

# Introduction Literature Research

## Zentral- und Hochschulbibliothek Luzern Library School of Business (HSLU – Wirtschaft)

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## Basics

### Use of the university libraries

The libraries of the Lucerne University of Applied Sciences and Arts (called "libraries of the HSLU" hereafter) serve to provide information and literature for research, teaching and studies. They are assigned to the various departments and are open to all interested parties. In addition to a wide range of physical and digital media, working spaces are also available to users. Furthermore, the library staff will be happy to advise you on questions regarding research or the acquisition of sources.

### Create a library account

In order to borrow books from the libraries of the HSLU, you need to register with the SLSP library network beforehand. This registration can be done at <https://registration.slsp.ch>.

The registration is based on SWITCH edu-ID. As a member of the Lucerne University of Applied Science and Arts (called "HSLU" hereafter) you already have a such an ID if you completed the [onboarding process](#) of the HSLU. **Please make sure, that you have completed this process before proceeding with the registration!**

#### **Tutorial:**

[Create a library account](#) (German, English subtitles)

Your HSLU card can be used as a library card. The IDS number printed on the card (including the prefix "L") will be automatically adopted as the card number during registration (prerequisite: the onboarding process is complete). After registration, any other existing library cards can be assigned to the account.

If you do not have a suitable card, you can obtain one free of charge from the library.

Further information on registration can be found on the website of the [ZHB Luzern](#).

!Please note that you do not need a library account in order to use the libraries electronic resources!

## Electronic Resources

The HSLU offers its students, participants in continuing education and employees a wide and constantly growing range of e-media. Access is automatic within the HSLU network. Licensed full texts can be accessed externally via HSLU VPN (Pulse Secure). For the installation of Pulse Secure on private devices, you will find all the necessary information in the self-service tool of the HSLU IT Service Desk:

- [Windows: Installation VPN Software](#)
- [Mac: Installation VPN Software](#)

In case of problems with the VPN client, please contact the [Service Desk IT-Services](#) directly.

!If another VPN client is already active on your device (which is often the case with business laptops), the access to the HSLU e-resources will not be possible. In this case either deactivate the other VPN client, use another device or contact the IT department of your company!

### **Tutorial:**

[Installing the HSLU VPN client](#) (German, English subtitles)

## Good to know

The loan period for physical media is generally 4 weeks. If borrowed media have not been reserved, the loan period is automatically extended (maximum 5 extensions). When the loan period expires, you must return the expired media within 5 working days. In your account on [swisscovery RZS - HSLU](#) you will find an overview of the media you have borrowed and the respective loan period.

### **Tutorial:**

[My account in swisscovery RZS](#) (German)

Changes of your address (also new e-mail addresses) can only be adjusted in the SWITCH edu-ID by the user himself.

In the case of electronic resources, the terms of use vary depending on the provider. Articles and e-books can often be downloaded without any further restrictions (provided the above-mentioned requirements such as HSLU network are met). However, there are also providers who offer reading only access.

## Preperation

### Clarify framework conditions

Before you start any research as part of your studies or further education, you should think about the following points:

1. Clarify which type of paper you must prepare: Literature paper or research paper? Read all specifications and criteria of the respective course carefully. The amount of research depends heavily on the type of credit required.
2. Narrow down your topic as much as possible. What does it include, what does it not? The more precise the delimitation, the more efficient your search will be.
3. Which subject areas are involved? Which connections with other subject areas do you deliberately disregard? Depending on the subject areas you are working on, there may be special databases available for your research in addition to the basic search tools.
4. How complete must your research be on individual aspects of the topic? Is it a primary aspect of the topic or a secondary aspect?
5. Also determine the requirements regarding the topicality of your information.

### Collect search terms

The starting point for a targeted research is reflection on one's own level of information: What do I already know, where do I have knowledge gaps? Is the question already clear? Or do I need to do research first in order to specify the question or problem? In this phase, both internet research (e.g. Wikipedia) and the use of encyclopedias and handbooks are useful.

All essential terms of a topic can be structured into their sub-aspects by using a mind map or other structuring techniques.

Use this to create a [list of terms](#) in which you note down the appropriate generic and subordinate terms, related as well as synonymous terms for each aspect. This list of terms facilitates structured research. A thesaurus can be used as an aid.

### Thesaurus for Economis

For the field of economics, we recommend using the [Thesaurus for Economics \(STW\)](#). This is the world's most comprehensive bilingual (German/English) specialist vocabulary for representing and researching economic content and covers all economic subject areas and important related subject areas.

## Literature Research

### Selection of the appropriate search tool

The choice of the right search tool for your research strongly depends on the sources of information you are looking for to use for your work. The following search tools are available to you at the HSLU for your research:

#### swisscovery RZS

[swisscovery RZS - HSLU](#) is the search tool of the libraries of the HSLU. Here you will find all books and nonbooks available in these libraries. Furthermore, swisscovery RZS - HSLU also leads you to electronic full texts of journal articles and e-books from various providers.

You can switch from swisscovery RZS to swisscovery by changing the search parameters slightly. swisscovery is the meta catalogue of all Swiss university libraries. If you search here, you can be sure to have the majority of publications of your subject in view. swisscovery also shows in which library the book or medium is available and offers easy ordering options for borrowing books or copies of individual chapters.

#### **Tutorials:**

[How to conduct a search in swisscovery RZS](#) (English)

[Advanced search and operators in swisscovery RZS](#) (German, English subtitles)

[How can I save my favourites and my search in swisscovery RZS?](#) (German)

#### Electronic resources

Most of the e-media available at the HSLU are displayed in swisscovery. Alternatively, you can also access the HSLU's e-media offer via the [Website of the ZHB E-Media Team - HSLU](#).

#### Journal search

swisscovery RZS has a special [journal search function](#) for searching for journals. You can search by title or ISSN. This option is in the header of the page by the three dots.



## DBIS

The [database information system \(DBIS\)](#) shows you the way to the most important databases in your subject area. Licensed databases can be accessed either in the HSLU network or via the HSLU VPN client.

In databases you can search for scientific publications, such as different kinds of journal articles. There are also databases on statistical data, company data or press archives. Some directly provide the full texts of the listed literature and information, others only prove that this literature exists.

For access, you must either be in the HSLU network or have an active HSLU VPN client.

## (Scientific) Search engines

Search engines are particularly good if you are looking for more up-to-date information and research results or statistics and other facts. In the university context, scientific search engines such as [Google Scholar](#) and [BASE](#) are particularly suitable. If you start your search in Google Scholar in the HSLU network or with the activated HSLU VPN client, you can directly access hits that are licensed by the HSLU.

### **Tutorials:**

[How to find and access e-media](#) (German, English subtitles)

[How to use Google Scholar](#) (German)

## Search methods

### Trial and Error

Trial and error searches use keywords and work with links and abbreviations of the search terms ([with Boolean operators and truncations - German only](#)). At the beginning of the search, a keyword search is made across all fields of a catalogue, a database, or an internet search engine. This way, all important search fields are searched simultaneously: Author, Title, Keyword, Abstract etc. Using this method, the hit list will be very long and should then be searched for the most important titles. The hit list can be filtered according to certain criteria such as language, year, publication type, etc., so that in the end a reasonable hit list remains (< 100 hits).

### Snowball method

The literature available on a particular topic always refers to older titles. The literature search according to the snowball principle takes advantage of this and starts with publications that are as current and relevant as possible. The most important older publications on the topic can be found in the citations and literature lists of the publication. The starting point for this search strategy can be references on a bibliography or any note from lecturers or other experts. Based on the found publications search further for:

- other literature of the same author
- the literature cited in the appendix
- similar keywords
- other articles of the same journal.

If, while reading and evaluating the literature found, it becomes apparent that the proportion of new information is becoming increasingly smaller, the search can be discontinued. In some databases (e.g. [Web of Science](#)), it is also possible to search for sources in which the literature found is cited (i.e. which were published after the source found).

## Procurement of literature

### Print books in libraries of the Lucerne university

Search for a title in [swisscovery RZS - HSLU](#). Then click on the *Loan* button for the desired book in the detailed view. Two drop-down lists appear for selecting the *pickup institution* and the *pickup location*. The following options are available:

**On-site lending:** You can, of course, pick up available media yourself from the shelf in the library, that owns the title at any time.

**Reservation / Courier of Lucerne:** Media from the six HSLU libraries as well as the University Library, the ZHB Sempacherstrasse and the Swiss Cooperative Storage Library (Speicherbibliothek) in Büron are delivered free of charge by a courier within 48 h to the desired HSLU library.

In swisscovery RZS, select "Region Zentralschweiz" for the *Pickup Institution* and the library of your choice for the *Pickup Location*. You will be notified by e-mail as soon as the item arrives at the desired library or is ready for collection. Ordered media are reserved for one week from the date of notification.

**SLSP courier:** For a fee of Fr. 6.00, media from the six HSLU libraries and the other Lucerne university libraries can be sent [to various Swiss libraries](#) for collection. Media ordered by courier can also be returned to these libraries. To do so, simply select the corresponding *Pickup Institution* and *Pickup Location* when making a reservation.

**Mail delivery:** The libraries of the HSLU and the ZHB Luzern can send books via mail if requested. Simply select "Region Zentralschweiz" for the *Pickup Institution* and "Home Address" resp. "Work Address" under "Mail Delivery" as *Pickup Location*. The book will be sent by mail to the address stored in your user account. Please note, that this postal delivery costs CHF 12.00 per medium.

**Digitisation order:** It is possible to have extracts from printed books or journals scanned and sent by e-mail. However, there is a charge for this option (Fr. 5 per 20 pages or chapter thereof).

**Tutorials:**

[Delivery options in swisscovery RZS \(German, English subtitles\)](#)

## Books from other libraries

The book you are looking for is not available in Lucerne or is already on loan, or you would like to borrow books from another library. swisscovery lists the holdings of over 460 Swiss libraries. For a fee of CHF 6.00 per medium, media from many of these libraries can be ordered for pickup at the HSLU libraries.

With your HSLU card you can of course also use these libraries on site and borrow media directly there.

**Tutorials:**

[Delivery options in swisscovery RZS \(German, English subtitles\)](#)

## E-media in Lucerne university libraries

There are two independent license rooms for e-media at the library location Lucerne (HSLU & University).

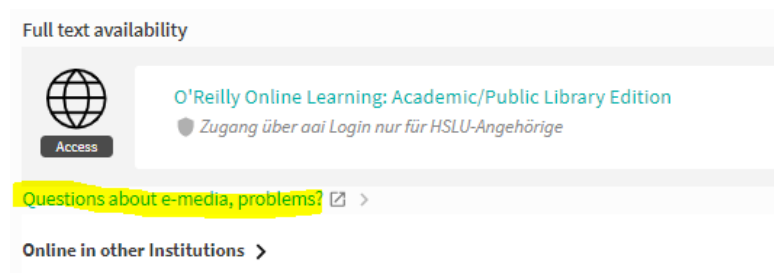


Campus network HSLU


To ensure that only the titles that you can access are displayed in your hit list in swisscovery RZS, use the [HSLU view of swisscovery RZS](#) for your search. Afterwards, you can simply follow the displayed links. Make sure that you are either in the HSLU network or have an active VPN client.

Please note, that some providers (e.g. Ebook Central) require an additional login.


In case of problems with e-media, please use the link "[Questions about electronic media, problems?](#)" beneath the online access information of the respective e-medium in swisscovery RZS.



Full text availability

 **O'Reilly Online Learning: Academic/Public Library Edition**  
Zugang über aai Login nur für HSLU-Angehörige

Access

[Questions about e-media, problems?](#)  >

[Online in other Institutions](#) >

Campus network ZHB / UNI / PH

If the e-medium is only licensed for the ZHB/UNI/PH, click on the full-text link anyway, sometimes you get lucky! Otherwise you have access to the corresponding title in the university library or in the ZHB Sempacherstrasse via WLAN (deactivate HSLU VPN client!) or local query stations.

Not found what you were looking for?

Were you unable to obtain the book you require using the methods described? Please contact the [HSLU-W library](#). The library staff can help you.

## Manage & Evaluate Literature

### Manage literature

In online catalogues and databases, you can save the titles found in watch lists or export them to a literature management program. The latter has the advantage that all important data is automatically transferred, and you can also have a formatted bibliography automatically created from it later.

The HSLU recommends the use of ZOTERO (Windows and Mac compatible) or Citavi (Windows only). You can download the applications free of charge via the [Service Desk IT-Services](#).

#### **Tutorial:**

[Literaturverwaltung an der Hochschule Luzern - und warum wir Zotero empfehlen \(German only\)](#)

As part of the [Wissen+](#) series, the ZHB Luzern regularly offers introductions to both applications.

Recommended instructions / online tutorials for Zotero:

- [Official documentation](#) (Englisch, partly also in German)

Recommended instructions / online tutorials for Citavi:

- Manual from the manufacturer ([Citavi 6](#) / [Citavi 5](#))
- Official [YouTube channel](#) of Citavi

## Evaluate literature

During the research you will come across a large amount of literature. Parallel to the research, you have to consider what of it is suitable for your work. The **CRAAP** test serves as an aid. If all the criteria listed apply, the source meets the scientific standards and can be used:

**Currency:**

Is the information up to date?

**Relevance:**

Does the text refer to relevant literature? Are there references in the text and a bibliography?

**Authority:**

Who wrote the paper? Are they experts in the field? At which scientific institution do they work?

**Audience:**

Is the paper aimed at a scientific community? Only then it can be considered a scientific source.

**Purpose:**

Is the text oriented towards scientific knowledge and written with a neutral attitude? Make sure no other goals are being pursued (political, financial, lobbying, propaganda ...)?

## Further questions

### Contact

Are you stuck or do you still have questions? Our library staff will be happy to help you.

#### Library School of Business (HSLU – Wirtschaft)

[bibliothek.wirtschaft@hslu.ch](mailto:bibliothek.wirtschaft@hslu.ch)

##### **Normal opening hours**

Monday –Friday	08:00 – 18:30
Saturday	09:30 – 14:00

After the module exams, the opening hours are reduced until the beginning of the next semester:

Monday –Friday	09:30 – 17:00
Saturday	closed

In July and August, the library is completely **closed for a total of three weeks**. Further details on the different opening hours can be found on the [website of the ZHB Luzern](#).

#### Computer Science and Business Library / Zug-Rotkreuz Campus

[bibliothek.rotkreuz@hslu.ch](mailto:bibliothek.rotkreuz@hslu.ch)

Members of the Zug-Rotkreuz campus have 24/7 access to the library with their HSLU card

##### **Infodesk:**

Monday –Friday	09:30 – 17:00
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### Wissen+

WISSEN+ is an offer for students, teachers and researchers as well as all those interested in information literacy in digital times:

Literature, data and information

- research
- evaluate
- organise
- use
- share & publish

[Details of the current program](#) (currently only in German)

Kontakt: [informationskompetenz@zhbluzern.ch](mailto:informationskompetenz@zhbluzern.ch)

