

LWW Health Library FAQs

Last Updated June 5, 2014

System Requirements:

	Windows PC	Mac	Phones and Tablets
Browser	Internet Explorer 8*	Safari (latest version)	iPad (Latest version of native browsers)
	Internet Explorer 9	FireFox (Latest version)	iPhone or iPod Touch (Latest version of native browsers)
	Chrome (Latest Version)		Android Phone or Tablet (Latest version of native browsers)

*IE 8 is only supported in desktop view and is not responsive. Directions for resolving compatibility display issues can be found in the Mobile Questions below.

ACCESS QUESTIONS

QUESTION: How can I access the Health Library?

- ANSWER: Institutional access can be provided by IP Authentication or URL Referral

QUESTION: Is there a restriction on concurrent users?

- ANSWER: Currently, there is no restriction on concurrency.

QUESTION: Can instructors display the content and the videos in lecture theatres and labs?

- ANSWER: Yes, the content and all ancillary materials can be viewed in class through the online site. Limited additional material (ancillary content) may be downloadable as well, as PDFs or PowerPoint files (images only).

QUESTION: Can you customize the collection by book?

- ANSWER: Not at this time. Currently, we offer 3 Pharmacy collections: Clinical, Cornerstone Pharmaceutical Sciences, and Premium (the combination of both Clinical and Pharmaceutical collections), as well as 4 Medical Education collections: Anatomical Sciences, Basic Science, Integrated Basic Sciences, and Premium Basic Sciences.

QUESTION: What happens when a new edition of a book comes out?

- ANSWER: LWW will add the new edition to the collection within the Health Library and maintain the older edition for one year. All instructors and students will have access to both editions during the one-year period.

PRICING

QUESTION: Is there special pricing?

- ANSWER: Customers should contact their Ovid or Wolters Kluwer rep to learn more about pricing options.

FUNCTIONALITY

QUESTION: Can students and instructors print? If so, is there a limit of what they can print?

- ANSWER: Yes, students can print a single chapter at a time.

QUESTION: Are figures and tables included in the printing of chapters?

- ANSWER: Yes, figures and tables are included in the printing of chapters.

QUESTION: Can I export images?

- ANSWER: Yes, you can export images into PowerPoint (.PPT) files.

QUESTION: Can I embed content from the texts and assets in the LWW Health Library into my syllabus?

- ANSWER: Yes, each textbook chapter on the site has its own URL to enable easy integration with course syllabi or Learning Management System (LMS). Images can be saved or downloaded into PowerPoint slides.

QUESTION: How can I access instructor-protected resources such as test banks and answers to quiz questions for the titles I subscribe to?

- ANSWER: We make the instructor-protected resources available for these texts via username/password to thePoint, Lippincott's ancillary website for teaching and learning, for purchasing institutions. You should receive those credentials as part of your Welcome packet. If you have issues accessing these resources, please contact our Institutional Online Product Support (iopsaccess@wolterskluwer.com)

QUESTION: Do my students need to be on campus to access the site?

- ANSWER: As long as they can authenticate via the library site or link to the content via LMS, they can do so from any web-enabled location.

QUESTION: How does LWW Health Library support users at institutions with an "integrated" curriculum?

- ANSWER: While compatible with any schools' curriculum, the site is ideal for integrated curricula in that users can search/filter results by subject. For example, a search by 'liver damage' can be narrowed to show only the 'biochemistry' or the 'pathology' associated with that condition.

In addition, the Cases in the LWW Health Library include a brief description, making them easy to locate or implement as part of case or problem-based learning environments.

QUESTION: Can I share content from the site with colleagues—including non-subscribers?

- ANSWER: Yes, you can use the 'sharing' toolbar that appears in the title/reading view to email or highlight content to those inside or outside of your institution. Some restrictions apply, such as number of recipients and length of access.

QUESTION: Can I view the assets on my iOS compatible (iPad or iPhone) device?

- ANSWER: Video assets, animations, and quiz banks in LWW Health Library are fully compatible with iOS devices. A limited number of flash-based assets remain (e.g., audio heart sounds). Students or faculty who use these devices may opt to download the Puffin Web Browser By CloudMosa, Inc., or a comparable app that provides easy viewing of the remaining flash-based content found within the LWW Health Library collections.

QUESTION: Why is it that I cannot seem to access all the questions in a question bank?

- ANSWER: Some of the question banks are broken out by chapter, which means that they may have less than 50 questions. In these cases, you will not be able to select a number that exceeds the total number of questions in the question bank itself. However, if you select 'All Questions,' you will be able to view the entire set of questions.

MOBILE

QUESTION: Will the Health Library work on my Smartphone or iPad?

- ANSWER: Yes, access is available via mobile devices and is included as part of the subscription.

QUESTION: Is Mobile access delivered via an App?

- ANSWER: No, currently the mobile view is delivered via the browser on your mobile device.

What, if any, limitations will exist in terms of functionality and/or content?

- ANSWER: The Health Library utilizes PDF, PPT and non-Flash format files for video. Flash Player is not required. However, you must be connected to the internet to view the videos or any other content within the Health Library.

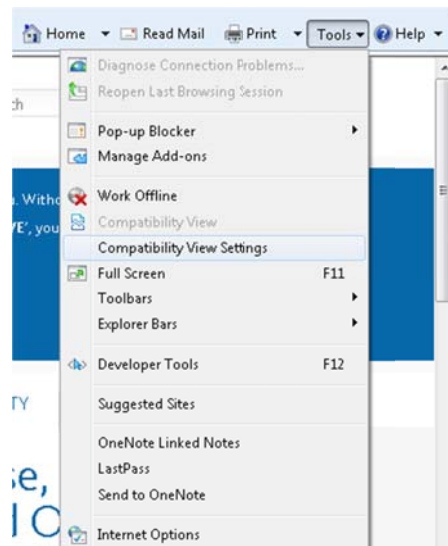
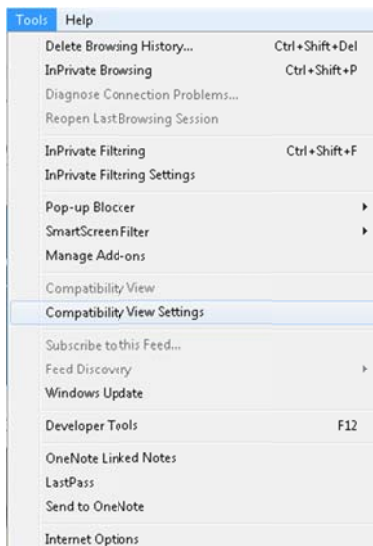
BROWSER ISSUES

QUESTION: I started working in the Health Library and walked away. When I came back, I was signed out. What happened?

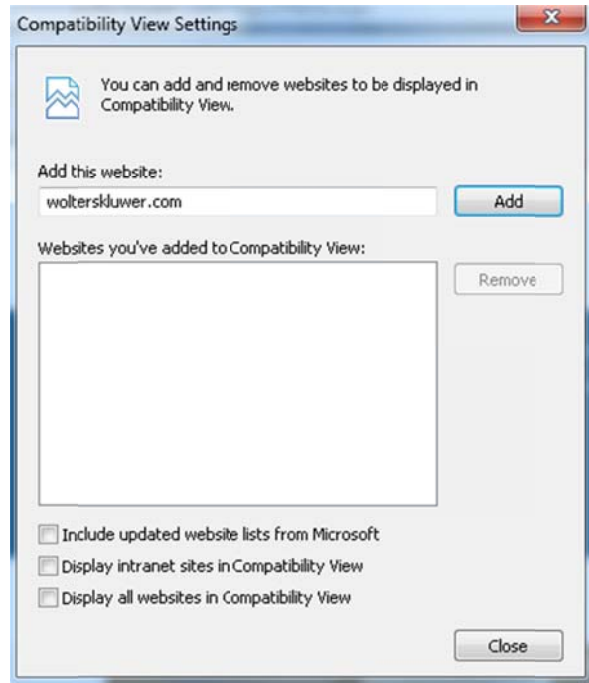
- ANSWER: The Health Library is set to 120 minutes for session to timeout. This means that after 120 minutes of inactivity, the user will be signed out of the program. To re-authenticate, simply hit the 'refresh' button on the browser.

QUESTION: Will the Health Library work in Internet Explorer 8?

- ANSWER: Yes, the Health Library will support IE8. However, as the Health Library was designed to work in more modern browsers as well, you may need to adjust your compatibility settings in order to see the Health Library properly in IE8. Should you encounter issues with the Health Library in IE8, please follow these directions:
 - Go to 'Tools' -> 'Compatibility Settings'



- Uncheck 'Display intranet in Compatibility View. Your option settings should look like this:



EZ-Proxy/Athens/Shibboleth

Question: Can the Health Library work with an EZ-Proxy?

- ANSWER: Yes, Health Library can work within an EZ-Proxy. For more details on how to configure your EZ-Proxy, please contact our Institutional Online Product Support Team, (iopsaccess@wolterskluwer.com)

QUESTION: Can I access the Health Library via Athens?

- ANSWER: Athens access will be enabled by the end of June, 2014.

QUESTION: Can I access the Health Library via Shibboleth?

- ANSWER: Yes, The Health Library supports Shibboleth, UK Federation.

USAGE REPORTING

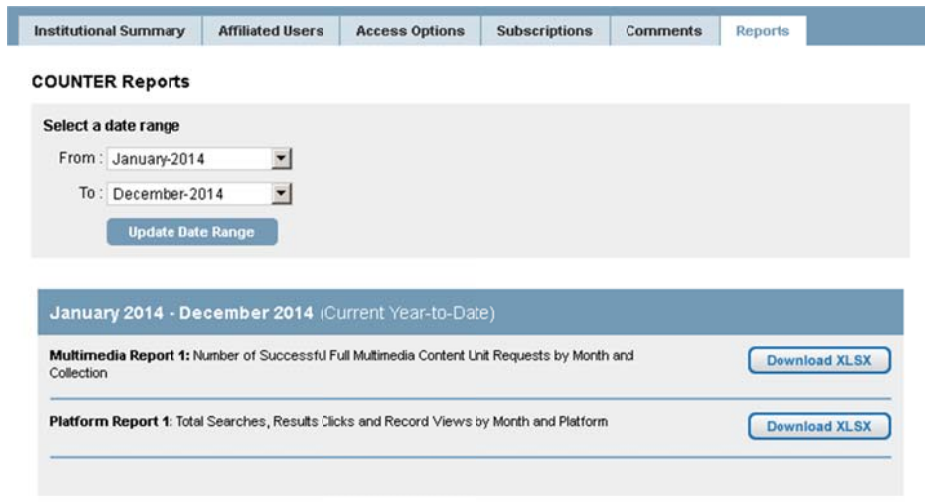
Question: What are COUNTER complaint reports?

- Answer: COUNTER stands for Counting Online Usage of NeTworked Electronic Resources, and it represents an international industry standard for how to report usage for all electronic products. For more information on COUNTER compliancy, please refer to www.Project.counter.org. Administrators have the ability to generate their institution's COUNTER compliant reports using the administrative portal, SiterMaster.

Question: I am an institutional administrator. How can I track my institution's usage?

- ANSWER: Institutional administrator has access to COUNTER compliant reports via SITEMASTER [<http://sitemaster.batesvisualguide.com/>]. These reports will be available to all administrators in mid-July, 2014.

To login, you will need your administrative credentials. You can print your reports by go to the Reports tab:



MARC RECORDS

QUESTION: How do I get MARC records for my collection?

- ANSWER: The Health Library has MARC records for each individual collection. These can be found on User Central [http://lwwhealthlibrary.com/public/User_Central.aspx].

QUESTION: Why is the URL field (field 856) blank?

- ANSWER: Many institutions utilize server proxies which can rewrite URLs. Therefore, that field has been left blank in the MARC record. You can however find the URL for each title in the Title List documents on User Central [http://lwwhealthlibrary.com/public/User_Central.aspx].

SEARCH

QUESTION: Can you search by book?

- ANSWER: Yes, you can search within an individual book or across all the titles to which you have access. Semantic search is set as default, but you can also conduct a simple text search.

QUESTION: What is a 'semantic search'? What does a semantic search mean? What is the difference from a text search?

- ANSWER: A traditional text search involves looking for the exact terms within a text. For instance , a text search for 'liver damage' will yield results that contain the words 'liver', 'damage' and 'liver damage'. A semantic search yields results that are specifically tagged to be about 'liver damage'. This means fewer but more *relevant* results that actually answer your question.

QUESTION: Are images searchable?

- ANSWER: Yes, you can search images by using the search bar on the top right.

QUESTION: What are MESH Subjects and are they incorporated into the Health Library?

- ANSWER: MeSH subjects headings are Medical Subject Headings, a comprehensive vocabulary created by the United States National Library of Medicine for the purpose of indexing medical textbooks and journals. The Health Library uses propriety taxonomy, called Cortex, which incorporates MeSH.

QUESTION: I have access to Medical Education and Pharmacy titles. When I search for a term, will my results show both Medical Education and Pharmacy results on the same screen?

- ANSWER: No, the results within the microsites Medical Education and Pharmacy will be separated. In order to see each set of results, you will need to navigate between each microsite as shown here:

PHARMACY

TEXTS VIDEO & AUDIO SELF ASSESSMENT CASES CLINICAL SKILLS RESOURCES

CHOOSE ANOTHER DISCIPLINE

MEDICAL EDUCATION

and easier, play videos from any device, download images and more!

Welcome to LWW Health Library

We've enhanced your teaching and learning experience - browse or search our site to see how!

Search

Search Pharmacy



ADVANCED SEARCH

OR

Browse



TEXTS



VIDEO & AUDIO



SELF ASSESSMENT



CASES



CLINICAL SKILLS

EXPLORE OTHER WOLTERS KLUWER RESOURCES

