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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 EBSCOhost 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.)
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.

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.

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.

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.
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.

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.

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.
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.

   ![Search history interface](image)

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.
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.

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**NEW Hampshire**

**SUSTAINABLE development rep...**

**SUSTAINABLE development**

**INFORMATION resources**

**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

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**Collect Articles**

To print, email, or save Add to Folder

**Summary**

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. ...
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.

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 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 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.
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.
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.

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

Your Legal Companion

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 possibilities...
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.

2. Click on the name of the state for which you would like to view the Small Business Start-Up Guide.
3. The Small Business Start-Up Guide for the state you have chosen is displayed.
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.
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.


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.

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.

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.

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**.
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: **EPAalerts@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
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.
4. 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.

5. 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

1. **Subject** – enter a brief explanation that will appear in the subject line of the Journal Alert e-mail.
2. **E-mail from** - defaults to EPAalerts@EPNET.COM. You can enter a different "From" e-mail address if desired.
3. **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.
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. **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 *EPAlerts@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.
4. 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:**

1. 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.

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

   ![RSS Feed URL](http://epweb704.epnet.com/AlertSyndicationService/Syndication.asmx/GetFeed?guid=351690)

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

4. 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 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.
  
  o 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.
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.
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**.

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

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.

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 out loud.

-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.

Highlight the passage of text you would like to be read out loud. 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.

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**.

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:**

- **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.

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 Manager 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.