

Library FAQ's for Distance Learning Students

Louis L. Manderino Library
California University of Pennsylvania

If you have a question that cannot be answered from this FAQ, please use the [Reference Assistance Form](#) to submit a question.

What is a CalCard and how do I get a one?

The CalCard is your University identification. You need a CalCard to borrow books or request articles from the Library.

To learn more about the CalCard, including contacting the office to obtain one, visit the [Online CalCard Office](#).

I am looking for books on my research topic. What do I use to find books owned by the Manderino Library?

To find the books contained in the Manderino Library, one needs to search the Library's online catalog, [PILOT](#). You can search by author, keyword, subject, and title.

How can I borrow books from the Manderino Library?

As a distance learning student, you can borrow books from the Manderino Library. You must follow the [Hold/Item Retrieval Request](#) process within PILOT to request books.

You need a CalCard to borrow books. There is a 16 digit number on the front of the CalCard that is required to request books.

Please read the [General Circulation Policy](#) to learn about loan periods.

Can I renew books online?

Yes, you can renew books online but there are some stipulations. Please read this Web page to learn more about [Renewing Materials Online](#).

I'm looking for articles on my research topic. How can I gain access to the library databases?

You have access to dozens of databases as a distance learning student at California University. To gain access to the library databases, start at the [Manderino Library Web page](#). Next, look for the [Subject Guides](#) link on the left

side of the page and click on that link. You will see some broad Academic Subject areas. Click on the appropriate academic subject. Now click on Articles: <and your academic subject>. You will now see the databases that will lead you to articles on your topic.

I was in a database and the article was not full-text. How can I get a copy of article?

In some instances, databases only provide the citation and abstract, which is a summary of the article. Distance learning students can request copies of articles from the Manderino Library. Use the [Article Request Form](#) to obtain copies of articles. You will need to provide the citation for the article along with your personal information. Remember, an article citation consists of the author, article title, periodical title, volume & issue number, dates, and page numbers.

Make sure the article is not available full-text in a library database or available as an electronic journal before requesting the item. Use the [Full-Text Journal Finder](#) to determine if something is available electronically.

My professor put something on reserve. Where do I find the course reserves?

A link for [Course Reserves](#) can be found on the Library's Web page.

Is there someone I can contact if I need help or have questions?

Yes. Bill Denny is the Distance Learning Librarian and he is available to assist you. You can fill out the [Reference Assistance Form](#) to ask him for help.

You can also e-mail Bill at denny_w@cup.edu. Every attempt will be made to answer your questions within 48 hours but questions received over holidays and semester breaks will be answered upon return.