

Introduction

Literature search

Lucerne School of Business Library

managed by
Lucerne Central and University Library

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1 Basics

1.1 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 research, teaching or studying. The University's Schools each have a specialized library, they are operated by the Lucerne Central and University Library (ZHB Luzern). The libraries are open to all with an interest in their services. 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.

1.2 Create a library account

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/?lang=en>.

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!

1.3 Electronic resources

The HSLU offers its students, participants in continuing education and employees a wide and constantly growing range of e-resources. Access is automatic within the HSLU network. Licensed full texts can be accessed externally via HSLU VPN (Pulse Secure). Manuals for download, installation and use of the VPN on private devices can be found on the website of the ZHB E-Medien - Bereich Hochschule Luzern.

Tutorial:

Installation of the HSLU VPN Client (German, English subtitles)

In case of problems with the VPN client, please contact the Service Desk IT-Services directly (via Self-Service-Tool).

! If another VPN client is already active on your device (which is often the case with business notebooks), 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!

1.4 Good to know

The loan period for physical media is generally 4 weeks (28 days). If borrowed media have not been reserved by another user, 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:

Mein Konto in swisscovery RZS (German)

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

In 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 the connection to the HSLU network are met). However, there are also providers who offer reading only access.

2 Preparation

2.1 Clarify framework conditions

Before you start any literature search as part of your course work, 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 literature search 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.

2.2 Collecting search terms

The starting point for a targeted literature search is reflection on your level of information: What do you already know, where do you have knowledge gaps? Is the question already clear? Or do you need to do literature search first to specify the question or problem? In this phase, both a search on the internet (e.g. Wikipedia) and the use of encyclopaedias or 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 [template](#) 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 literature search. A thesaurus can be used as an aid (see hereafter).

2.3 Thesaurus of Economics

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 searching economic content and covers all economic subject areas and important related subject areas.

3 Literature search

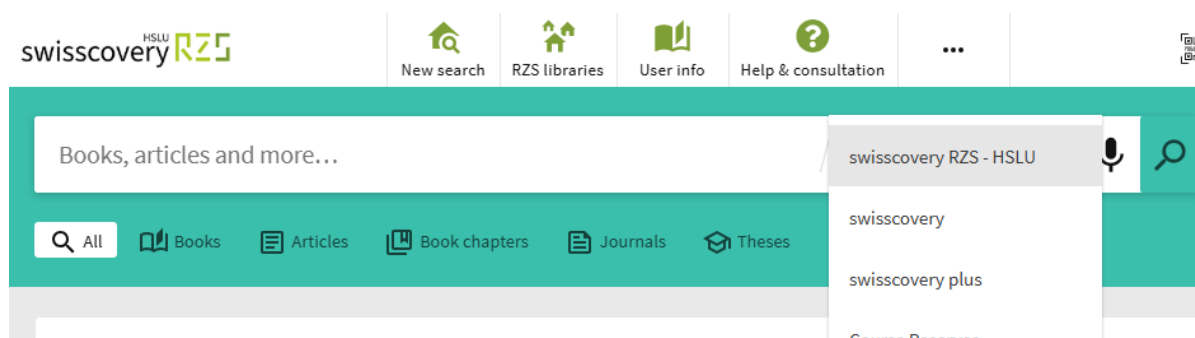
3.1 Selection of the appropriate search tool

The choice of the right search tool for your search 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 literature search:

3.1.1 swisscovery RZS - HSLU

swisscovery RZS - HSLU is the research gateway 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 - HSLU 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 most 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)

3.1.2 E-Resources

Most of the e-resources at the HSLU are displayed in swisscovery RZS - HSLU. Alternatively, you can also access the e-resources' webpages of the libraries via website of the ZHB E-Medien - Bereich Hochschule Luzern.

3.1.3 Journal search

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



3.1.4 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.

3.1.5 (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 GoogleScholar 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-resources (German, English subtitles)

How to use GoogleScholar? (German)

4 Search methods

4.1 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).

4.2 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 you can search further for:

- Other literature of the same **author**
- the **literature** cited in the publication (bibliography)
- similar **keywords**
- other articles of the same **journal**

If, while reading and evaluating the found literature, 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 found literature is cited (i.e. which were published after the source you found).

Addendum: KI-Tools

With programmes such as ChatGPT, Copilot and Perplexity, AI tools have become part of our everyday lives. Depending on their intended use, they can create images, provide inspiration or generate coherent-sounding texts based on a so-called “prompt”. AI tools are useful, but the results should only be used after critical review. Particularly in scientific work, arguments and information must be backed up with sources. If the AI does not provide these sources correctly or invents information, you are responsible for the incorrect content in your work.

The information literacy specialists of the HSLU provide information and tips on the use of AI tools in its virtual toolbox. In addition, the HSLU Centre for Learning, Teaching and Research (ZLLF) has published a position paper on the topic of 'Generative artificial intelligence in university teaching' (in German), which also addresses questions about the use of AI tools in the university context. **Always important:** Clarify with your supervisor at an early stage whether and how the AI tools may be used.

In principle, it can be said that AI tools can be useful but should always be used with caution. Trust is good, control is better. We therefore recommend consulting the toolbox and the position paper before using AI tools.

5 How to get your literature

5.1 Print books in libraries of the Lucerne universities

Once you have found a title in [swisscovery RZS - HSLU](#), the following options are available to you:

5.1.1 Pick up on site (Region Zentralschweiz)

Loan: Note the library, location and shelf number of the available book. You can find the book in the according library with this information, take it from the shelf yourself and borrow it with your HSLU card.

Request / Lucerne Courier: Items from the six HSLU libraries as well as the University Library, the ZHB Sempacherstrasse and the Büron storage library can be ordered free of charge with the Lucerne Courier to the desired HSLU library within 48 hours.

In [swisscovery RZS - HSLU](#), click on the 'Loan' button for the desired title (this is only visible if you are logged in). A drop-down list of [pick-up locations](#) will now appear. Select your desired library here. You will be notified by e-mail as soon as the item arrives at the chosen library and is ready for collection. You have one week from notification to collect the item.



5.1.2 Further request options

SLSP Courier: For a fee, media from the six HSLU libraries and the other Lucerne university libraries can be sent to [various Swiss libraries](#) for collection. Items ordered by SLSP courier can also be returned to these libraries. To do this, click on the pick-up location under «Further request options» and select the appropriate [pick-up institution](#) and [pick-up location](#). The expected costs are calculated after clicking on «Select». Click on «Order» to have the book sent to the selected library.

Postal delivery: The HSLU Libraries and the Lucerne Central and University Library send books by post on request. To do this, click on the pick-up button under «Further order options». You now have the option of selecting either «Private address» or «Business address». The book will be sent by the Post (priority) to the private or business address stored in your account. Postage costs CHF 12 per item.

Digitization: It is possible to have extracts from printed books or journals scanned and sent by e-mail (max. 50 pages). However, this option is subject to a charge (CHF 5 per 20 pages or part thereof).

Further request options [Details on fees >](#)

 Request by courier or postal delivery Delivered in 3 working day(s) Keep for: 28 days Cost: 6.0 CHF Select delivery location: <div>Region Zentralschweiz - [ZHB] HSLU - Wirtschaft / Frankenstrasse</div> Request	 Digitization Delivered in 2 Working days by email Cost: 5.00 CHF Max number of pages: 50 Request
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Tutorials:

[Lieferoptionen in swisscovery RZS](#) (German with English subtitles)

5.2 Books of other libraries in Switzerland

The book you are looking for is not available in Lucerne, it is already on loan, or you would like to borrow books from another library? [swisscovery](#) lists the holdings of around 500 Swiss libraries. For a fee of CHF 6.00, media from many of these libraries can be ordered to the HSLU libraries for you to pick up.

With your HSLU Card you can of course also use these libraries on site and borrow media directly from them.

Tutorial:

[Lieferoptionen in swisscovery RZS](#) (German with English subtitles)

5.3 E-Resources in libraries of our libraries

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

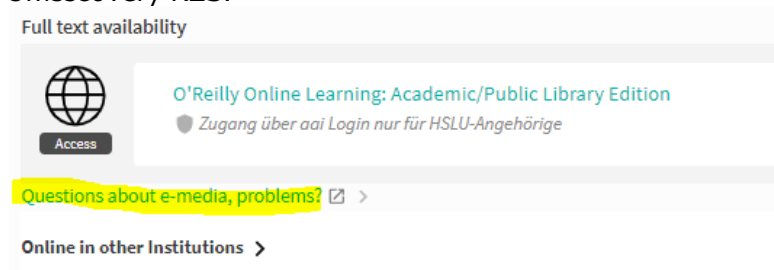
5.3.1 Campus network «HSLU»

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 ([=swisscovery RZS – HSLU](#)) for your search. Afterwards, you can simply follow the displayed links.

! MAKE SURE THAT YOU ARE IN THE HSLU NETWORK , EITHER WITH WLAN OR ACTIVE VPN!

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.



5.3.2 Campus network «ZHB/UNI/PH»

If the e-resource is only licensed for the network «ZHB/UNI/PH», you can access the corresponding title on site in the University Library or in the ZHB Sempacherstrasse either via the WLAN connection « eduroam » or the local query station.

! IN THIS CASE YOU MUST DEACTIVATE THE HSLU VPN CLIENT!

5.4 The library does not have to literature, that you need?

Were you unable to obtain the book you require despite using the methods described? Please contact the [Library of Business \(HSLU - Wirtschaft\)](#). Our library staff is happy to assist you.

6 Manage & evaluate literature

6.1 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)

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

Recommended instructions / online tutorials for Zotero:

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

[Zotero Tutorial](#) (German only)

Recommended instructions / online tutorials for Citavi:

Manual provided by the manufacturer [Citavi 6](#) / [Citavi 5](#)

Official [YouTube Kanal](#) of Citavi

6.2 Evaluation of Literature

During the research you will come across a large amount of literature. Parallel to the research, you should 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 as well as in a bibliography?

Authority:

Who wrote the paper? Are they experts in the field? At which scientific institutions are they working?

Audience:

Is the paper aimed at a scientific community? Only if so, 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 (political, financial, lobbying, propaganda...) are being pursued with the publication?

7 Further Questions

7.1 Contact

Are you stuck or do you still have questions? Our library staff is happy to assist you.

LIBRARY SCHOOL OF BUSINESS (HSLU - WIRTSCHAFT)

bibliothek.wirtschaft@hslu.ch

Normal Opening Hours

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

Exceptions to the Opening Hours

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 exceptions of the opening hours can be found on the [website of the ZHB Luzern](#).

COMPUTER SCIENCE AND BUSINESS LIBRARY / ZUG-ROTKREUZ CAMPUS

bibliothek.rotkreuz@hslu.ch

Members of the Zug-Rotkreuz Campus as well as the HSLU – Wirtschaft have 24/7 access to this library with their HSLU card.

Infodesk:

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

WISSEN+ is an offer for the students, teacher and researchers as well as anybody interested in information literacy in digital times: ein Angebot für Studierende, Lehrende und Forschende und alle Interessierten zu Informationskompetenz in digitalen Zeiten:

Literature, data and information

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

Useful links

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

[Information to information literacy at the ZHB Luzern & HSLU](#)

Contact: informationskompetenz@zhbluzern.ch