Welcome to EBSCOhost Business Source Complete. This user guide will show you everything you need to know to access and utilize the wealth of information available from the EBSCOhost Business Source Complete database.

This program is an Internet-based database that may be accessed by using one of the network computers in the McLeod Business Library in Miller Hall.

Mason School of Business graduate students, undergraduate students with a Business major, faculty and staff may also access this program through the Mason School of Business network.

Other College of William & Mary students, faculty and staff may access EBSCOhost Business Source Complete by going to the Earl Gregg Swem Library home page at http://www.swem.wm.edu

Select Research on the Home page header, then Library Databases in the menu column on the left. On the Library Databases page select Business & Economics from the Subject list. Business Source Complete will be on the list displayed.

Introduction

This subscription to EBSCOhost includes more than 40 databases used throughout the College of William and Mary campus. The business-centered databases are Business Source Complete and Regional Business News. The Business Source Complete database offers full text, from more than 8,800 serials, back to 1965 (or the first issue published for that journal) and searchable cited references back as far as 1998. This database provides information in all disciplines of business, including marketing, management, management information system (MIS), production and operations management (POM), accounting, finance and economics. Additional full text, non-journal content includes market research reports; industry reports; company profiles; and strengths, weaknesses, opportunities, and threats (SWOT) analyses.
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Opening Screen/Advanced Search Page

The Advanced Search page is displayed when you first enter the Business Source Complete database. It is also opened by clicking on the Advanced Search selection from anywhere in the program.

The Advanced Search page has a row of selections in the header menu bar that affect the search screen. These selections are: New Search, Publications, Company Information, Thesaurus, and More with Author Profiles, Cited References, Company Profiles, Images/Business Videos, and Indexes in a drop-down menu.

There is also a row of selections on the right side of the header. These are Sign in, Folder, Preferences, Languages, New Features, Ask-A-Librarian, and Help. Please go to page 28 for information about these selections.

The Advanced Search/Opening Screen also has selections below the header in the top section of the page. The first is Choose Databases. (Please go to page 35 for information about choosing databases). Below the boxes in the top section are four more selections: Basic Search (see page 36), Advanced Search (the default opening page, see page 4), Visual Search (see page 37), and Search History (see page 41).
Advanced Search Header Selections


Note: These menu bar selections and the search screen will be different for each database or combination of databases being used in your search. The default database is Business Source Complete but you have the option to select from more than 40 other databases singly or in combination. Please go to page 35 for information about selecting databases.

Advanced Search

The Advanced Search page opens with numerous options for a search displayed. The Search page has two main sections, the top section with the boxes for search term entry and the Search Options section that allows you to select various limiters to narrow your search.

The top section has six boxes, three where you may enter search terms and three with drop-down menus. Each data entry box has an associated box where you may select where to use that term in your search. The drop-down menus are the same for the three associated boxes. There
are more than 15 selections available, including: All Text, Author, Title, etc.

The second and third rows of boxes also have boxes where you may select the connector to use between your search terms. The three available connectors are: AND, OR and NOT.

If you need more search terms you may add more rows of boxes by clicking on the Add Row link beside the last box.

The top section also has an information line above the boxes telling you which database you are using. There is also a Choose Databases link that will open the Choose Databases page where you may select other databases to include in your search. The business databases are Business Source Complete and Regional Business News. See page 35 for information about changing databases.

Once you have entered your search term(s) click on the Search button to begin the search.

The top section also has links that will open the Basic Search page (see page 36), the Visual Search page (see page 37), or the Search History page (see page 41).

Search Options Section

The Search Options section allows you to select limiters to narrow your search. The top part has four selections for search modes. These are Boolean/Phrase, Find All My Search Terms, Find Any of My Search Terms, and SmartText Searching. You may select only one of these search modes. The SmartText selection allows you to enter as much text for your search as you want – a phrase, a sentence, paragraph, or even whole pages.

The top part of this section also has two selections that allow you to have related words used in your search and to search within the full text of the article. These are selected by clicking on the check box next to the selection so that a check mark appears.

The Limit Your Results section has a variety of boxes where you may apply limiters (i.e., Full Text only, Scholarly (Peer Reviewed) Journals, etc.) to your search. You may select as many of these limiters as you wish. The Reset button will clear all selections you may have made in the Search Options section.

Clicking on the Search button will begin your search.
Results Page

Clicking on the Search button of the Advanced Search page will open a Results page. This page includes the top section of the Advanced Search page with the set of six boxes in the top part of the page so you may conduct another search without returning to the Advanced Search page.

The main part of the page is divided into three columns. The center column lists the articles found in your search. The articles are listed ten to a page. You may navigate from page to page by clicking on the page number or by clicking on the Previous and Next arrows.

The Relevance link will open a menu with five selections: Date Descending, Date Ascending, Source, Author and Relevance.

Each of these selections allow you to sort the results according to the selection.

The Page Options link will open a menu with selections that allow you to set up the results page display. You may select the detail level of each article (Standard, Title Only, Brief or Detailed), turn image thumbnails On and Off, how many results are displayed on a page (5, 10, 20, 30, 40, or 50), and how the results page is laid out (1 Column, 2 Columns or 3 Columns).
The Alert/Save/Share link will open a menu with selections that allow you to add items to the folder, create an alert, or use the permalink feature.

The Add to Folder section (see page 29 for information about the Folder) of the menu has two selections: Results (1-10) and Add Search to Folder. The Results (1-10) selection will add the current page of results to the folder. If the page display has been modified to show more or fewer articles this selection will change to reflect the current number of articles to be added (e.g., Results (1-20)).

The Add Search to Folder selection will add the current search to the folder. The folder icon in the page header will change from a plain folder to a folder with a document to indicate that it has something in it. See page 29 for information about the Folder.

The Create an Alert section has two selections: E-Mail Alert and RSS Feed. These selections both open the same Create Alert window. The E-Mail section in this window has a Sign In link to open the Sign In window. You can only set up an e-mail alert if you are signed into My EBSCOhost. See page 28 for information about My EBSCOhost.

The Create Alert window has boxes in the General Settings section with drop-down menus so you can select the Frequency, Results Format and time span of when articles were published (Articles Published Within the Last). When you have made your selections click on the Save Alert button to save the alert. Alerts are stored in the Folder. See page 29 for information about the Folder.

If you are not signed into My EBSCOhost you may set up an alert but it will only stay in the folder for the current session.

The bottom section of the Create Alert window, RSS Feed, has the Internet address for the RSS feed. Clicking on this link will open a page with the information contained in the RSS feed. The page information is constantly being updated.

Each topic on the page is a link to another page with that article. See page 11 for information about the Article page.
If you are already signed in you will get a Create Alert window with boxes to set up an e-mail alert. Enter your e-mail address into the E-Mail to box. You may select the format for the e-mail (Plain Text or HTML). There is also an option to hide the address from the recipients.

You also may change the Subject to one of your choosing.

Once you have set up your selections click on the Save Alert button. This will put the alert in the Folder. Since you must be signed in to set up an e-mail alert you will continue to receive alerts, even after you end the current session. You will receive alerts until you remove the alert.

The Advanced Settings link at the bottom of the Create Alert window will open the Folder List window. This window has numerous boxes and selections to modify your alert. A search history is included at the bottom of the page.

Alert/Save/Share Persistent Link and Bookmark

The bottom of the Alert/Save/Share menu has a permanent link to this search, which is displayed in the data field.

The row of buttons across the bottom allows you to bookmark the selected service. Click on the option you want and a window for that service will be opened.
Results List Entries

Each entry in the middle (Results List) column has the title of the article, the source, date and author, an abstract about the article, full text indicators if the article is available in PDF or HTML, or both. If an article has illustrations they may be listed near the end of the entry. The search terms are in bold text wherever they appear in the abstract in the column.

The title is a link that will open the Article page for that article. The full text links at the end of the entry will open the article in the desired format. These will open the same pages as the similar links on the Article page. See page 11 for information about the Article page.

The Add to Folder link will put the selected article into the Folder. The link will then change to Remove From Folder.

Narrow Results Column

The left column is the Narrow Results column. This column is divided into eight topic areas, each of which may be expanded or closed by clicking on the arrow icons next to the topic name. The topics are: Refine Your Results, Source Types, Subject: Thesaurus Term, Subject, Publication, Company, Geography, and NAICS/Industry. Each of these topics will have some selections below the topic heading when it is expanded.

The column may be hidden by clicking on the double arrow icon near the top of the column. It may be displayed again by clicking on the icon again.

The Refine Your Results section allows you to limit the articles displayed by Full Text, if the articles have References Available, or if you want only Scholarly (Peer Reviewed) Journals displayed. You select these options by clicking on the check box next to your selection so that a check mark appears in the box. Other options may be available depending on the articles found in your search.

You also may limit the articles displayed by the date published. You set the date limits by sliding the arrow markers at either end of the Filter by Publication Date slider bar. The dates in the boxes by the arrow markers change as the slider markers are moved.

Once you have made your selections and adjusted the dates you must update the results list by clicking on the Update button.
The other sections (Source Types, Subject: Thesaurus Term, Subject, Publication, Company, Geography, and NAICS/Industry) in the Narrow Results column allow you to narrow the search results displayed in the center column to just those articles that are included in that selection (i.e., Academic Journals, Negotiation, etc.). Update the results column by clicking on the Update button.

**Right Column**

The column on the right side of the search results page has six sections (Company Information, Company Profiles, News, Web News, Related Business Videos, and Company) until you are logged into My EBSCOhost. If you are logged into your My EBSCOhost account this column will show when items are put into the Folder. A new Folder Has Items box is added when items are in the Folder. This box lists the items you have selected to be put in the Folder. Only the first few items are displayed. Items on this list may be viewed by clicking on the item name. Articles will be displayed on an Article page. Please go to page 11 for information about the Article page.

An item listed in this section may be deleted by clicking on the small X next to the item name.

All items in the Folder may be seen by clicking on the Folder View link at the bottom of this box. Please go to page 29 for information about the Folder.

The other sections may be opened by clicking on the plus sign next to the section name. This will display any items that are available in the selected section. Clicking on a company name will open the Detail View page for that company. See page 25 for information about the Detail View page.

Hovering the mouse pointer over the icon beside the entries in this column will display a window with information (company details, article abstract, etc.) about the item.

The Related Business Videos section will display links to any items that include videos. Clicking on the item will open the Article page for that item. Any videos will be listed in the left column on this page. See page 11 for information about the Article page.

The right column may be hidden or displayed by clicking on the double arrow at the top of the column.
Article Page

Clicking on the article title in the results list will open the Article page. This page displays information about the article, an abstract and numerous links to further information and functions you can perform on the article. The top of the page has the search boxes and links from the Advanced Search page. Please go to page 4 for information about these boxes and links.

The main part of the page includes the detailed record view for the article. The page is divided into three columns.

Left Column

The left column shows the formats that are available for the article displayed. You may view the Detailed Record, which is the default display.

If the article is available in full text there will be selections for the formats in which it is available.

There is also a box with a Find Similar Results link. Clicking on this link will run a new search using the SmartText search function. The lead paragraph of the abstract will be used as the search term. A new Results page will be opened. See page 6 for information about the Results page.

Center Column

The first line indicates which article this is in the list of search results (e.g., 3 of 6,728) and allows you to move from this article to the next or previous article by clicking on the arrows before and after the numbers.

The Result List link will return you to the Results page. The Refine Search link will return you to the Advanced Search page with your original search criteria entered so that you may change the criteria for a new search.

The Detailed Record has the top matter, which includes the author, source, NAICS codes, people mentioned in the article, an abstract, word count, icons of images, and other data.
Clicking on the HTML Full Text selection will display the full text of the article without the top matter. The left and right columns will not be changed. The center column will not include any image icons although some images may be included in the text. See page 15 for information about the HTML Full Text display.

HTML articles have a special Listen function. This function may not work when the database is accessed through the Business Library database server because some media programs are not installed on the server.

Clicking on the PDF Full Text selection will open the article in PDF format, with limited Adobe Reader controls. See page 15 for information about the PDF Full Text display.

**Tools Column**

The Tools column on the right side of the Article page has 11 tool icons. These are Add to Folder, Print, E-Mail, Save, Cite, Export, Create Note, Permalink, Bookmark, Listen, and Translate (the Listen and Translate tools are included only when the HTML format is available).

The **Add to Folder** icon will place the article into the Folder. The icon then changes to indicate that the folder has items. See page 29 for more information about the Folder.

The **Print** icon will open the Print section of the center column. This section allows you to select various aspects (Standard Field Format, Citation Format, etc.) to include in your printout. Clicking on the Print button will open a page with the article in printer-friendly format and a Print window. Clicking on the Print button in this window will send your print job to the selected printer.

Clicking on the **E-Mail** icon will open the E-Mail section of the center column. This section allows you to send the article to your selected e-mail recipient. You also may attach comments and select various aspects (Standard Field Format, Citation Format, etc.) of the article format. Clicking on the Send button will send the e-mail.
The **Save** icon will open the **Save** section of the center column. This section allows you to select various aspects (Standard Field Format, Citation Format, etc.) of the article format. Clicking on the **Save** button will open the article in a new page. You must then use the **Save As** command in the **File** menu selection of Internet Explorer. This will open the **Save Webpage** window. This window prompts you to name the file and select the location in which to save it.

The **Cite** icon will open the **Citation Format** section of the center column. This section gives you the citation for the current article in six different formats (the formats available scroll). The name of each style is a link to an information page about that style of citation.

The **Export to Bibliographic Management Software** link at the bottom of this page will open the **Export Manager** page. This is the same page that is opened when the **Export** icon is selected.

Clicking on the **Export** icon will open the **Export Manager** section of the center column. This section allows you to select the type of bibliographic software format in which to export the citation. The Business Library does not provide bibliographic software. You must have access to your own source of this type of software in order to use this program feature.

The **Create Note** icon will open the **Notes** section of the center column. This section allows you to create a note for this article.

The **Permalink** icon will open the **Permalink** section of the center column with the Internet path to the article.

The **Bookmark** icon opens the Bookmark section of the center column with selections of bookmark options (e.g., Favorites, Google, etc.). Click on the option you want and a window for that service will be opened.

The **Listen** icon is displayed only when the HTML format is available for the article. Clicking on it will scroll the page to the Listen function. This function may not work when the database is accessed through the Business Library database server because some media programs are not installed on the server.

The **Translate** icon is displayed only when the HTML format is available for the article. Clicking on it will scroll the page to the Translate function. The drop-down menu has a long list of languages available. Only the article will be translated, not the top matter.
**Article Page Citation Section**

The area below the header has the basic information about the article. This includes the title, authors, source, document type, subject terms, NAICS/Industry codes, an abstract, and more.

Many of the items in these topics are active links to other information.

Each author name will make a search for all articles written by that author. This will open a new Results page. See page 6 for information about the Results page.

The name of the publication will open the Publication page for that journal, magazine, etc. Please see page 17 for information about the Publication page.

Each subject term will make a search using that term as the search term. This will open a new Results page. See page 6 for information about the Results page.

The NAICS/Industry Codes topic header is a link to an information page about the industry codes. The NAICS codes are links that will make a search using the code as the search term. This will open a new Results page. See page 6 for information about the Results page.

If the article includes images (pictures, graphs, etc.) they will be listed in an Images box. Each image in the box is a link that will open the full size image in a new window. The new window allows you to print the image.

The Go to All Images link will open a page with all the images displayed.

If the article is available in full text there will be a section below the citation area that includes the full text of the article in a long scrolling box.

The top of the article has a special Listen function. This function may not work when the database is accessed through the Business Library database server because some media programs are not installed on the server.
**HTML Full Text View**

If the article is available in HTML full text, clicking on the HTML Full Text link will open the full text article in a new page. This page is similar to the Article page except the citation section is not present. All the icons on the right side of the header are similar to and work in a similar manner as the icons in the Detailed Record view page. Please go to page 12 for information about these icons.

Clicking on the Detailed Record link in the left column will return you to the Detailed Record view page.

**PDF Full Text View**

If the article is available in PDF format, clicking on the PDF Full Text link will open the full text article in PDF format with Adobe Reader controls. This format displays the article just as it appeared in print. You may move from page to page using the Adobe Reader controls.

There are links at the top of the screen so you may return to the Result List, Refine the Search, or Download the PDF.

Downloading the PDF will allow you to open the file in Adobe Reader with the full program controls.

The column on the left also has a link to return you to the Detailed Record view. It includes a link to the article in HTML format (if available).

The main part of the column on the left is a table of contents of the publication in which the article was published. You may open each of the other articles.

The Choose Another Issue link allows you to open other issues of the publication.

The column on the right has icons for Print, E-Mail, Add to Folder, Cite, Export, Permalink, and Bookmark. These icons perform the same functions are the icons in the Article page Tools column. Please go to page 12 for information about these icons.
Publications Search

Clicking on the Publications selection in the program header will open the Publications page. This page has a simple search box in the top section. This box allows you to search the database, not just the publications. To search for publications you must use the search box in the Publications section.

The Publications section has a Browsing: Business Source Complete — Publications box to search for publications and a hyperlinked alphabet across the section heading. Below the heading is a list of publications. Those beginning with the letter “A” are the default display.

Depending on the database being used (e.g., Business Source Complete), the list of publications for each letter may be many pages. You may move from one page to another by clicking on the Previous and Next links next to the word “Page” in the row with the alphabet.

Each letter of the alphabet is a link to the page(s) with publications beginning with that letter.

You may also do a search for a particular publication by entering a search term in the Browsing: Business Source Complete — Publications box. Once you have entered your search term and have chosen one of the selections below the data field (only one may be selected at a time), click on the Browse button to begin the search.

The search results are displayed in the Publications section.
The list of publications, either from the alphabetical listing or the search results list, has brief information about each publication. The publication name is a link to that publication’s page. The line of information below the name tells you the dates of various features that are available in EBSCOhost. For example, abstracts may be available for all issues since 1975 through the present and full text from 1990.

The last line tells you in which format the articles (if available in full text) are available: PDF, HTML, or both.

The Alert icon will set up a Journal Alert for the magazine in the row selected. Please go to page 31 for information about setting up a Journal Alert.

Clicking on the publication name opens the page for that publication. This page gives you more information about the publication and a list of years that are available in EBSCOhost. Clicking on a year will expand that entry to include all issues from that year that are available. Clicking on an issue will open a list of articles from that issue. This list is similar to the Results page. Please go to page 6 for information about the Results page.

The header line has an Alert/Save/Share link. Clicking on this link will display a window similar to the one that is opened using the Alert/Save/Share link on the Results page. See page 7 for information about this window.

The permanent link to this publication is displayed in the data field. The Bookmark button opens a window with a long list of bookmark options (e.g., Favorites, Google, etc.). Click on the option you want and a window for that service will be opened.
Company Information

Clicking on the **Company Information** selection in the program header will open a search page similar to the **Advanced Search** page but without the search features at the top of the page. Only the Search Modes and Expanders and the Limit Your Results actions are used.

The search box at the top of the page is used to enter your search term. This search only searches company information (as indicated by the Searching: Company Information line above the search box).

See page 5 for information about using the expanders and limiters sections of the **Advanced Search** page.

Entering a term, making selections and clicking on the **Search** button will open a special search results page for the Company Information search.

This page displays a table with all the companies found in your search. The table has six columns: a check box column, Company Name (Ticker), City, State, Country and Revenue. The tools section on the right side of the page has three tools: **Add to Folder**, **Permalink**, and **Download CSV**.

The **Add to Folder** icon will place the article into the Folder. The icon then changes to indicate that the folder has items. See page 29 for more information about the Folder.

The **Permalink** icon will open a small window with the Internet path to the search.
The **Download CSV** icon will open a download window asking if you want to **Open** or **Save** the selected items (items are selected by clicking on the check box by each company name). Selecting **Open** will open the material in Excel.

Clicking on a company name in the Company Name column will open the Company page for the selected company.

The Company page has the simple search feature at the top of the page so that you may make another search. The rest of the page is divided into three columns. The left column is used to find information that is related to the company you are researching. The center column has the information about the company. And the third column has some tools you may use to manage the information.

**Company Information**

The company information is displayed in the center column. The information consists of one page of data. It is divided into sections. The top part has general information including the company name, location and a general line of business description.

The rest of the column has six topics: Financials, Subsidiaries, Products, Executives, Industry, and More. Each section may be expanded or collapsed by clicking on the plus or minus icons next to the topic name.
The box on the right side of the column lists the parents of the company and has a table of contents of the rest of the column. Clicking on a link will scroll the page to that section, but will not automatically expand it.

Related Information Column

The left column has boxes with links to locate information related to the company you are researching. The boxes are: Related Information and Find Related Companies.

The Related Information box has links to other data, including journals, trade publications, books, SWOT analyses and more. Clicking on a link will perform a search and open a results page with the items listed. See page 6 for information about the results page.

The Find Related Companies box is a search function that will find companies in related industry segments. Select the segments you want to search by clicking on the check box next to your selections. Click on the Search button.

This will open a Company Information search results page with the companies located in your search listed in the table. See page 18 for information about this results page.

The Find Similar Results link at the bottom of the column will perform a new search using SmartText Searching. (SmartText allows you to enter as much text for your search as you want – a phrase, a sentence, paragraph, or even whole pages.) This search will perform a search using the complete paragraph from the Line of Business entry as the search term.

Tools Column

The Tools column has ten tools to use in managing the data on the Company page. These are Add to Folder, Print, E-mail, Save, Cite, Export, Download CSV, Create Note, Permalink, and Bookmark.

These tools are the same as those on the Article page. See page 12 for information about the use of these tools.

The Download CSV tool will download information from the Company page in comma-separated-value format into Excel.
Thesaurus Selection

Clicking on the Thesaurus selection in the program header will open the Business Thesaurus page. This page has a simple search box in the top section. This box allows you to search the database, not just the thesaurus. To search the thesaurus you must use the box in the thesaurus section.

The Business Thesaurus page has three selections in the thesaurus section header. These selections are: Subjects, Places and People.

Each selection will display a similar page with a Browsing: Business Thesaurus box that you can use to search that topic. Below this box is the list of words. You may move from one page to another by clicking on the Previous and Next links next to the word “Page” just below the box.

You may use the browsing box by entering a search term (e.g., property) into the box and clicking on the Browse button. If any words are found the page with those words will be opened. You may still move from page to page by using the Previous and Next links near the box.

Each term is a hyperlink to more specific or related terms. Clicking on “Property” will open another page with related terms on it.

Each major term has a check box next to it so that you may select that word for your search.

To select a term, click on the check box next to the word you want so that a check mark appears in the check box.
Next click on the **Add** button at the top of the list. This will put the term in the search box at the top of the page. You may select the operator to use if more than one term is needed. Beside the **Add** button is a box with a drop-down menu. This menu has three selections for Boolean operators to use between terms. The selections are **OR**, **AND** or **NOT**.

Some terms have a check box in the “Explode” column. This check box is used to add all the terms associated with the main term in that row. Clicking on the **Add** button with a check mark in the Explode check box will cause all the terms to be added to the search box.

Once you have selected all the terms you want to use in your search, click on the **Search** button.

The results of your search will be displayed on a **Results** page. Please go to page 6 for information about the **Results** page.

**More**

Hovering your mouse pointer over the **More** selection in the program header will display a drop-down menu with five selections. These are **Author Profiles** (see below), **Cited References** (see page 23), **Company Profiles** (see page 24), **Images/Business Videos** (see page 26), and **Indexes** (see page 27).

**Author Profiles Search**

The **Author Profiles** selection in the **More** drop-down menu on the program header will open the **Author Profiles** page. This page has a **Browsing** box near the top of the page. You may use this box to search for an author. You also have the option to browse through the list of authors one page at a time.

To make a search type your search term into the **Browsing** box and select whether you want the results to be displayed alphabetically or by relevancy by clicking on the radio buttons next to the selections below the box. Only one can be selected at a time. Click on the **Browse** button to begin your search.

The results will be displayed as a list of authors below the box, replacing the original list.

To select authors from the list click on the check box next to the author’s name so that a check mark appears in the box. You may select more than one. Click on the **Search** button to begin the search.

The results of the search will be displayed in a **Results** page. All articles published by the selected authors will be listed. Please go to page 6 for information about the **Results** page.
Cited References Search

Clicking on the Cited References selection in the More drop-down menu on the program header will open a page with five boxes where you may search for references. This page allows you to search for references first, instead of publications. After finding a specific reference (e.g., author), you may then access the articles associated with each citation.

To conduct a search enter your search terms in one or more of the boxes. The boxes are: Cited Author, Cited Source, All Citation Fields, Cited Title and Cited Year.

After entering your term or terms click on the Search button to begin the search.

When the search is completed the results are displayed in a new section below the boxes. There are two selections in the new section’s header: Cited References and Citing Articles. The Cited References selection is the initial display that is opened with your search results displayed.

The Cited Articles selection is not active until you search using the Find Citing Articles button.

The list of references in the Cited References list are individually numbered. Most entries have a check box next to it so that item may be selected. You select an item by clicking on the check box so that a check mark appears in the box.

Each entry is a citation of an article. Below each entry is an icon and link that, when clicked on, will add that entry to the Folder. Please go to page 29 for information about the Folder.
After you have found one or more entries and have placed check marks in the check boxes you may open the full citations by clicking on the **Find Citing Articles** button.

Clicking on the **Find Citing Articles** button with one or more entries selected will display the results in the **Citing Articles** page.

This list includes all the articles that were selected in the **Cited References** selection. The format and operation of the listing in the **Citing Articles** list is similar to the **Results** page. Please go to page 6 for information on the **Results** page and how it operates.

**Company Profiles Search**

The **Company Profiles** selection in the **More** drop-down menu on the program header opens the **Company Profiles** page. This page has a list of all companies included in the EBSCOhost database.

The **Company Profiles** page has a box to search for companies and a hyperlinked alphabet across the page. Below the alphabet is a list of companies. Those beginning with the letter “A” are the default display.

The list of companies for each letter may be many pages. You may move from one page to another (within each letter of the alphabet – not from letter to letter) by clicking on the **Previous** and **Next** links next to the word “Page” in the alphabet row.

Each letter of the alphabet is a link to the page(s) with companies beginning with that letter.
You may also do a search for a particular company by entering a search term in the box just below the tab. Once you have a term (e.g., NCR) entered click on the **Browse** button to begin your search.

The list will open to the appropriate letter with the company most closely matching your search term at the top.

Each entry on the list of companies has the company name (which is a link to that company’s **Detail View** page—see next page) and a link to that company’s **Medtrack Report** or **MarketLine Report** in PDF format. The company location (e.g., country) and Industry are also listed.

Clicking on the company name will open the **Detail View** page for that company. The **Detail View** page has three columns. The center column has a line near the top of the page with links that will take you **Back** to the list of companies, take you to the **Previous Record** or the **Next Record**.

The **Search Periodicals and Other Sources for:** link will perform a search in EBSCOhost when the company name is clicked on. The search results will be listed on a **Results** page. Please go to page 6 for information about the **Results** Page.

The **Detail View** page lists the company’s name, address, country, and NAICS codes. It also has an abstract of the company as well as an extensive listing of the company’s products and services. This page is similar to the Company page. See page 19 for information about the Company page.

The **Medtrack Report** or **MarketLine Report** link (on either the **Company Profiles** page or the **Detail View** page) will open the report using Adobe Reader.

The report pages have links at the top that will take you back to the **Company List** or **Download** the PDF file.

The reports are multipage reports. You may page through the report or click on a heading in the table of contents and the report will open to that heading.

The right column on the **Detail View** page is the Tool column. These are the same tools that are on the **Article** page. See page 12 for information about the Tools column.
Images/Business Videos Search

Clicking on the Images/Business Videos selection in the More drop-down menu on the program header opens the Images Quick View Collection page. This page has a simple search function in the header and some selections in the Search Options section that you can use to limit the search.

After entering a search term and selecting any of the options, click on the Search button to begin the search. You may limit the search to either images or videos, or both. The results will be displayed on a Results page. Please see page 6 for information about the Results page.

Each article listed will have a video or image associated with it. Each entry will have a link to the item. Clicking on the article title will display the Article page. This page is similar to other article pages (see page 11 for information about the Article page) but each of these pages will have a link to a video or image.

Clicking on the link will open the item in a new window.
Indexes Search

Clicking on the **Indexes** selection in the **More** drop-down menu on the program header opens the **Indexes** page. This page has a simple search function in the header and two boxes in the Indexes section: **Browse an Index** and **Browse for**. The box in the header section may be used to search the entire database for articles using your search term.

The **Browse an Index** box has a drop-down menu with 18 selections. Choose an item (e.g., Geographic Terms) by clicking on it.

Enter a term or terms in the **Browse for** box.

Click on the **Browse** button to begin your search.

The results of your search are displayed below the boxes.

The result of your browsing is displayed in a list of terms and how many times each instance of that term appears in various records.

To use a term or terms in a search click on the check box next to the term you wish to use so that a check mark appears.

More than one may be used in your search. You have the choice of having the terms used with **AND**, **OR** or **NOT** Boolean operators. This selection is made at the top of the results list in the box next to the **Add** button. Click on the **Add** button when you wish to place a term in the search box in the header section. When you have finished making your choices click on the **Search** button.

This will open a **Results** page with the articles found listed. Please go to page 6 for information about the **Results** page.
Other Header Menu Selections
The EBSCOhost program header has menu selections on the right side of the page: Sign In (see below), Folder (see page 29), Preferences (see page 34), Languages (see page 34), New Features! (see page 34), Ask-A-Librarian (see page 34), and Help (see page 34).

Sign In/My EBSCOhost
Clicking on the Sign In selection will open the Sign In to My EBSCOhost page.

EBSCOhost allows you to create a personal account where you may store saved items (articles, company pages, etc.), searches and alerts. This personal account is created by logging onto My EBSCOhost.

If you are a first time user you will have to create an account by clicking on the Create a New Account link.

Patrons with existing accounts may log in by entering their User Name and Password into the boxes provided. Click on the Login button when finished.

New users clicking on the Create a New Account link will have the Create a new account page displayed. Complete the form by entering your information into the boxes and click on the Save Changes button to have your account created.

Once you have an account the logo in the header section changes to include the word “My” in a yellow banner.

The EBSCOhost program performs the same way in My EBSCOhost as it does in the generic program. However, once you are in your account you have the option to save items in the Folder function. If you do not have an account any items you put in the folder will be lost at the end of each session when you close the program.

Saving items in the Folder while logged into your account will keep those items until you delete them.
Folder

Clicking on **Folder** in the program header will open the **Folder** page.

The Folder feature of EBSCOhost allows you to collect various articles, searches and other data in one place. The Folder icon is always present on the various pages throughout EBSCOhost. When there are no items in the folder the icon depicts an empty folder.

Once you have put an item into the folder the icon changes to depict a folder with papers in it. Also, various pages in EBSCOhost add a section to the right-hand column. The Folder Has Items box lists the first three items and a **Folder View** link that will open the **Folder** page.

You may access the folder by clicking on the **Folder** icon and link in the header. When there are no items in the folder the **Folder List** page will have no results to display.

Items may be put into the folder from most of the pages in EBSCOhost. All **Results** pages and many other pages have **Add** or **Add to Folder** links. When you have added an item to the folder, the icon associated with the item placed in the folder changes to **Add/Remove**.

When you have placed items in the Folder and wish to view those items, click on the **Folder** link. This opens the **Folder** page.

**Note:** All items in the folder will be deleted when you exit EBSCOhost. The only way to have these items remain in the folder is to log into My EBSCOhost. See page 28 for information about My EBSCOhost.

The **Folder** page has the items located in the folder displayed in the main part of the page. The **Folder** page is divided into several sections.

The left side of the page has a column with 16 categories of items that may be placed in the folder. These categories are: **Articles**, **Images**, **Videos**, **Companies**, **Pages**, **eBooks**, **Audiobooks**, **Holds**, **Checkouts**, **Notes**, **Other Content Sources**, **Persistent Links to Searches**, **Saved Searches**, **Search Alerts**, **Journal Alerts**, and **Web Pages**. Each of these categories is a link that will display the items in each category in the table in the center of the page.
The top of the center section of the *Folder Contents* page has a delete option. Clicking on the **Delete Items** button will delete all items that have been selected. You select items by clicking on the check box next to the items so that a check mark appears in the check box. You may select all or deselect all items on a page by clicking on the check box in the header next to the **Delete Items** button. The **Copy To** and **Move To** buttons allow you to either copy or move selected items to any special folders you may have created within your personal account.

**Articles, Videos, Notes and Persistent Links to Searches**

The right column of the tables for the **Articles** and **Video** categories have four links: **Print**, **E-mail**, **Save as File**, and **Export**. The other categories have two or three of these links. Clicking on these links will open the various managers. For information about these managers, please go to page 12.

Each item in the table has the name of the article or company. There are links that will open the **Article** page or the **Detail View** page. See page 11 for information about the **Article** page or page 25 for information about the **Detail View** page.

These categories can be used in EBSCOhost without logging into My EBSCOhost. However, any items saved to these categories will be deleted when you exit EBSCOhost unless you go to My EBSCOhost before exiting the program. Please go to page 28 for information about My EBSCOhost.

**Images, Companies, eBooks, Audiobooks, Holds, Checkout, Pages and Other Content Sources**

The subscription to Business Source Complete database does not support placing items in Images, Companies, eBooks, Audiobooks, Holds, Checkout, Pages, and Other Content Sources collection.

**Saved Searches and Search Alerts**

Items may be added to the **Saved Searches** and **Search Alerts** categories only under the general search feature in the Advanced Search or Basic Search functions of EBSCOhost. See page 4 for information on making an Advanced Search and page 36 for information about making a Basic Search.

If you have items stored in the Folder they may not be accessible in subsequent sessions unless you first log into My EBSCOhost. Please go to page 28 for information about My EBSCOhost.

For information about how to create a saved search or search alert please go to the section on **Search History** on page 41.
Journal Alerts

You may add items to the Journal Alerts category by first locating a journal (e.g., using the Publications search under the Publications selection). Each journal page has an Alert/Save/Share link in the upper right corner of the page. Clicking on this link will display a window with a Create an Alert section with an E-Mail Alert link. The E-Mail Alert link will open the Create Alert page. In order to set up an e-mail alert you must be signed into My EBSCOhost. See page 28 for information about My EBSCOhost.

This is the same Create Alert page that is opened when setting up an alert for a search.

When setting up a Journal Alert the journal’s name is already entered in the Subject box once you have signed into My EBSCOhost.

See page 7 for information about setting up an alert.

Creating a Journal Alert will cause EBSCOhost to send you an e-mail each time the journal you selected has a new issue made available in EBSCOhost. The alert will be sent to the e-mail address you enter in the E-mail to data field.

If you wish to set more criteria for your alert click on the Advanced Settings link. The Advanced Settings link at the bottom of the Create Alert window will open the Folder List window. See page 8 for information about the Folder List window. The journal name will already be entered on this form.

When you have finished selecting the criteria you want, click on the Save Alert button at the bottom of the page and the alert will be included in the Journal Alerts category of the Folder.
Web Pages

Clicking on the Web Pages selection in the Folder will open the Web Pages page. If no pages have been saved the page will be blank.

The Web Pages selection allows you to create simple web pages. Click on the Page Composer link in the column header to open the web page composer. If you are not signed into My EBSCOhost a log-in screen will appear.

After you have logged into My EBSCOhost the initial Page Composer page will be displayed. This page prompts you to name the page for the Folder list. Type the name of your web page into the Page Description box.

Click on the Continue button when you have finished. This will open the main Page Composer screen. This screen has the elements for creating/editing a web page on the left.

Selecting an icon (Text, Folder Item, Image, Search Box, Web Link, Background, or Horizontal Rule) will open the editor for that function. The page initially opens with the Text screen displayed.

As you finish creating the various elements of your page click on the Add to Web Page button to add that element to the page. Once you have added elements to the web page, the Page Elements section of the Page Composer screen will be displayed. The results of your work may be viewed by clicking on the Preview link at the bottom of the screen.

You may E-mail, Download or Copy the web page by clicking on one of the links at the bottom of the screen.

Once you have created a page it will be listed in the Folder.
My Custom

The column on the left side of the Folder Contents page includes a My Custom section. You may use this section to create personal folders. To create a new folder click on the New link in the My Custom section. This will open the Create New Folder display.

Enter a name for the new folder in the Folder Name box. You may also enter a detailed description or other information in the Notes box.

When you have finished click on the Save button to create the folder.

Once you have a folder it will be displayed under the My Custom heading.

Shared By

The column on the left side of the Folder Contents page also includes a Shared By section. This section is used to share a custom folder with another EBSCOhost user.

To share out a custom folder click on the Share link below the name of the folder. This will open the Sharing Options page.

Enter the e-mail address of the person you wish to share the folder with in the E-mail to box, a message in the Message box, and select any options from the selections below the box.

When you have finished click on the Invite button to send the invitation.

Note: The recipient must have access to EBSCOhost in order to use this feature.

If another EBSCOhost user sends you an invitation to share their folder, click on the Add link. This will open the Add Shared Folder display. Copy the passcode included in the invitation e-mail into the Passcode box and click on the Submit button.
Preferences

Clicking on the Preferences selection in the program header will open the Preferences page. This page allows you to select some general display options for Format, Page Layout and some settings for printing, e-mail and export.

These settings will not be saved when you exit the program. If you wish to reuse any setting you have made you must create a My EBSCOhost account. When settings are made while logged into My EBSCOhost they will be saved and applied to future sessions, as long as you log into My EBSCOhost before performing any searches.

See page 28 for information about My EBSCOhost.

Languages

The Languages selection in the program header will display a window with a listing of available languages. Clicking on a language will change the program’s interface language into the selected language. Individual articles must still be translated individually. See page 13 for information about translating articles.

New Features

The New Features selection in the program header will open a page with information about any new features that have been added to EBSCOhost.

Ask-A-Librarian

Clicking on Ask-A-Librarian selection will open the Ask-A-Librarian page. This page allows you to send an e-mail message for assistance in your research.

Help

The Help selection will open the EBSCOhost Research Databases page in a new window. This help feature has a table of contents column on the left side of the screen. Clicking on a topic in this column will display that information in the main part of the screen.
Choose Databases

The Choose Databases link in the top section of most search modes (e.g., Advanced Search, Publications, Thesaurus, etc.) in the Business Source Complete database will open the Choose Databases page. This page lists all the databases currently available.

Business Source Complete is already selected (a check mark in the check box by the database’s name). You may select one or more (or all) of the databases listed by clicking on the check boxes next to the database names.

The business-related databases are Business Source Complete and Regional Business News.

Selecting more than one database, or a database other than Business Source Complete, will affect how the various search modes are displayed and some features described in this user guide may not be available.

Click on the OK button when you have made your selections.
Basic Search

Clicking on the **Basic Search** selection in the top section of most search modes (e.g., Advanced Search, Publications, Thesaurus, etc.) in the Business Source Complete database will open the search page for the Basic Search feature.

The Basic Search feature has one search box for search term entry and a limited number of selections (compared to the Advanced Search) in the Search Options section. The Search Options section may be opened or closed by clicking on the **Search Options** link just below the search box.

You may perform a basic search by entering a search term into the search box, selecting any options you want in the Search Options section and clicking on the **Search** button. The search results will be displayed on a **Results** page. See page 6 for information about the **Results** page.

The features and links on the basic search page are similar to and operate in a similar fashion as those on the Advanced Search page. Please go to page 4 for information about the Advanced Search feature.
Visual Search

Clicking on the Visual Search selection in the top section of most search modes (e.g., Advanced Search, Publications, Thesaurus, etc.) in the Business Source Complete database will open the search page for the Visual Search feature.

The Visual Search feature is fairly simple, there is only one box for search term entry. There are some limiters available in the Limit Your Results bar below the box. More options are available by clicking on the Search Options link in the header (see below).

You also may select the manner in which the results are displayed and sorted. The gray bar below the Limit Your Results bar has four tabs where you may make selections. These are Group Results (with two selections: By Subject or By Publication), Sort Results (with two selections: By Date and By Relevance), Filter Results by Date (this option does not have any selections until a search has been made), and Display Style (with two selections: Blocks and Columns).

You may select more than one. If you wish, you may start the search from this point by clicking on the Search button.

The Search Options link will open the Search Options window where you may select a variety of other limiters. Once you have made your selections and entered any terms in the available boxes you may start the search by clicking on the Search button.

The display area in the main part of the page plays a tutorial until you perform a search. Then the tutorial is replaced by the search results.
Once a search has been completed the results are displayed in the main part of the page. The Columns display style is pictured (the other display option is Blocks, where articles are grouped in rows according to the cluster topic on the left (see below)).

The blue items in the columns are clusters and the green items are articles.

You may drill down to more specific topics by clicking on a cluster (e.g., United States). This will open a second column, again with clusters and articles.

The column of articles may be scrolled up or down by hovering the mouse pointer over the top or bottom of the column. As the pointer is hovering the column will begin to scroll. You may stop the scrolling at any time by moving the pointer.

You may open more columns by clicking on a cluster, this will open a column next to the second one. You may continue opening columns until you run out of clusters with articles.

The display style may be changed by selecting a different style from the two selections in the Display Style menu.

The Block display is pictured to the right. The clusters of the column display now represent the rows and the articles are lined up in the rows.

You may navigate up and down and side to side by using the arrow buttons on the navigation tool. The size of the blocks may be increased or reduced by clicking on the plus or minus buttons, or by sliding the slider up or down. You also have the option of hovering the mouse pointer over the sides or top or bottom of the display.
The **Group Results** menu will change the way the articles are grouped. The **By Subject** selection is pictured on the previous page. The **By Publication** selection will change the clusters from subjects (e.g., Kellogg, United States, etc.) to publications (e.g., Advertising Age, Newsweek, etc.).

The **Sort Results** menu allows you to sort the articles according to date or relevance.

The **Filter Results by Date** menu allows you to adjust the date range of the articles displayed by sliding the ends of the slider bar. The dates displayed in the menu change as the slider is adjusted.

The column on the right side of the display area has several sections: Collect Articles and Summary.

When the display is shifted to Blocks a new section is added, the Results Map section. This section gives you a graphical display of where you are in the results display. As you scroll right or left, up or down, the red square moves to show your relative position.

Clicking on an article block in either type of display will open a condensed summary of the article in the Summary section of the column. This summary gives you the title, date, the source, author, and an abstract. It also indicates if it is available in full text and if so what types of format.

Clicking on the **More** link in the lower left-hand corner of the section will display the article in the main display area.

The Full Text icon near the top of the page (PDF or HTML) will display the complete article.
When you are in the article display and wish to return to the results display, simply click on the blue arrow icon on the gray bar on the left side of the article and the results display will be opened.

The Collect Articles section of the right-hand column is used to pick articles for further action. Articles are brought into this box by clicking on the article and dragging the article to the box and releasing it.

A collected article is represented by a green box in the Collect Articles section. Clicking on one of these boxes will display its condensed summary in the Summary section of the column.

Clicking on the Add to Folder link at the bottom of this section will place all the articles in the section in the Folder. Once in the folder the articles are available for printing, e-mailing, and other functions. Please go to page 29 for information about the Folder.

**Note:** If you open the Folder you will not be able to return to your search results. When you leave the Visual Search display all information is lost. The Visual Search feature reloads for a new search when you return to the Visual Search feature.
Search History

Once a search has been made in the Advanced Search or Visual Search functions, a history will be assembled in a table in the Search History feature.

When Search History is selected, the Search History/Alerts section is displayed below the search function boxes.

A menu bar across the top of the section is displayed. This menu has selections for Print Search History, Retrieve Searches, Retrieve Alerts, and Save Searches/Alerts.

Clicking on Print Search History will open a printer-friendly page of the search history in a new window.

The Retrieve Searches and Retrieve Alerts links will open saved searches or alerts, if any have been saved. If you had saved any searches or alerts in your My EBSCOhost account you must be signed in before they will be displayed using the Search History feature. Please see page 28 for information about My EBSCOhost.

Clicking on Save Searches/Alerts will open the Folder List page. If you are not logged into My EBSCOhost clicking on this link will first open the My EBSCOhost login screen. See page 28 for information about My EBSCOhost.

You may use the Folder List page to save a search or an alert.
The *Folder List* page has boxes for you to name the saved search and give it a description. There are also information lines that tell you the date and database used.

There are three save options: **Saved Search (Permanent)**, **Saved Search (Temporary, 24 Hours)**, and **Alert**. The *Folder List* page pictured at the right is used for saving permanent and temporary searches. Temporary searches will automatically be deleted after 24 hours. Permanent searches will remain until you delete them.

When you have made your selections by clicking on the radio button next to the type of search you want to save and have named the search (a description is optional) click on the **Save** button and your search will be saved and added to the list in the Folder. See page 29 for information about the Folder.

Selecting the **Alert** function will cause the page to change to add new boxes for information about the alert you are creating.

The **Alert** selections will allow you to set up the parameters so that the search you are saving will automatically be run at a periodicity you select and the results e-mailed to you.

Besides the name and description boxes new boxes for the Frequency, Time limit for article published dates, and how long to run the alert for have been added to the page.

There is also a new section to set up the e-mail alert. You must add the e-mail address so that notifications may be sent to you when the program automatically runs a search for you.

When you have finished setting up your alert click on the **Save** button and the alert will be saved and added to the Folder. Please go to page 29 for information about the Folder.