alerts window:

1. From the Advanced Search Screen, click the **Search History/Alerts** link. (If enabled by your library administrator, Search History may also be available from Basic Search.)
2. From the Search History/Alerts Screen, click **Save Searches/Alerts**. The Saved Search/Alert Screen appears. If you have not already signed in your personal account, you will be prompted to do so.

*On the **Save Search Alert** screen*

1. Enter a **Name** and **Description** for the Alert.
2. To run the Alert against a different database, select the Databases from the drop-down list.

Note: You might not have additional databases listed.
3. Review your search terms in the **Search strategy** field. This field is not editable.

*In the **Save Search As** area of the screen:*

1. To save the search as an Alert that can be automatically run, click the **Alert** radio button. The Save Alert Screen appears.
2. To select how often the search will be run, from the **Frequency** drop-down list, select one:
 - Once a day (the default)
 - Once a week
 - Bi-weekly
 - Once a month
3. To limit which articles are searched, from the **Articles published within the last** drop-down list, select one:
 - One month
 - Two months
 - Six months

- One year
 - No limit (the default)
4. In the **Run Alert for** field, select one:
 - One month
 - Two months
 - Six months
 - One year (the default)

In the **Alert Options** area of the screen:

1. Select the **Alert results format**: Brief, Detailed, or Bibliographic Manager.
2. To **limit access to only the articles in sent** (rather than the entire site), mark the checkbox to the left of this field.

In the **E-mail Properties** area of the screen:

1. Indicate how you would like to be notified. Select one:
 - E-mail all alerts and notices (the default)
 - E-mail only creation notice
 - No e-mail (RSS only) - if you select this option, the remaining E-mail Properties are hidden (they are not necessary for RSS).
2. Enter the **E-mail Address**. If you are entering multiple e-mail addresses, place a semicolon between each e-mail address.

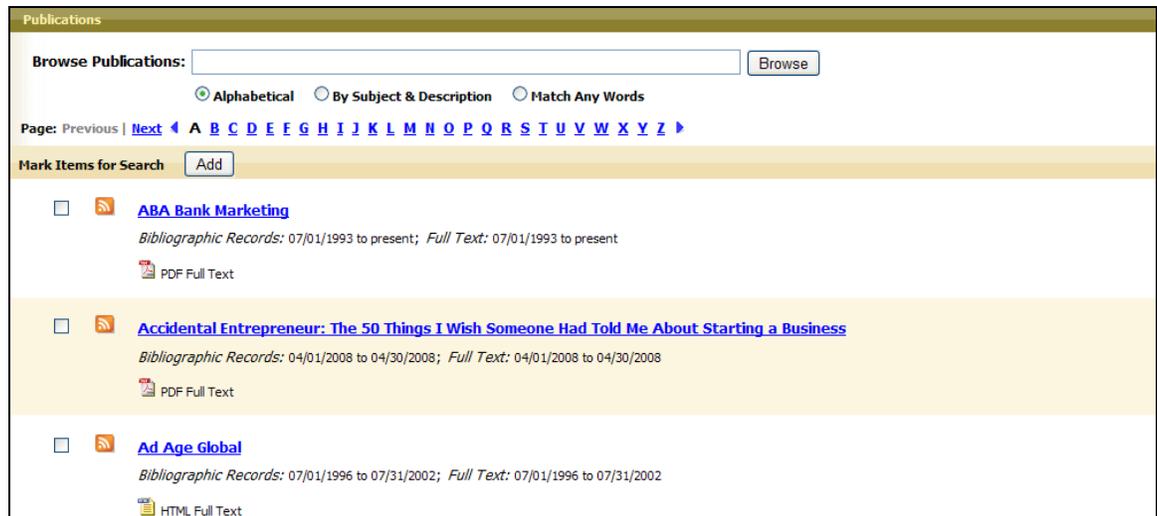
Note: If you specify multiple e-mail addresses and do not want recipients to see all e-mail addresses, mark the **Hide Addresses from Recipients** checkbox.
3. In the **Subject** field, enter a brief explanation that will appear in the subject line of the Alert e-mail.
4. In the **Title** field, enter a title for the e-mail. This is an optional field. The default value for the Title field is: *Small Business Reference Center Alert Notification*.
5. In the **E-mail [From] address** field, enter a "from" address for the e-mail. This is an optional field. The default value for this field is EPAlerts@EPNET.COM.
6. Select the **E-mail Results format** to use: Plain Text or HTML.
7. In the **Include in e-mail** area, select the Query checkbox to have your search string included with your results. To include the alert frequency, select the **Frequency** checkbox.
8. When you have finished making changes, click the **Save** button.

Setting Up a Journal Alert

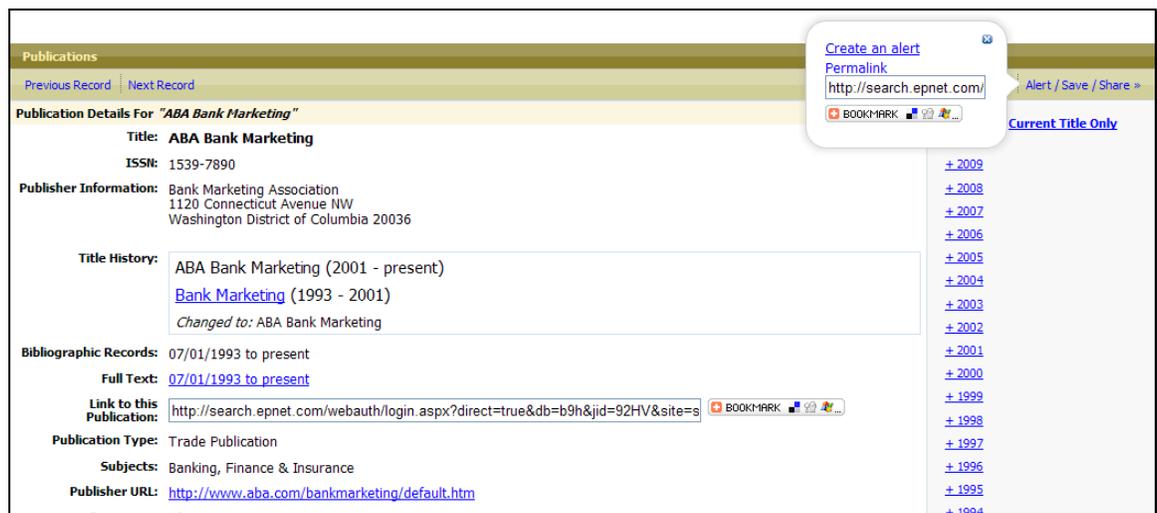
You can set up an e-mail alert to automatically notify you each time a new issue for a selected journal title is available.

To set up a journal alert:

1. Click the **Publications** link on the Advanced Search screen. The Publications Screen displays.



2. To locate the publication, enter the title in the **Browse Publications** field and click **Browse**, or use the **A - Z** links and left/right arrows to browse through the list of titles.
3. From the journal's Publication Details Screen, click the **Alert/Save/Share** link, and then click the **Create an Alert** link. If you have not signed in to My EBSCOhost, you will be prompted to do so.



- The Journal Alert window appears, with the *Subject* and *E-mail from* address automatically filled in. If you have not already signed into your My EBSCOhost account, do so by clicking the **Sign in** link.

Create Alert ?

Journal Alert: ""ABA Bank Marketing"" on 2010-11-18 11:52 AM

E-mail

Subject: EBSCO Alert: ABA Bank Marketing

Hide addresses from recipients

E-mail from: epalerts@epnet.com

E-mail format: Plain Text HTML

E-mail to: [Empty field]

E-mail contents: Link to table of contents Link to individual articles

Separate each e-mail address with a semicolon.
Leave E-mail to field blank if you do not wish to receive e-mail alerts.

General Settings

Results format: Brief

Alert on full text only

RSS Feed <http://epweb704.epnet.com/AlertSyndicationService/Syndication.aspx/GetFeed?guid=351082>

Save Alert Cancel Alert [Advanced Settings](#)

- Set your alert parameters and click **Save Alert**.

Notes:

- Before your alert expires, you will be e-mailed and given the opportunity to renew it.
- To view all available alert parameters, click the **Advanced Settings** link.

In the E-Mail area

- Subject** – enter a brief explanation that will appear in the subject line of the Journal Alert e-mail.
- E-mail from** - defaults to EPAAlerts@EPNET.COM. You can enter a different "From" e-mail address if desired.
- E-mail to** - to be notified by e-mail when a new issue is available, enter your e-mail address. If you are entering multiple e-mail addresses, place a semicolon between each e-mail address.
- Hide Addresses from recipients** – if you select this option, the e-mail addresses you enter will be placed into the BCC (Blind Copy) field of the e-mail, rather than the "To" field.

5. **Select the E-mail format to use** - Plain Text or HTML.
6. **E-mail contents** - Indicate whether you want to include: Link to table of contents or Link to individual articles.

In the General Settings area

1. **Select the Results format to use** - Brief, Detailed, or Bibliographic Manager formats.
2. **Alert on full text only** – Mark the check box to indicate that you want to be alerted only when the full text is available.
 - One month (the default)
 - Two months
 - Six months
 - One year

Using the Advanced Alert Settings

Click the **Advanced Settings** link to view the Journal Alert screen, featuring all available parameters.

In the **Run Alert for** field, select how long the journal alert should run:

*In the **Alert Options** area*

1. Select the **Alert results format** to use: Brief, Detailed, or Bibliographic Manager formats.
2. To **limit EBSCOhost access to only the articles in the alert** (rather than the entire site), mark the checkbox to the left of this field.
3. **Alert on full text only** - Mark the check box to indicate that you want to set up an alert for only the full text

*In the **E-Mail Options** area*

1. Indicate how you would like to be notified. Select one:
 - E-mail all alerts and notices (the default)
 - E-mail only creation notice
 - No e-mail (RSS only) - if you select this option, the remaining E-mail Properties will be hidden (because they are not necessary for RSS).
2. **E-mail Address** - to be notified by e-mail when a new issue is available, enter your e-mail address. If you are entering multiple e-mail addresses, place a semicolon between each e-mail address.
3. **Hide Addresses from recipients** - if you select this option, the e-mail addresses you enter will be placed into the BCC (Blind Copy) field of the e-mail, rather than the "To" field.

4. **Subject** - enter a brief explanation that will appear in the subject line of the Journal Alert e-mail.
5. **Title** - you can optionally enter a title for the e-mail. The default value for the Title field is: *EBSCOhost Alert Notification*.
6. **E-mail [From] address** - defaults to *EPAalerts@EPNET.COM*. You can enter a different "From" e-mail address if desired.
7. Select the **E-mail format to use**: Plain Text or HTML.
8. Indicate whether you want to include: **Link to TOC page on EBSCOhost** or **Article links embedded within the results**.
9. **Include in e-mail** - To have your search string included with your results, mark the **Query** check box. To include the frequency (how often the alert will run), mark the **Frequency** check box.
10. When you have finished making changes, click **Save**. You will be returned to the Publication Details Screen. A message is displayed that indicates a journal alert has been set for the publication.

One-Step RSS Search and Journal Alerts

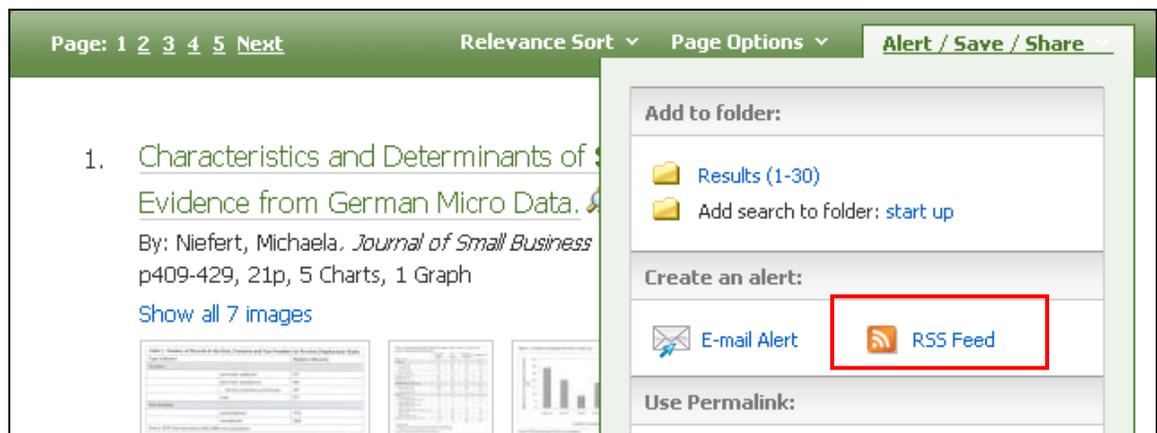
If you prefer to view your search or journal alerts via an RSS reader, one-step alerts offer a quick and easy way to obtain the alert syndication feed, which you can then copy into your RSS reader.

Note: Be sure to add the feed to an aggregator within one week of its creation. A one-step alert will not expire unless the aggregator does not automatically update results (extremely unlikely) supplied by the feed for two months.

Your library administrator decides whether one-step alerting is available.

To set up a one-step RSS search alert:

1. From the Result List, click the **RSS Feed** link on the **Alert/Save/Share** pop-up screen.



2. A pop-up screen displays with the search alert information. Copy the **RSS Feed URL** into your newsreader.



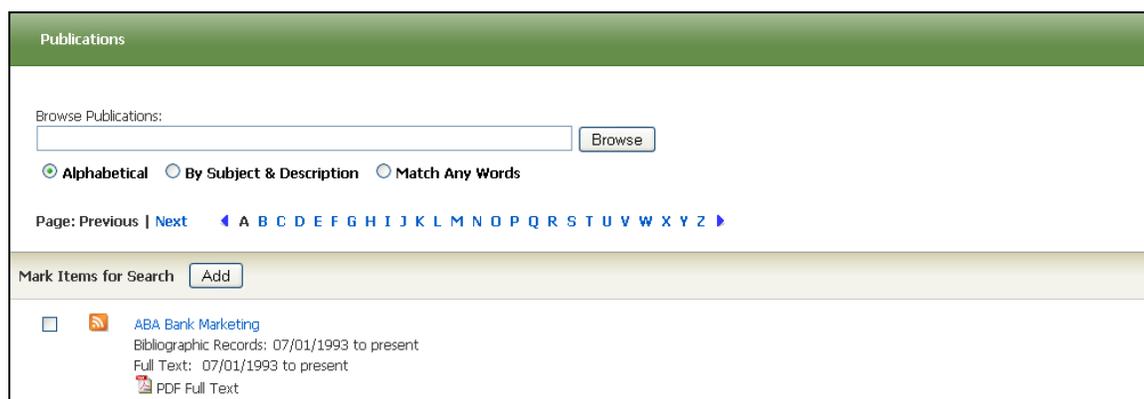
3. Click the **Save Alert** button.

- If you decide that e-mail delivery of the alert information is required, click the **Sign in** link. Once you sign in to My *Small Business Reference Center*, the Search Alert Screen appears. You can save the alert as described in **Saving a Search as an Alert**.

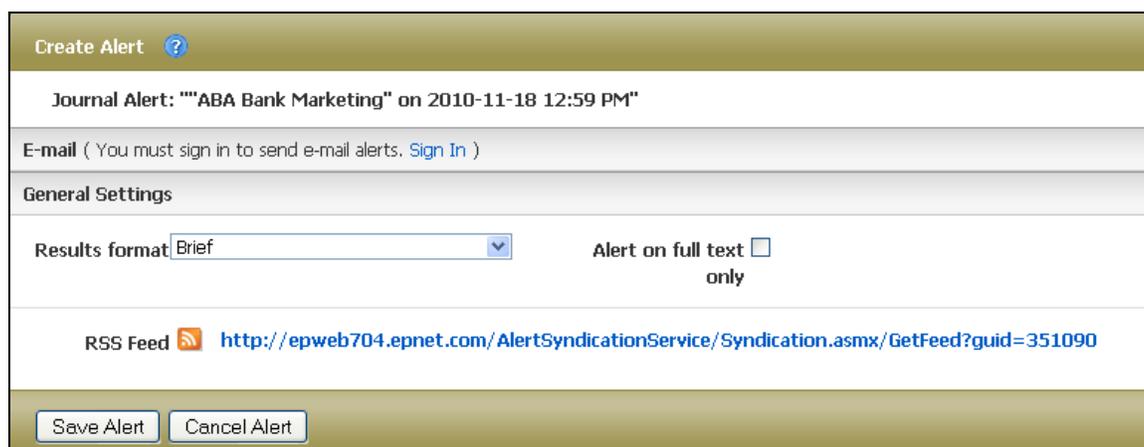
If enabled by your library administrator, you may also be able set up one-step journal alerts right from the Publications Browse Screen.

To set up a one-step RSS journal alert:

- Click the **Publications** link at the top of the *Small Business Reference Center* screen. Once you have found the desired publication, click the **RSS alert** icon to the left of the publication name.



- A pop-up screen displays with the journal alert information. Copy the **RSS Feed URL** into your newsreader.



- Click the **Save Alert** button.
- If you decide that e-mail delivery of the alert information is required, click the **Sign in** link. Once you sign in to My *Small Business Reference Center*, the Journal Alert Screen appears. You can save the alert as described in **Setting Up a Journal Alert**.

Result List

Search results can include periodicals, videos, books/monographs, and case studies and can include links to full text.

The screenshot displays the Small Business Reference Center search results interface. At the top, there is a navigation bar with options like 'New Search', 'Publications', 'Thesaurus', 'Business Videos/Images', and 'More'. Below this, a search bar contains the term 'business' and buttons for 'Search' and 'Clear'. The main content area shows a list of search results, with the first result being 'Satisfaction With Firm Performance in Family Businesses'. The left sidebar includes a 'Refine your results' section with a 'Full Text' checkbox and a 'Publication Date' range from 1980 to 2012. The right sidebar features 'Related Small Business Videos' with several video thumbnails.

The Result List Screen has three columns:

- **Left - Limiters and Clustering**
- **Middle - Results Display**
- **Right - Related Information**

You can hide or show the different areas by clicking the control arrows  at the top of the left and right columns. Your library administrator decides whether the subject clusters in the left column are displayed.

Left - Limiters and Clustering

The Left Column displays the Breadbox feature, Limiters, and Clusters

- **Breadbox** - Click the toggle arrow to open the Breadbox. The Breadbox keeps track of the numbers of results, your search terms, search options, and clusters applied to your search.
- **Limit your results** – Apply limiters right from the Result List. Click a hyperlinked limiter to apply it or select multiple limiters and click **Update**. A revised Result List displays. (You can refine your search even more by clicking the **Show More** link under Limit your results.)

- **Clustering** – You can narrow by source type, subject, journal, and more. This feature, also known as “clustering,” is helpful if you want to discover the major subject groups for your topic without having to browse multiple pages of results, or checking individual articles to see if they are relevant.
 - To narrow your results, check the box for one or more subject terms in a section of your choice and click **Update**. A new Result List, limited to the chosen term or terms is displayed and the list of subject terms is refreshed.

Middle - Results Display

Results Display – The articles that were found are displayed in the center of the Result List Screen. You can also access the **Result Sort**, **Page Options**, and **Alert/Save/Share** drop-down menus from the Results column.

- The **article title** link takes you to the citation information and/or the full text. Place your mouse over the **Preview** icon  to view the Abstract.
- The **HTML Full Text** link takes you directly to the full text of the article.
- The **PDF Full Text** link takes you to a PDF version of the full text. The PDF will open in the Adobe ® Reader®.
- **Add to Folder** – To save an article to the Folder, click the **Add to Folder** link to the right of the Relevancy indicator, or inside the Article Preview that you hover over with your mouse.
- **Result List Sort** – Click this link to select one of the following result list sorting options: Date Descending, Date Ascending, Author, Source, or Relevance.
- **Page Options** – Click this link to view the page display options.
- **Alert/Save/Share** – Click this link to view alerting, linking and bookmarking options.

Right - Related Information

When additional sources such as images, blogs, widgets, and Web news are available, they will be displayed in this column.

- **Folder** – If articles are stored in the folder, they will appear in this column under **Folder has items**. To view the items in your Folder, click the **Go to Folder View** link. To save them, sign in to your My EBSCOhost folder.
- **Related Small Business Videos** – If Small Business & Entrepreneurship videos related to your search terms are available, they appear in the Related Information column.

Notes:

- The library administrator decides which features will be available, so your Result List may look slightly different.
- You can save the look of your Result List for future sessions by making changes in the **Preferences** area and signing in to your My EBSCOhost folder.

Page Options

Use this drop-down menu to customize how your result list page is displayed.

Note: The setting currently being used is highlighted with a yellow box.

To set your Page Options:

- **Result Format** - Click the select a result list format.
- **Image QuickView** - Select whether or not you would like thumbnails of images from your articles to display on the result list.
- **Results per page** - Select the number of results per page you would like displayed.
- **Page Layout** - Select your desired column layout for the Result List.

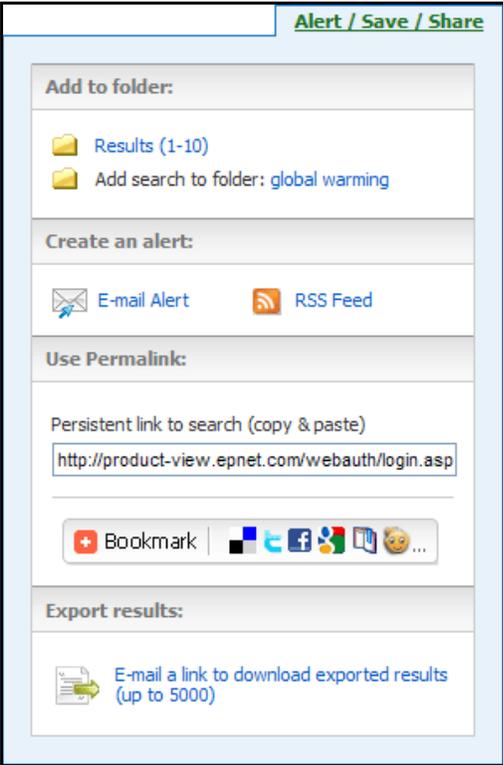
The screenshot shows a 'Page Options' configuration panel with the following sections:

- Result Format:** Four radio button options: Standard (highlighted with a yellow box), Title Only, Brief, and Detailed.
- Image QuickView:** A text description 'View thumbnails of the images in an article right from the Result List.' followed by two radio button options: On (highlighted with a yellow box) and Off.
- Results per page:** Six button options: 5, 10 (highlighted with a yellow box), 20, 30, 40, and 50.
- Page Layout:** Four radio button options: 3 Columns (highlighted with a yellow box), 2 Columns, 2 Columns, and 1 Columns.

Alert/Save/Share

To use the Alert/Save/Share menu:

- **Add to folder** - Add all displayed articles to the folder or add the search to the folder as a persistent link to a search.
- **Create an alert** - Create a search alert e-mail or an RSS feed right from the Result List, even if you are not signed in to My EBSCOhost.
- **Use Permalink** - Highlight the link text and copy using your browser's copy function. You can immediately paste the link into a web site, document or e-mail.
You can also store links to your EBSCOhost pages to social bookmarking sites such as dig, del.icio.us, Technorati, bloglines, etc.
- **Export Results** - If enabled by your administrator, click to email a link to download exported results.



The screenshot shows a user interface for the 'Alert / Save / Share' menu. It is divided into four main sections:

- Add to folder:** Contains a folder icon labeled 'Results (1-10)' and a button labeled 'Add search to folder: global warming'.
- Create an alert:** Contains two buttons: 'E-mail Alert' with an envelope icon and 'RSS Feed' with an RSS icon.
- Use Permalink:** Contains the text 'Persistent link to search (copy & paste)' above a text input field containing the URL 'http://product-view.epnet.com/webauth/login.asp'. Below the field is a row of social sharing icons: a red bookmark icon, a Twitter icon, a Facebook icon, a Google+ icon, a Print icon, and a Share icon.
- Export results:** Contains a document icon and the text 'E-mail a link to download exported results (up to 5000)'.

Facets

Your library administrator decides whether the facets (also known as "clusters") will display with your results. When facets are available, they will appear in the column on the left side of the Result List.

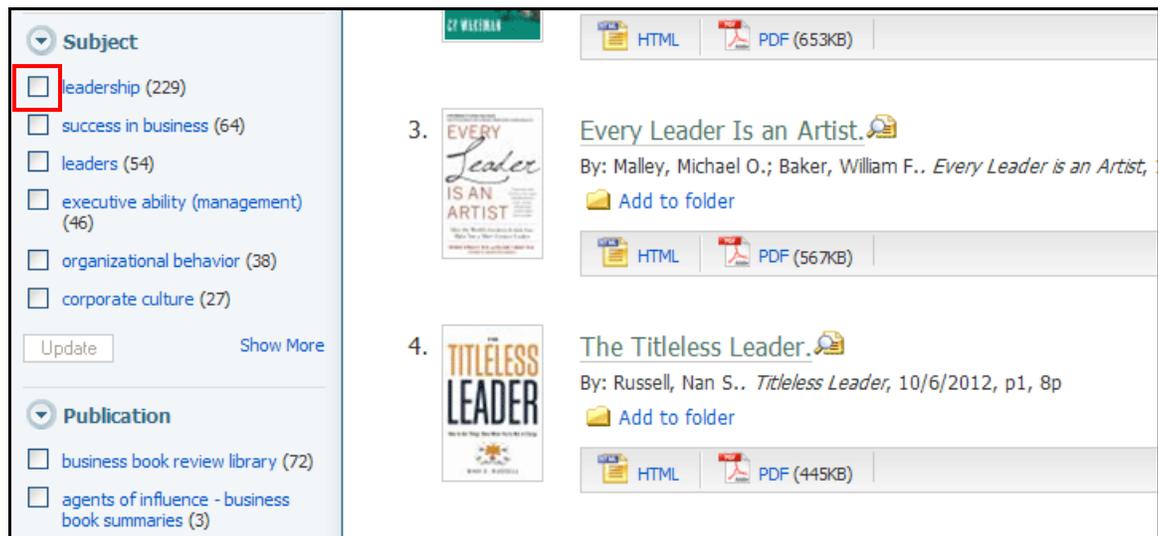
Hide or show the different facets by clicking the control arrows  near the top of each cluster. You can narrow by source type, subject, journal, and more. This feature is helpful if you want to discover the major subject groups for your topic without having to browse multiple pages of results, or checking individual articles to see if they are relevant.

If enabled by your administrator, hit counts are available indicating the number of results for each facet. Facets are displayed by hit count in descending order.

To use facets:

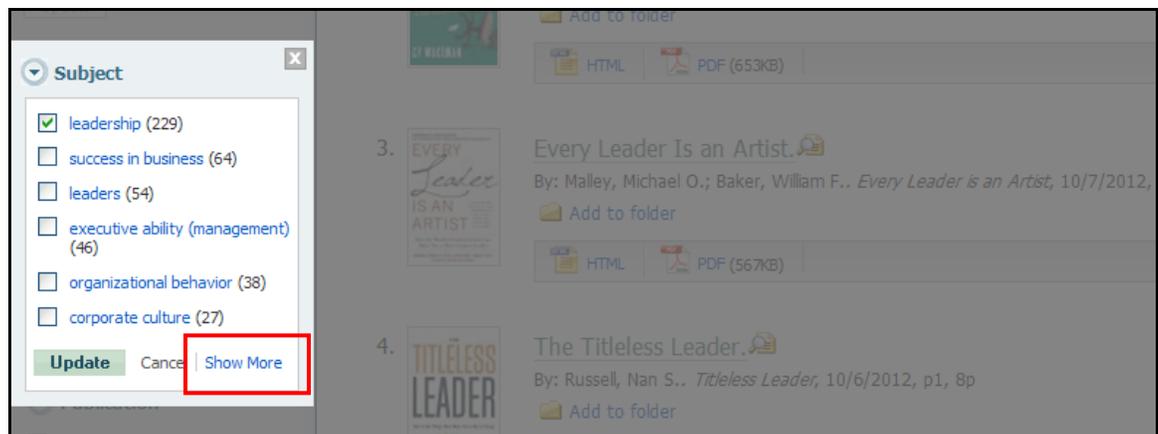
1. Select a term or multiple terms by selecting the checkboxes in a facet.

Note: Terms can be selected in only one section at a time. The rest of the screen will be grayed out until you have finished making selections and click **Update**.



The screenshot shows a search interface with a left sidebar for facets and a main area for search results. The 'Subject' facet is expanded, showing a list of terms with checkboxes. The 'leadership' checkbox is selected and highlighted with a red box. Below the list are 'Update' and 'Show More' buttons. The search results area shows two items: 'Every Leader Is an Artist' and 'The Titleless Leader'. Each result includes a thumbnail, title, author information, and options to 'Add to folder' or view in 'HTML' or 'PDF' format.

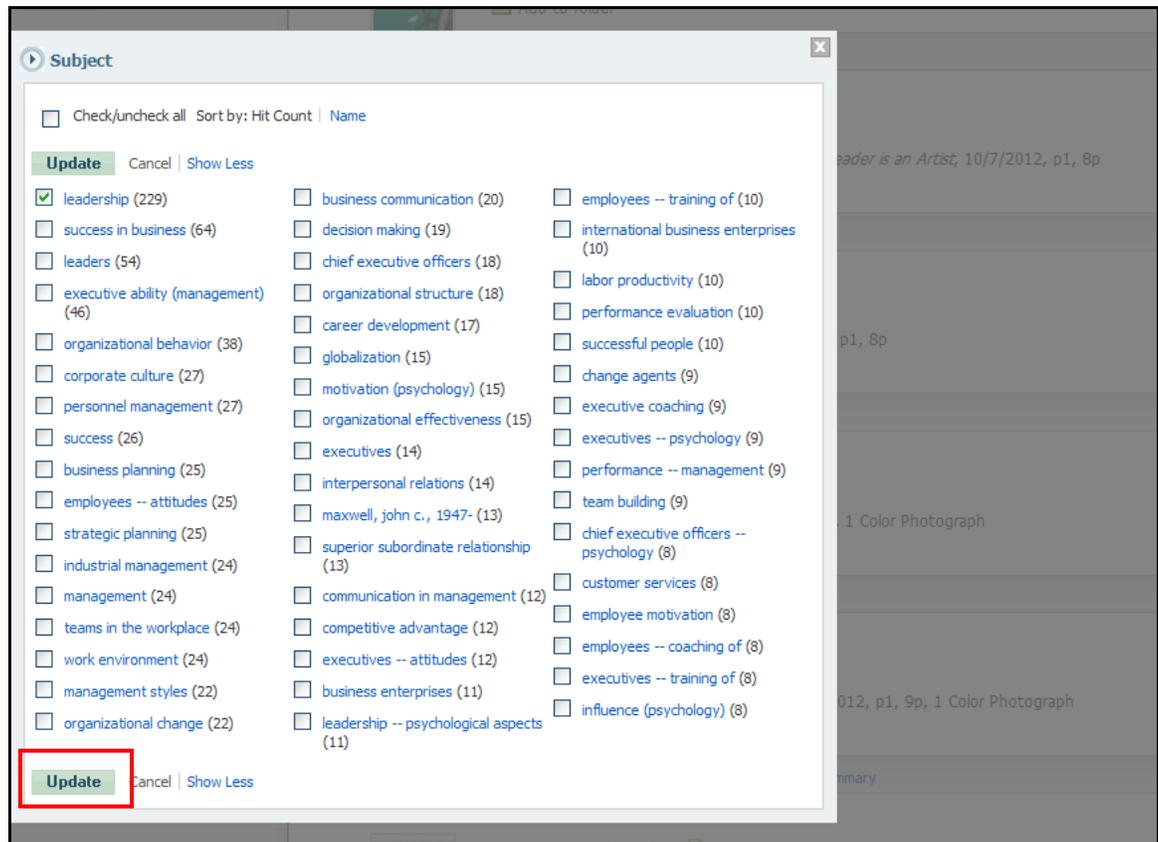
2. Click the **Show More** link (if available) to view all available terms.



This screenshot shows the same search interface as the previous one, but with the 'Show More' button in the 'Subject' facet highlighted with a red box. The 'leadership' checkbox is now checked. The rest of the search results area is grayed out, indicating that the interface is waiting for the user to click 'Update' or 'Show More' to proceed.

3. Finish making your selections and Click **Update**.

Note: You can select to re-sort Subjects by name by clicking the **Name** link at the top of the facet.

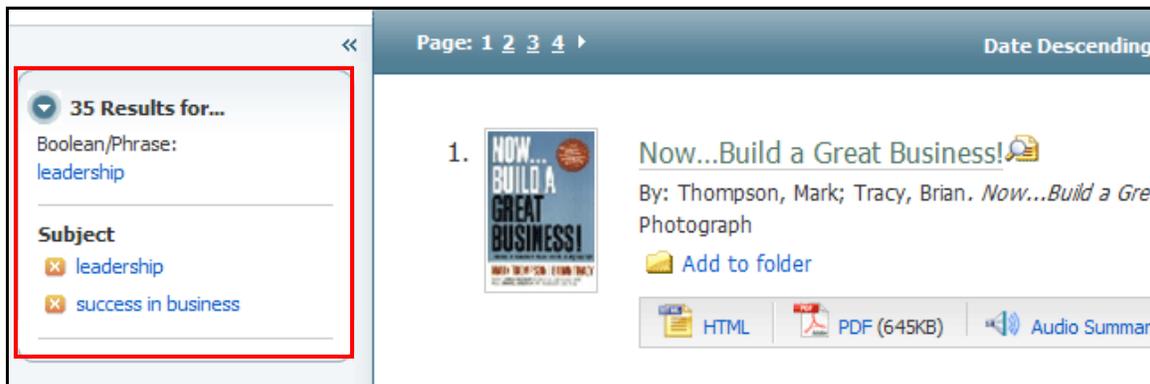


A new Result List, limited to the chosen term or terms is displayed and the selected terms are added to the Breadbox.

Notes:

- When you select a single heading (Subject, Journal, Author, etc.) from a facet on the result list and click **Update**, the heading is added to the search terms with the AND operator, limiting results to only those related to the search terms and subject heading.
- When you select multiple headings from a cluster before clicking the **Update** button, the headings are added to the search terms with the OR operator to prevent the user from receiving zero results.
- To limit your search to fewer results by using multiple headings, it is recommended that you select one subject heading and update the search before adding an additional heading.

Using the Breadbox



The Breadbox is located at the top of the left column and keeps track of your entire search by displaying:

- The number of available results.
- Your search query.
- All applied limiters and expanders.
- Applied source types.
- Applied subject terms.

Each limiter, expander, source type, and/or subject term you selected is added to the Breadbox with an 'x' icon. Clicking on the icon will remove the corresponding term from the search and a new result list will be displayed.

Clicking on a hyperlinked breadcrumb item will execute a search for only that term.

Reading an Article

When you click the title of an article, the "Best View" selected by your library administrator is displayed. This can be a citation or HTML full text. To view a different format, click on any of the icons displayed on the **Formats** line.

Detailed Record

When the Detailed Record is displayed, it may also include a summary or an abstract. If activated by your library administrator, the full text of the article may appear below the Detailed Record. The **Image Quick View** feature provides the ability to view thumbnails of the images in an article right from the citation.

The screenshot displays a library database interface for a detailed record of an article. The article title is "The Business of GREEN." The author is listed as "Smart, Maya Payne" and the source is "Black Enterprise; Jun2010, Vol. 40 Issue 11, p104-110, 5p". The document type is "Article". The subject terms include: *GREEN business, *CLEAN energy investment, *GREEN movement, *ENTREPRENEURSHIP, *AFRICAN American businesspeople, and *AFRICAN American business enterprises. The geographic terms are "UNITED States". The company/entity is "IHS GLOBAL Insight Inc. DUNS Number: 020514852". The abstract states: "The article reports on the increase in the number of African American entrepreneurs who are growing their businesses by tapping into the green economy such as mission-driven recycling and alternative energy companies. It states that the clean energy sector of the green economy includes 68,200 businesses and 770,000 jobs in all U.S. states. According to IHS Global Insight, a leading forecasting company, new green jobs could reach 2.5 million by 2018 and 4.2 million by 2038." The full text word count is 1999 words. The ISSN is 0006-4165. The interface includes a left sidebar with options for "PDF Full Text (1.9MB)", "Detailed Record", "HTML Full Text", and "Find Similar Results using SmartText Searching". A top navigation bar shows "Result List", "Refine Search", and "42 of 834664". A right sidebar contains a "Tools" section with options: "Add to folder", "Print", "E-mail", "Save", "Export", "Permalink", "Bookmark", and "Listen".

- The author and subject terms of the record can appear as links that let you perform a search of that particular field.
- When available, a **Find Similar Results** link will display on the citation. Click the link to perform a SmartText search for related articles. SmartText Searching will run the search using the citation's abstract and a new Result List will display. If no abstract is available, SmartText Searching will run the search on the article title. If SmartText Searching is not available in the database being searched, Find Similar Results searches the article's subject headings or descriptors.
- The source may display a link or journal logo that leads to a detailed view of the source or publication. Clicking on the journal logo links you to a detailed description of the journal. Clicking **Back** returns you to the full record of the article.
- The source may also include a table of contents link that lets you perform a search on the same issue of the source or publication.

HTML Full Text View

When the HTML Full Text view is displayed, you can also return to the citation by clicking on the available icon. The text is displayed formatted and ready for printing. A brief citation is always included at the end of the article.

The screenshot displays the HTML Full Text view of an article. At the top, a green navigation bar shows 'Result List', 'Refine Search', and '42 of 83466'. Below this, the citation information is provided: 'Title: The Business of GREEN. By: Smart, Maya Payne, Black Enterprise, 00064165, Jun2010, Vol. 40, Issue 11' and 'Database: Small Business Reference Center'. The article title 'The Business of GREEN' is prominently displayed. A 'Contents' table lists various topics such as 'Identifying Opportunities', 'Follow the Money', and 'Renewable Energy Production'. The main text begins with a 'Section: SMALL BUSINESS OPPORTUNITIES (STILL) EXIST. YOU JUST HAVE TO KNOW WHERE TO LOOK AND HOW TO SEIZE THEM' followed by a paragraph about Jeffrey Taylor. A 'Listen' button with a dropdown menu for 'American Accent' and 'Medium Reading Speed' is visible. On the right side, a 'Tools' panel offers options like 'Add to folder', 'Print', 'E-mail', 'Save', 'Export', 'Permalink', and 'Bookmark'. A 'Find Similar Results' button is located in the left sidebar.

From either the citation or full text views, you can refine your search, return to the Result List, save to the folder, and print, e-mail, or save the article. Where a **Find Similar Results** link appears, you can click the link to perform a search for articles with similar subject headings. A new Result List will display.

PDF Full Text Viewer

When PDF Full Text is displayed, it will be viewed in the PDF Full Text Viewer tool.

- Using the **Inside this work** column
- E-mail/Save/Print PDF Functions



Using the Inside this work column

Under the **Inside this work** column on the left-hand side, you can:

- **Detailed Record** – Display title, author and subject information for the current article.
- **Choose Another Issue** – Choose another issue of the publication you are viewing by selecting a publication year and then selecting an issue you would like to view.
- **Full Text Contents** – Display article or chapter titles for the entire issue or individual monograph. Titles are hyperlinked for easy access to each article.
- **Illustrations** – Display links to illustrations found in the issue.

Note: You can collapse the left column and top header to expand the viewport to fit the entire browser window by clicking the  arrows found to the right of the Inside this work column and above the PDF viewing area.

E-mail/Save/Print PDF Functions



From the top toolbar you can:

- **Return to the Result List** - Click the **Back** link to return to the result list.
- **Refine Your Search Results** - Click the **Refine Search** link to apply additional limiters and expanders to your search terms.
- **Download PDF** - Click the **Download PDF** link to open the PDF in Adobe Reader.
- **Add to Folder** - Click the **Folder** icon to add the article to the session folder. You can permanently save the article by signing into your personal folder.
- **E-mail Article** - Click the **E-mail** icon to e-mail the PDF to yourself.
- **Export Article** - Click the **Export** icon to export the article to your bibliographic management software.



From the Adobe Reader toolbar, you can:

- **Print Article** - Click the **Printer** icon to print the article.
- **Save Article** - Click the **Diskette** icon to save the PDF to your computer.

Using Text-To-Speech

If enabled by your administrator, *Small Business Reference Center* can read HTML articles aloud to you using the Text-To-Speech feature.

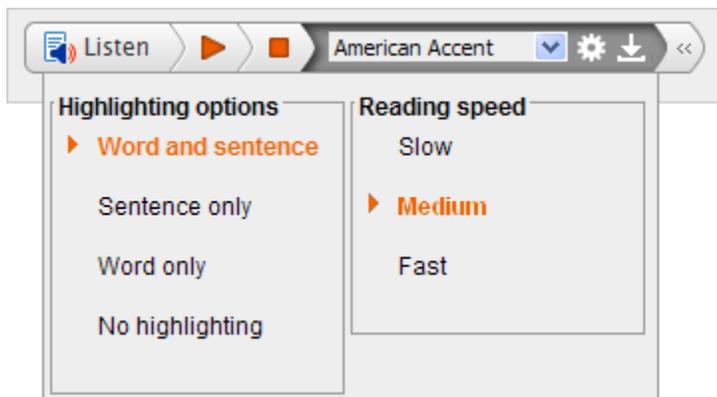
The screenshot shows the EBSCOhost interface for an article. At the top, there is a navigation bar with 'Result List', 'Refine Search', and '46 of 6,807'. Below this, there is a 'Choose Language' dropdown menu and a 'Translate' button. The article title is 'Global warming's evil twin threatens West Coast fishing grounds' by Spotts, Pete, Christian, published in Science Monitor on 6/14/2012. The database is Academic Search Premier. A large blue button displays the article title. Below the button is a control bar with a 'Listen' button, a play icon, a volume icon, a dropdown menu set to 'American Accent', a settings gear icon, a download icon, and a double arrow icon. Below the control bar, the article text begins: 'Over the next few decades, coastal waters off of California, Oregon, and Washington are in danger of becoming acidic enough to harm the rich fisheries and diverse marine ecosystems there, according to a new study. Blame it

To use Text-To-Speech:

1. Locate an EBSCOhost article in HTML format which you would like read to you.
2. From the **Accent** drop-down menu, select an accent in which you would like the article to be read.



3. Click the **Settings** icon to set your **Reading Speed** and **Highlighting Options**.



4. Click the **Listen** button to hear the article read aloud.

-OR-

Click the **Download** button to download an MP3 file of the article being read to your computer.

Use Text-To-Speech to Hear a Section of an Article

You may also choose to have only a section of an article read to you.



The screenshot shows a web page with the title "Global warming's evil twin threatens West Coast fishing grounds". Below the title is a text-to-speech toolbar with a "Listen" button, a play button, a volume icon, a dropdown menu set to "American Accent", a settings gear, a download icon, and a back button. Two paragraphs of text are highlighted in blue. A red box highlights the "Listen" button on the second toolbar, which is positioned over the second paragraph of text.

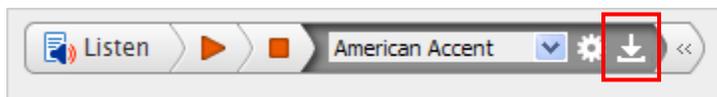
Highlight the passage of text you would like to be read aloud. A new mini-toolbar appears. Click the **Listen** button on the mini-toolbar.

Downloading Text-to-Speech MP3s

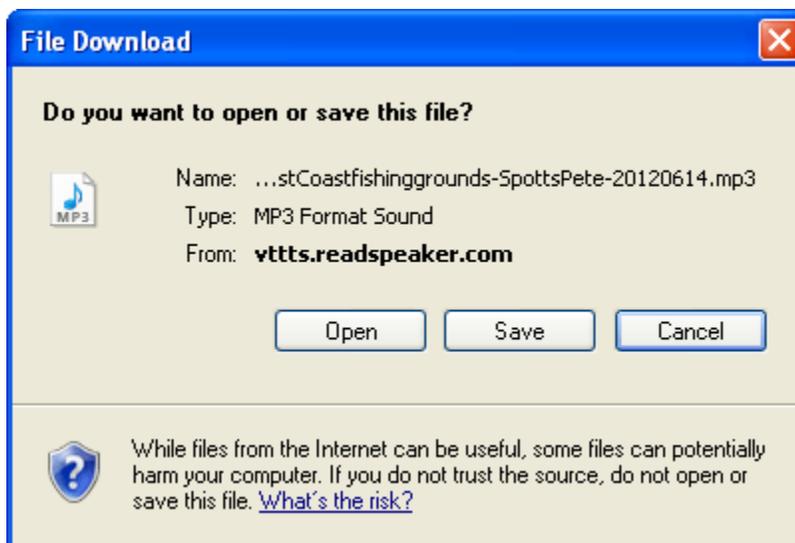
You may also download audio files of HTML articles being read aloud to your computer in MP3 format.

To download Text-to-Speech MP3 files:

1. On the Text-to-Speech toolbar, click the **Download** button.



2. Select to **Open** or **Save** the file to your computer.



3. If saving the file, browse to a location in the **Save As** dialog box and click **Save**.

The MP3 file is saved to your computer.

Using the Folder

The Folder

As you add items to the folder, you can click the **Folder** link to review items have been added.

You can store all of the following to your folder: search result items, persistent links to searches, saved searches, search alerts, journal alerts, and web pages.

The screenshot shows a library folder interface. On the left, there is a sidebar with navigation options: Articles (4), Other Content Sources (0), Persistent Links to Searches (0), Saved Searches (0), Search Alerts (0), and Journal Alerts (0). The main content area is titled "Articles" and shows a list of 4 items, currently displaying 1-4 of 4 on Page 1. The items are:

- CHAPTER 2: Checking Out All Your Financing Options.** By: ADVANI, ASHEESH. Business Loans Between Family & Friends, Nov2009, p23-45, 23p. Show all 5 images. Includes a table with columns: Loan Term, Loan Amount, Loan Interest, and Loan Rate. Below the table is a "PDF Full Text (472KB)" link.
- 504 Loans: Art, Science, and Common Sense.** By: Bogue, Marilyn. Business NH Magazine, Oct2010, Vol. 27 Issue 10, following p32-32, 1p. Includes a "PDF Full Text (861KB)" link.
- Small business financing on the upswing.** Northern Ontario Business, Nov2010, Vol. 31 Issue 1, p9-10, 2p. Includes a "PDF Full Text (590KB)" link.

On the right side of the folder, there are action buttons: Print, E-mail, Save, and Export.

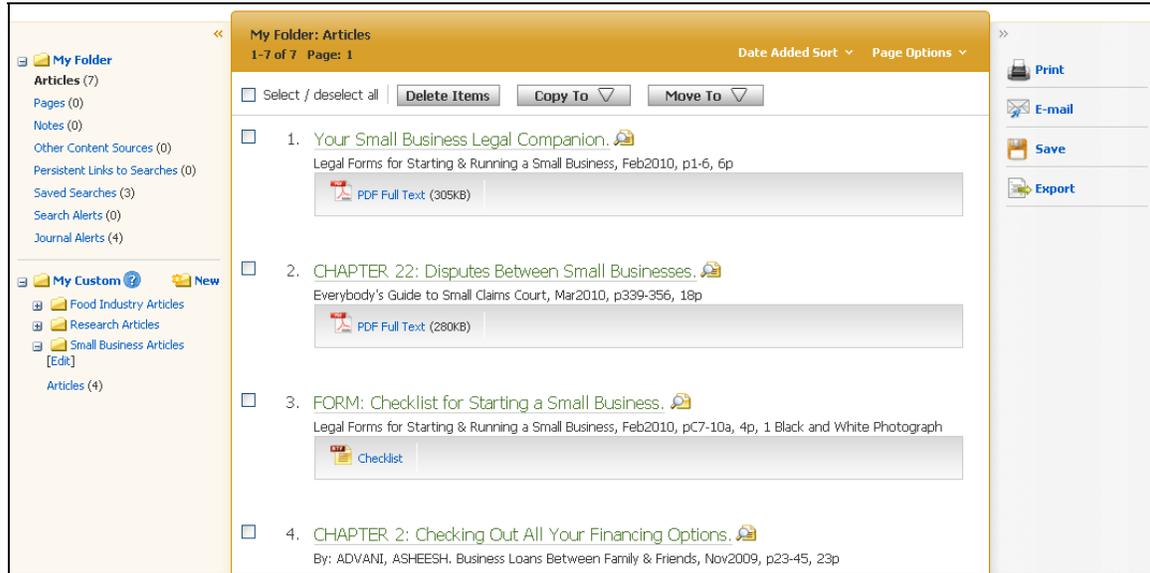
From the folder you can then print, e-mail or save multiple results at the same time. If you have signed in to your personal account, any items you collect in your folder are automatically saved at the end of the session. If you have not signed in to your personal account and you end your session, or it times out due to inactivity, the folder is automatically cleared.

By default, items in the folder are sorted by article name. You can use the Sort By: Date option present folder items by date (in descending order).

Note: Your library administrator decides whether the personal account feature is available.

Custom Folders

Small Business Reference Center allows you to create custom folders in your personal folder area. Using custom folders you can better manage and access items saved to your personal folder area by organizing items according to topic, project, class, etc. Custom folders can contain *Small Business Reference Center* items (biographies, related articles, search alerts, etc) or custom sub-folders.



You can create as many custom folders as you require. After a folder is created, you can rename or move the folder. If you move a folder, all contents of the folder are moved along with it (items and sub-folders).

Notes:

- Before using the custom folders feature, you must log in to your *Small Business Reference Center* personal account. Your library administrator decides whether the personal account feature is available.
- Only three levels of sub-folders nested within a folder are allowed. Folders created more than four levels deep (a top-level folder plus three sub-folders) are displayed at level four.

Saving Articles to a Specific Folder

If you have custom folders created within your *My Small Business Reference Center* folder, you can specify which folder you would like your articles saved in, when you click the **Add to Folder** link.



The article is added to the folder you specify.



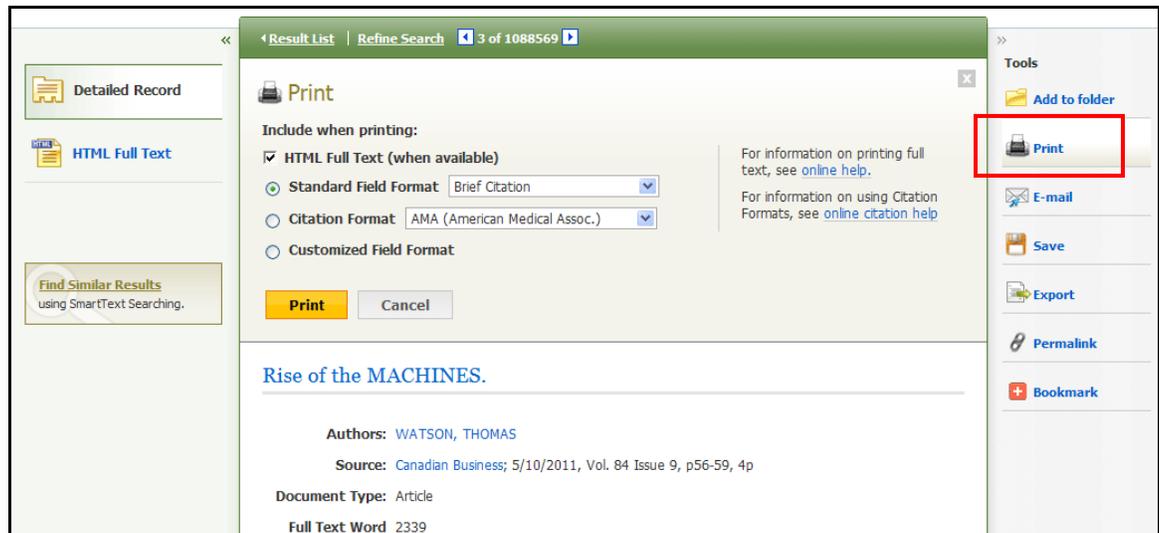
When you click the **Add/Remove** link, the name of the folder which contains the article displays a folder icon.

- To move the article to a different folder, click the name of the folder you would like to move the article to.
- To remove the article from the folder entirely, click the name of the folder that contains the article.

Printing

To print an article:

1. From the article, click **Print**.



The Printing panel is displayed at the top of the article.

2. Accept the defaults and click **Print**.
The Printing dialog box appears.
3. Click **OK** to begin printing.
4. To return to the article or citation, click **Back**.

Advanced Features:

- If you are in the folder, **Remove these items from folder after printing** appears. Indicate whether you want to empty the folder of all items after printing.
- **Include when printing** - If you do not make any selections in this area, the defaults will apply. The Detailed Citation and Abstract (plus any available HTML Full Text) will be printed.
- **HTML Full Text** (when available) – Indicate whether the HTML Full Text of the article (if available) should be included.
- **Current Search History** (when available) – Indicate whether the current search history should be printed with your Result List Items. (Note: It is possible that the current search history and the Result List Items may not match. If your folder contains items from a previous session, or if you've edited or cleared search history without clearing your folder, you may receive both current search history and earlier folder results.)
- **Standard Field Format** - Most users will choose the default - "Detailed Citation and Abstract." You can also select from the drop-down list:
 - **Brief Citation** – Indicates that only a brief citation should be printed.

- **Brief Citation and Abstract** – Indicates that a brief citation and an abstract should be printed.
- **Detailed Citation and Abstract** – Indicates that a detailed citation and an abstract should be printed.
- **Citation Format** - If you would like to print your citations in a specific format, select one from the drop-down list:
 - AMA - American Medical Association
 - APA - American Psychological Association
 - Chicago/Turabian Author - Date
 - Chicago/Turabian Humanities
 - MLA - Modern Language Association
 - Vancouver/ICMJE
- **Customized Field Format** - If you want to select which fields are included with your results, see Custom Fields for Print/E-mail/Save.

Note: If your library administrator has provided the ability to translate an article, you must print the translated article directly from your browser window.

To print PDF Full Text:

To print an item in PDF Full Text format, you must use the Adobe Reader Print option. When viewing the PDF document in your browser window, the Adobe Print option (a printer icon) is included on the Adobe Reader toolbar located above the article. Note that if the item includes a citation and/or HTML text, they will print from the browser window.

To print Linked Full Text:

- If you are printing an article that includes Linked Full Text, you must follow the links directly to the Full Text and then print.
- If the article includes a citation and/or HTML Full Text, they will print from the browser window, but you will still need to follow the links directly to the Full Text and then print.

E-mailing

To e-mail an article:

1. From the article, click **E-mail**.

The screenshot shows a web interface for emailing an article. At the top, there's a navigation bar with 'Result List', 'Refine Search', and '3 of 1088569'. Below this, the 'E-mail' form is displayed. It includes fields for 'E-mail from' (ephost@epnet.com), 'E-mail to' (name@address.net), 'Subject', and 'Comments'. There are also checkboxes for 'HTML Full Text (when available)', 'Standard Field Format' (selected), 'Citation Format', and 'Customized Field Format'. A 'Send in plain text format' checkbox is also present. The 'Send' button is highlighted in yellow. Below the form, the article title 'Rise of the MACHINES.' is shown, followed by author information (WATSON, THOMAS), source (Canadian Business; 5/10/2011, Vol. 84 Issue 9, p56-59, 4p), document type (Article), and full text word count (2339). On the right side, there is a 'Tools' panel with various options, including 'E-mail', which is highlighted with a red box.

The E-mailing panel is displayed above the article.

2. Enter the **E-mail Address**. To send to more than one e-mail address, use a semicolon between each e-mail address. (For example, *name1@address.com; name2@address2.com*).
3. To send the e-mail, click **Send**; otherwise, click **Cancel**. A message appears when your e-mail has been sent.

Advanced Features:

- If you are in the folder, **Remove these items from folder after e-mailing** appears. Indicate whether you want to empty the folder of all items after e-mailing.
- **Subject** – enter a subject to appear on the e-mail subject line. (For example, *Results of research on topic ABC.*) (40 character maximum.)
- **Comments** – enter any comments you would like to include with your e-mail.
- **Format** – specify whether you want the content of the email to be presented in ASCII text (Plain Text option) or formatted text (Rich Text option). This option is useful if the recipient's email client does not accept email containing formatted text.
- **Include when sending** – If you do not make any selections in this area, the defaults will apply. The Detailed Citation and Abstract (plus any available HTML Full Text and PDF Full Text) will be sent. (Most users will not need to use the "Customized Field Format" selection.) Persistent links to articles are automatically included in the e-mail.

- **HTML Full Text** (when available) – Include the HTML Full Text of the article, if available.
- **PDF as a separate attachment** (when available) – Include all citation information and the article in Adobe PDF format, if available.
- **Standard Field Format** – Most users will choose the default - "Detailed Citation and Abstract." You can also select from the drop-down list:
 - Brief Citation – Indicates that only a brief citation should be e-mailed.
 - Brief Citation and Abstract – Indicates that a brief citation and an abstract should be e-mailed.
 - Detailed Citation and Abstract – Indicates that a detailed citation and abstract should be e-mailed.
- **Citation Format** – If you would like to e-mail your citations in a specific format, select one from the drop-down list:
 - AMA - American Medical Association
 - APA - American Psychological Association
 - Chicago/Turabian Author - Date
 - Chicago/Turabian Humanities
 - MLA - Modern Language Association
 - Vancouver/ICMJE

To e-mail persistent links to searches:

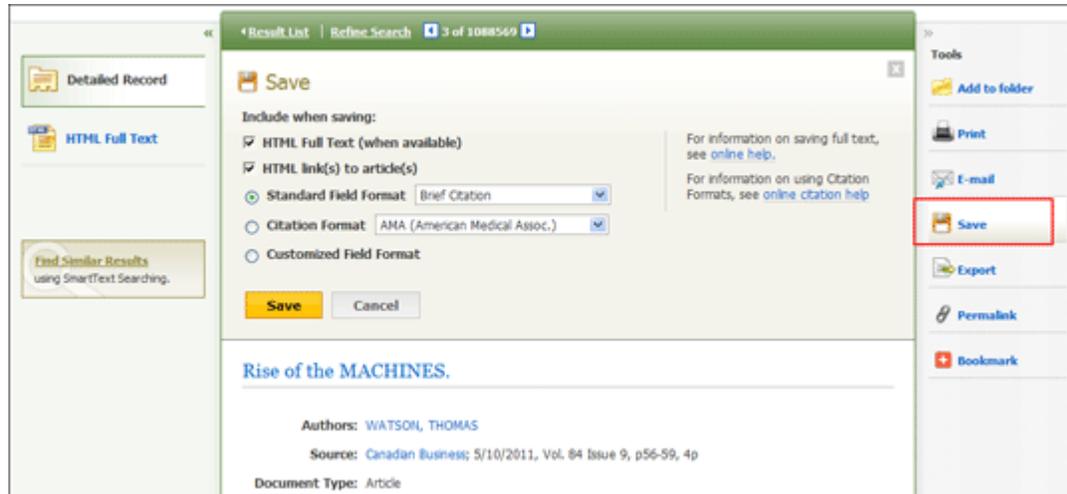
1. Click the **Alert/Save/Share** link to the left of your Result List.
2. Click the hyperlinked search terms to the right of **Add search to folder**. The search query is now saved in the folder as a persistent link to a search.
3. From the Persistent Links to Searches area of the folder, click the **E-mail** icon. The **Links to Searches** area of the E-mail Manager displays.
4. Enter the **E-mail Address**. To send to more than one e-mail address, use a semicolon between each e-mail address. (For example, *name1 @address.com; name2 @address2.com.*)
5. Enter a **Subject** to appear on the e-mail subject line. (For example, *Results of research on topic ABC.*) (40 character maximum.)
6. Enter any **Comments** you would like to include with your e-mail.
7. Click **Send**; otherwise, click **Back**. A message appears when your e-mail has been sent.

Note: The library administrator decides whether the persistent links feature is available.

Saving

To save an article:

1. From the article, click **Save**.



The Save panel is displayed.

2. To save the results, click **Save**. Otherwise, click **Cancel**.
3. From your browser menu, click **File>Save As**. Enter the path where the file should be saved (for example, *C:\ProjectResearchInfo*). To save to disk, enter the path to the drive (for example, *A:\ResearchInfo*). Be sure to save as an HTML or text file.
4. Click **Save**. To return to the article, click **Back**.

Advanced Features:

- If you are in the folder, **Remove these items from folder after saving** appears. Indicate whether you want to empty the folder of all items after saving.
- **Include when saving** - If you do not make any selections in this area, the defaults will apply. The Detailed Citation and Abstract (plus any available HTML Full Text and HTML links to articles) will be saved.
- **HTML Full Text** – Indicate whether the HTML Full Text of the article (if available) should be included.
- **HTML links to articles** – Indicate whether HTML links to the articles you have selected should be included. (To save only the persistent links to the articles, clear the Additional citation details and abstract and the HTML Full Text check boxes and be sure to mark the HTML links to articles check box.)
- **Standard Field Format** - Most users will choose the default - "Detailed Citation and Abstract." You can also select from the drop-down list:
 - Brief Citation – Indicates that only a brief citation should be saved.
 - Brief Citation and Abstract – Indicates that a brief citation and an abstract should be saved.

- Detailed Citation and Abstract – Indicates that a detailed citation and an abstract should be saved.
- **Citation Format** - If you would like to save your citations in a specific format, select one from the drop-down list:
 - AMA - American Medical Association
 - APA - American Psychological Association
 - Chicago/Turabian Author - Date
 - Chicago/Turabian Humanities
 - MLA - Modern Language Association
 - Vancouver/ICMJE

To save PDF Full Text:

If you are saving an item that includes PDF Full Text, the PDF does not automatically save from your browser window. You must open the PDF in PDF Full Text Viewer, and use the Viewer's save capability. If the item includes a citation and/or HTML Full Text, they will save from the browser window, but you will still need to open the PDF in PDF Full Text Viewer, and use the Viewer's save capability.

To copy a persistent link to a search:

1. Click the **Alert/Save/Share** link to the left of your Result List.
2. Highlight the **link text** in the **Permalink** box and copy using your browser's copy function. You can immediately paste the link into a web site, document or e-mail.

To save persistent links to searches to the folder:

1. Click the **Alert/Save/Share** link to the left of your Result List.
2. Click the **Add search to folder** link. The search query is now saved in the folder as a persistent link to a search.
3. From the persistent links to searches area of the folder, click **Save to Disk**. The **Links to Searches** area of the Save Manager displays.
4. If you are in the folder, **Remove these items from folder after saving** appears. Indicate whether you want to empty the folder of all items after saving.
5. Click **Save**; otherwise, click **Back**.
6. From your browser menu, click **File>Save As**. Enter the path where the file should be saved (for example, *C:ProjectResearchInfo*). To save to disk, enter the path to the drive (for example, *A:ResearchInfo*). Be sure to save as an HTML or text file.

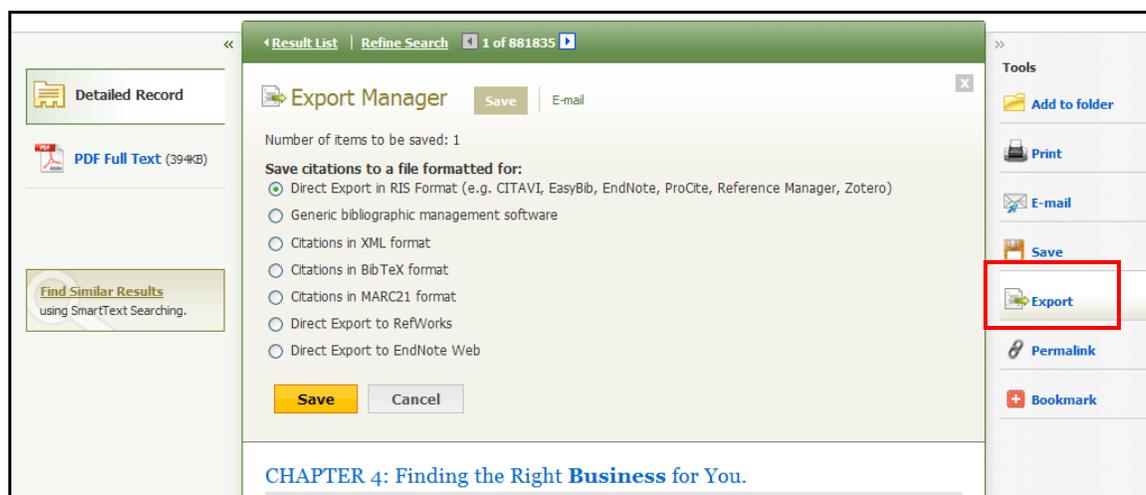
Note: The library administrator decides whether the persistent links feature is available.

Export Manager

From the Export Manager, you can save or e-mail citations in a format compatible with your bibliographic management software. Your library administrator decides whether the Export feature is displayed.

To save citations in bibliographic manager format:

1. From the open result or from the folder, click **Export**. The Export Manager panel appears.



If you are in the folder, **Remove these items from folder after saving** appears. Indicate whether you want to empty the folder of all items after saving your file.

2. **Save citations to a file formatted for:** select one of the following:
 - **Direct Export to EndNote, ProCite, CITAVI, or Reference Manager** - includes those fields supported by ISI's Direct Export technology. (This would be useful if you are at a remote location and have bibliographic management software such as ProCite® or EndNote® on your home or office computer. You could save your citations at a school or public library and import them into your citation library at home.)
 - **Direct Export to EndNote Web** - includes those fields supported by ISI's Direct Export technology for exporting to EndNote Web.
 - **Generic bibliographic management software** - includes all fields available with a citation.
 - **Citations in XML format** - includes all fields in XML format. Click [here](#) to view a Document Type Definition file for a description of each of the XML tags.
 - **Citations in BibTeX format** - includes citation fields in BibTeX format.
 - **Citations in MARC21 format** - includes citation fields in MARC21 format.
 - **Direct Export to RefWorks** - exports citations directly to RefWorks web-based bibliographic management software. (Your library must have a

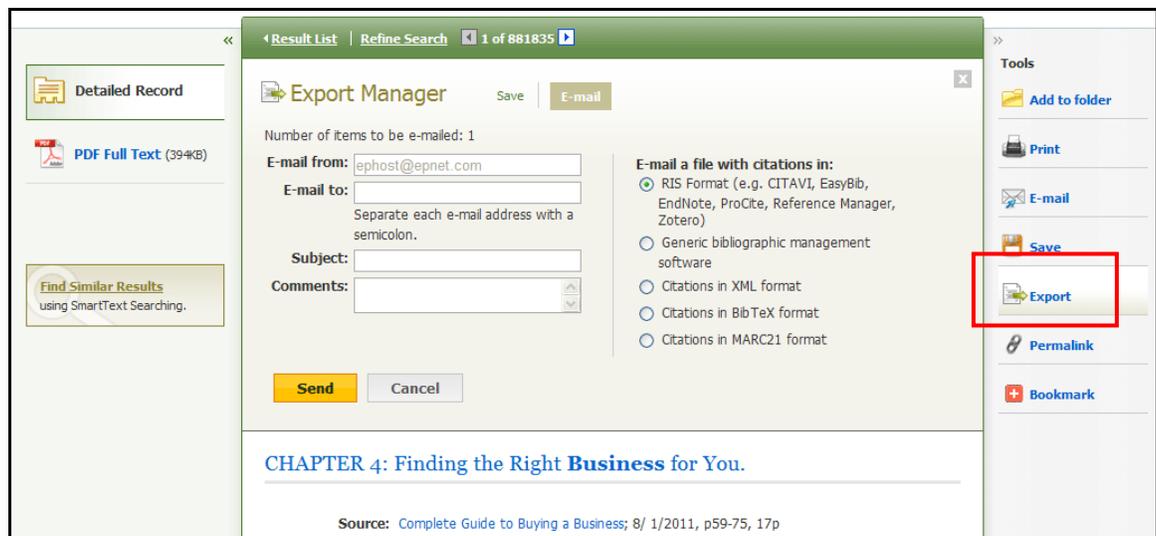
subscription to RefWorks to use this option. You must also set your browser to accept pop-ups.)

3. Click **Save**.

- If you saved your citations in a format that can be uploaded to bibliographic management software, the articles and citations are displayed in your browser window. Save from your browser window. Be sure to enter the path where the file should be saved (for example, *C:ProjectResearchInfo*). To save to a floppy disk, enter the path to the floppy drive (for example, *A:ResearchInfo*). Be sure to save as an HTML or text file. Click **Save**.
- If you saved in Direct Export format and bibliographic management software (such as ProCite® or EndNote®) is installed on your computer, that software should automatically open. You should be able to indicate whether to add the citations in the export.txt file to a new or existing citation library.

To e-mail citations in bibliographic manager format:

1. From the open result or from the folder, click **Export**. The Export Manager panel appears.



2. Click the **E-mail** link at the top of the Export Manger panel.
3. If you are in the folder, the **Remove these items from folder after e-mailing** option is displayed. Indicate whether you want to empty the folder of all saved items after e-mailing your file.
4. Enter the **E-mail Address**. To send to more than one e-mail address, use a semicolon between each e-mail address. (For example, *name1 @address.com; name2 @address2.com*).
5. Enter a **Subject** to appear on the e-mail subject line. (For example, *Citations for topic ABC*.) (40 character maximum.)
6. Enter any **Comments** you would like to include with your e-mail.

7. **E-mail a file with citations in** - select one of the following:
- **EndNote, ProCite, or Reference Manager format** - includes those fields supported by ISI's Direct Export technology. (This would be useful if you are at a remote location and have bibliographic management software such as ProCite® or EndNote® on your home or office computer. You could save your citations at a school or public library and import them into your citation library at home.)
 - **Generic bibliographic management software format** - includes all fields available with a citation.
 - **Citations in XML format** - includes all fields in XML format. Click [here](#) to view a Document Type Definition file for a description of each of the XML tags.
 - **Citations in BibTeX format** - includes citation fields in BibTeX format
 - **Citations in MARC21 format** - includes citation fields in MARC21 format.

Note: Persistent links to the records are automatically included in the e-mail and the export file.

7. To e-mail the results, click **Send**.

Notes:

- For more information on exporting files to bibliographic management software, you should review that product's documentation.
- The Export Manager does not support the Customized Fields feature.