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# Finding Resources in the Library

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Academic Engagement Librarian



# Learning Objectives

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- Identifying appropriate information sources for academic work
- Using Library Search effectively
- Online Search Techniques
- Evaluating Resources
- Referencing

**Doing Research?**

**A good place to start is the  
Library**

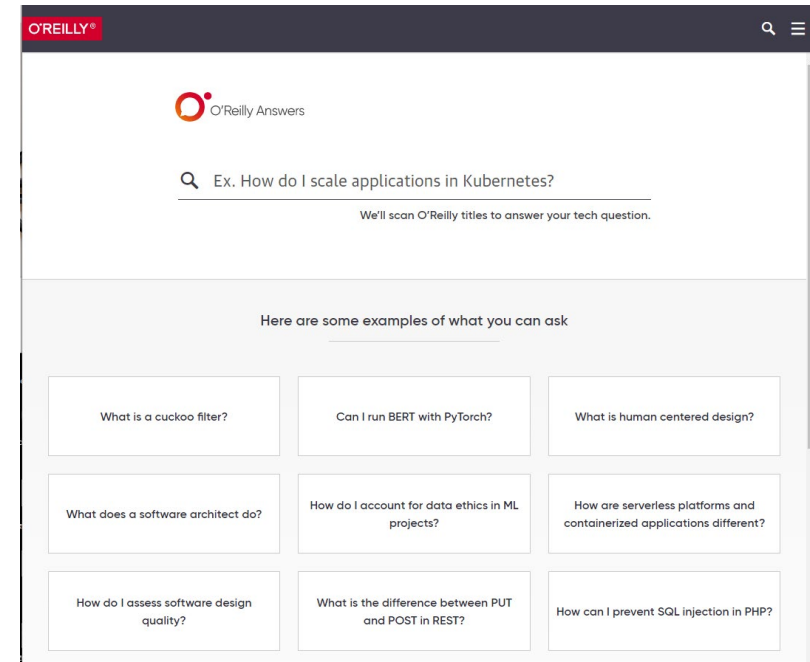
# Different Types of Information Resources

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- Books (ebooks and print)
- (e)Textbooks
- Referencing materials: dictionaries, encyclopaedias
- Journal articles
- Magazine articles
- Standards
- Websites
- Statistics
- Reports

# Background knowledge / Concepts

- Books are often useful for finding background knowledge about a topic or explaining concepts
- They take longer to be published, so be aware that they may not have examples of the latest technology/applications
- Good way of finding out about the terminology for your topic.



Database Choice:  
**O'Reilly**

Communications of the ACM (CACM) Journal –  
ACM's flagship magazine

**Wikipedia** can be useful for background knowledge and picking up key words. But you should not be citing Wikipedia in your work.

<https://library-collections-search.westminster.ac.uk/>

# Library Search

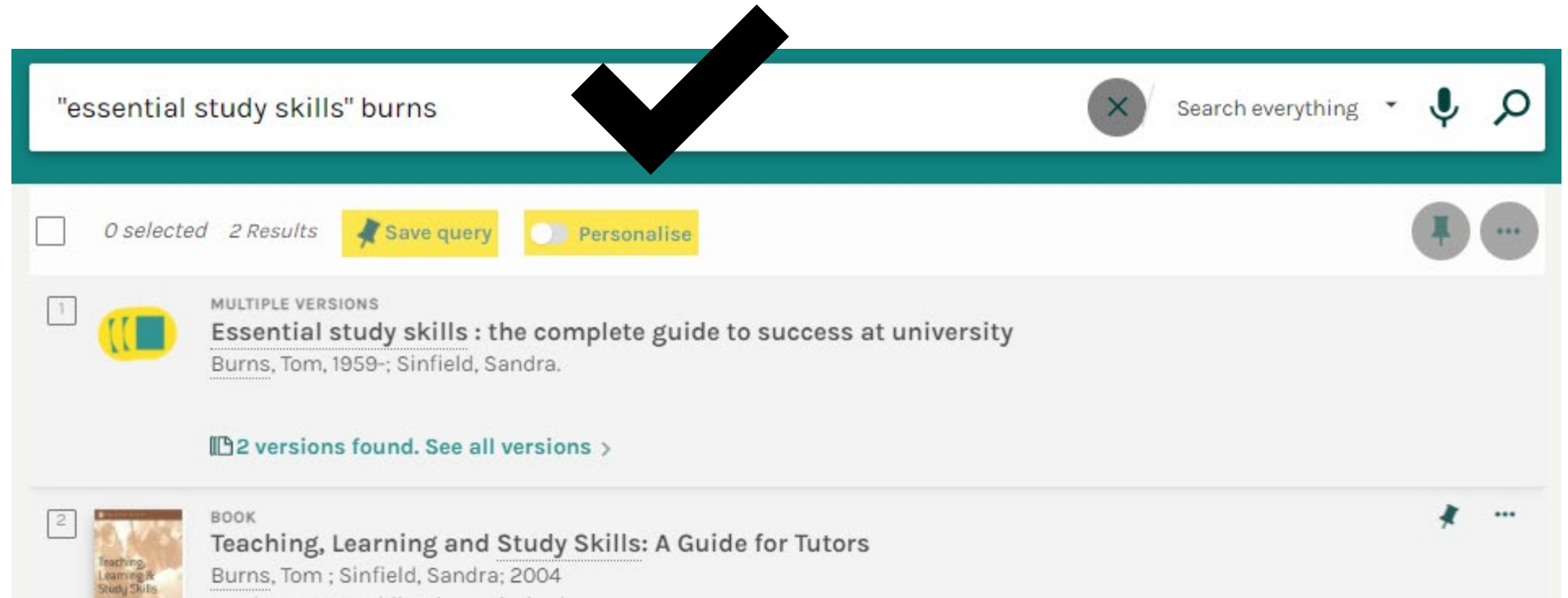
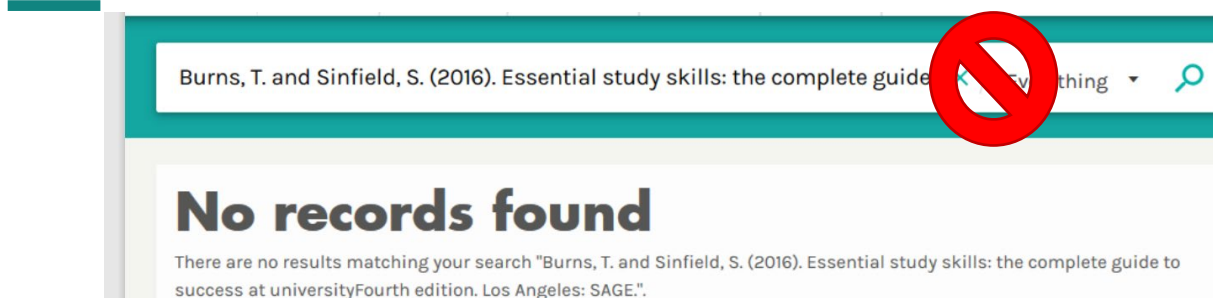
## TOP TIPS

- **Sign in!** (Top left)  
ID CARD NUMBER  
W plus first 7 digits
- Use filters to narrow down the search
- Use to find journals and databases

The screenshot displays the University of Westminster Library Search homepage. At the top, there's a navigation bar with links: NEW SEARCH, E-RESOURCES A-Z, BROWSE E-JOURNALS, ILL REQUEST, LIBRARY GUIDES, and LIBRARY HOME. On the right, there are user icons and the name 'Pang, Ka-Ming'. Below this is a large search bar containing the text 'Literature Search' and a 'Search everything' button. To the right of the search bar is an 'ADVANCED SEARCH' link. Below the search bar, there's a section titled 'Filter my results' with a toggle for 'Expand My Results' and a 'Sort by Relevance' dropdown. A 'Resource Type' filter is expanded, showing various categories like Archival Material, Articles, Audio, Books, Chapters, Conference Proceedings, Databases, Government Documents, Images, Journals, and Newsletter Article. The main search results area shows three items. The first item is a book titled 'Internet research skills how to do your literature search and find research information online' by O Dochartaigh, Niall, published in 2007 by SAGE. It is available at Marylebone Books (025.04 DOC) and online. The second item is a book titled 'Doing a literature search : a comprehensive guide for the social sciences' by Hart, Chris., published in 2001 by Sage. It is available at Marylebone Books (371.30281 HAR) and other locations. The third item is a book titled 'Identifying and controlling odor in the municipal wastewater environment phase I : literature search and review'. The interface includes a 'Save query' button and a 'Personalise' toggle. A chat icon is visible in the bottom right corner.

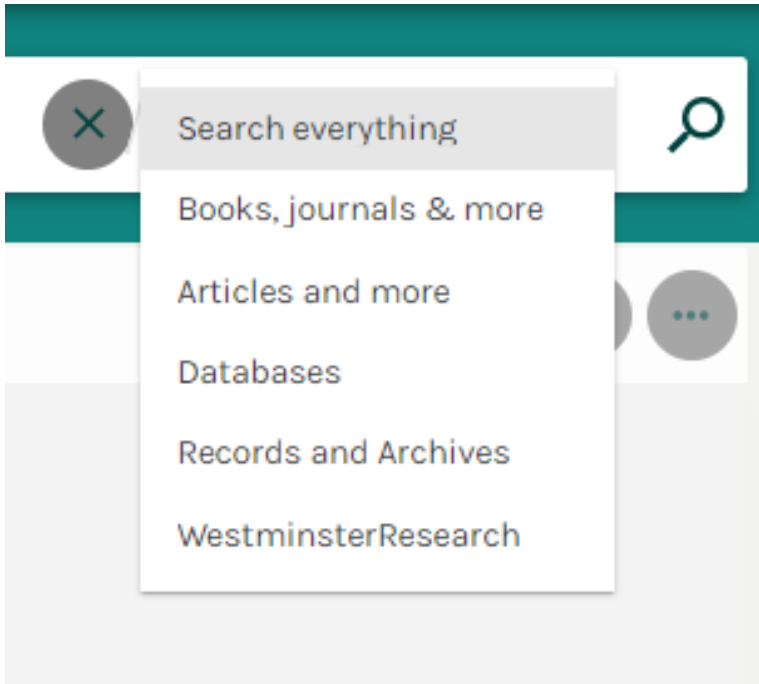
Signing in gives you access to view account details, renew your library loans, make reservations, see your saved lists etc.

# When searching for a book – just enter key words from title and author name



# Use the drop-down menu to help narrow down search

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There is a drop-down menu next to the search bar that can help to further refine what you are looking for.

**Note:**

Books, Journals & More > Searches for Journal and Book Titles

Articles and more > Searches of Article Titles

Databases > Search for titles of databases rather than inside the database



## Top Tip!

# You can **filter** your search

There are filters in the left of search that you can use to help filter your results.

The **Resource Type** filter is a good way to narrow down your results, if you know you want a book or chapter, or if you wish to find conference proceedings.

## Filter my results

☐ Expand My Results

Sort by Relevance ▾

### Resource Type ^

Archival Material / Manuscripts (5)

archive (15)

Articles (87,099)

Audio (3)

Books (5,417)

Chapters (3,672)

Conference Proceedings (9,356)

Datasets (3)

Images (8)

Journals (6)

Maps (9)

Market Research (7)

Newsletter Article (1,366)

Newspaper Articles (21,654)

Reference Entries (96)

Reports (1,868)

Reviews (1,443)

Standards (2)



0 selected PAGE 1 139,035 Results



Save query



Personalise

1



BOOK

### Lean Game Development Apply Lean Frameworks to Game Development

Rosenfield Boeira, Julia Naomi. author.; 2017  
Berkeley, CA : Apress : Imprint: Apress; 1st ed. 2017.  
Library Catalogue

[Available Online >](#)

2



BOOK

### Beginning Unity Android Game Development For Dummies

Takoordyal, Kishan. author.; 2020  
Berkeley, CA : Apress : Imprint: Apress; 1st ed. 2020.  
Library Catalogue

[Available Online >](#)

3



BOOK

### HTML5 Game Development For Dummies

Harris, Andrew, 1964-; 2013  
Hoboken : John Wiley & Sons, Inc.; Wairipaburissinguj.  
Library Catalogue

[Available Online >](#)

4



BOOK

### Beginning Unreal Game Development Foundation: Complex Games Using Unreal Engine 4

Nixon, David. author.; 2020  
Berkeley, CA : Apress : Imprint: Apress; 1st ed. 2020.  
Library Catalogue

[Available Online >](#)

# Troubleshooting online access

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If you've followed the previous steps but still have difficulty accessing online content found through Library Search:

1. Use the chat function on the Library pages to ask for help.
2. Contact your subject librarian – details in your subject guide.
3. For e-books, check out: [Troubleshooting - E-books - LibGuides at University of Westminster](#)

# Use the CSE Subject Guide

[Home](#)[Key resources](#)[Books](#)[Referencing](#)[Professional development](#)

## Key Resources

Many of your resources will be online resources, rather than print books. A good starting point for learning about your **lists**. When researching, **Library Search** is the best point of access for searching across different resources. Below you will find databases for computer science and engineering, as well other recommended useful resources.

## Computing and Engineering specific databases

- **IEEE Xplore**

Over 3 million documents from IEEE/IET Electronic Library, including transactions, journals, conference proceedings, standards; IBM Journal of Research and Development and VDE VERLAG Conference Proceedings, plus over 1,500 E-books from IEEE-Wiley, MIT Press and Morgan& Claypool (C6). Covers topics in electrical and electronics engineering, computer science, biomedical engineering, medical imaging and other technology-related fields.

- **ACM Digital Library**

Over 100 e-journals and conference proceedings about computing, published by the Association for Computing Machinery.

- **LinkedIn Learning**

A huge range of video tutorials supporting learning in software, technology, creative and business skills – all free to University of Westminster staff and currently enrolled students.

- **O'Reilly Learning**

**The new home for Safari books and videos!**

Over 35K book titles plus 30K+ hours of video, proven learning

## Additional databases for Information Systems/Data Intelligence

- **Business Source Complete**

Full text journals, market research reports.

- **Emerald e-journals**

Over 150 full text peer reviewed journals

- **Datastream**

Access using the Excel Add-In for a time series database for over 175 countries

**Access is via the Datastream collection at Marylebone Library**

- **Mediatel**

The UK's largest single-source of daily updates on media news and an archive of in-depth data from a range of sources.

First time user? Create a personal account using these **registration guidelines**

- **UKDS International Data**

Bookmark the [Computing and Engineering Subject Guide](https://libguides.westminster.ac.uk/computing)  
<https://libguides.westminster.ac.uk/computing>

[Home](#) [Key resources](#) [Books](#) [Referencing](#) [Professional development](#)

## Welcome

Welcome to the Computer and Engineering Guide. Here you will find the resources most relevant to your subject area.

### Quick page guide

**Key Resources** - Lists the resources most relevant to your subject area.

**Books** - Useful list of relevant sections in the library and the shelving marks to help you find them.


**Referencing** - Finding the right referencing guide.

**Professional Development** - Think beyond your assignment to learning that will be useful for your career, find out about the resources you have access to whilst studying at the University. Includes a list of relevant professional bodies.

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If you need further help with finding resources, please email your librarian, or book an appointment.

## Librarian



**Ka-Ming Pang**  
she/her/hers

[Email Me](#)

[Book an appointment](#)

# Stages of Literature Searching



Alternative words

# What would you call these?





Alternative words

# You can call them...

- Storage tins
- Storage jars
- Metal container
- Cannister
- Pasta jar
- Coffee tin
- Sugar tin
- Food storage
- Kitchen storage



# Stages of Literature Searching

1. Decide your research topic question
2. Define the key terms/concepts
3. Brainstorm synonyms – alternative words
4. Select the appropriate places to search
5. Apply search techniques
6. Run your search and filter results
7. Select the sources that are most relevant to the topic.



How to search

# Find the keywords in your research question

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Activity: What are the keywords in the question below?

Can chatbots improve the mental health of students?

- Chatbots
- Mental health
- Students

How to search

## Brainstorm alternative words that you can use.

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Activity: can think of any alternatives for the words below. Consider broader terms or narrower terms.

- Chatbots
- Mental health
- Students

# Examples of alternative words

**(Most) databases only search for what you input in!**

To capture all relevant content, make sure to include synonyms for your key concepts!

## **Chatbots**

- Online assistant
- Virtual assistant

## **Mental health**

- Wellbeing
- Anxiety

## **Teenagers**

- Adolescents
- Young adults
- College students

# Search Toolkit



# Keyword searching

## Truncation \*

e.g. comput\* will find compute, comput**ing**, comput**ation** etc.

## Phrase searching “”

e.g. “machine learning”

## Boolean (Connectors)

**OR** for alternative terms (synonyms)

e.g. wellbeing OR “mental health” -> increases the number of results

**AND** to connect words with different meanings

e.g. chatbot AND ethics -> decreases the number of results

# Search Tips - Phrase Searching



When you enclose your search terms with double quotation marks the search engine looks for words in the exact order that they appear in.

Examples:

**machine learning** will find all documents containing these two words at any point they separately occur in the text.

**“machine learning”** will find documents containing this exact phrase.

2. Which one should return MORE results?

A

Personal Data

B

“Personal Data”

## 2. Answer

A

Personal Data



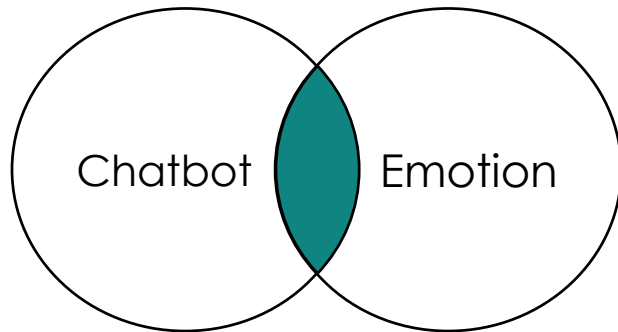
B

“Personal Data”

**Personal Data** will return more results than  
**“Personal Data”** **BUT** is that better?

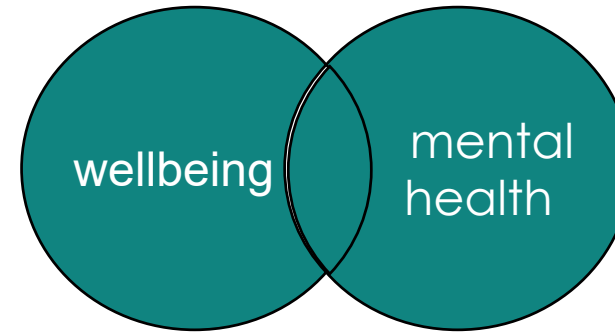


# Search Tips – Boolean (Search connectors)



AND

This search will find documents that contain **both** 'Chatbot' and 'Emotion' search terms



OR

This search will find documents that contain **either** the 'wellbeing' or 'mental health' search terms

**AND** – narrows results, use this **BETWEEN** your different key concepts

**OR** – increases results, use this to capture results for all the different synonyms for one key word.

3. Which one should return MORE results?

A

AI OR “artificial intelligence”

B

AI AND “artificial intelligence”

### 3. Answer

A

AI OR “artificial intelligence”



B

AI AND “artificial intelligence”

**AI OR “artificial intelligence” will return more results than AI AND “Artificial Intelligence”**

# Evaluating Resources

# Evaluating Resources

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## Timeliness:

when was it written and is it still valid?

## Authority:

who wrote it and why?

## Objectivity:

purpose of writing, is it biased?

## Relevance:

level,  
geographical location,  
emphasis

# Evaluating Websites

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The internet can be a rich source of information, but it can be difficult to find the right kind of information quickly and efficiently.

It's important that you are able to quickly evaluate any websites you'd like to use for your assignments.

You should consider the 5 Ws when you are evaluating websites

**Who          What          Where          When          Why**

Using the CRAP test may also be helpful in helping you to make a decision about the source.

# Evaluating Websites – The CRAP Test

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## Currency

- How recent is the information?
- How recently has the website been updated?
- Is it current enough for your topic?

## Reliability

- What kind of information is included?
- Is content of the resource primarily opinion?
- Is it balanced?
- Does the creator provide references or sources for data or quotations?

## Authority

- Who is the creator or author? What are their credentials?
- Who is the publisher or sponsor?
- Are they reputable?
- What is the publisher's interest (if any) in this information?
- Are there advertisements on the website?

## Purpose/Point of View

- Is this fact or opinion?
- Is it biased?
- Is it trying to sell you something?

# Learn more: Critical Thinking and Writing Skills

## Critical Thinking and Writing: Critical Thinking

Critical Thinking

Critical Reading

Critical Writing

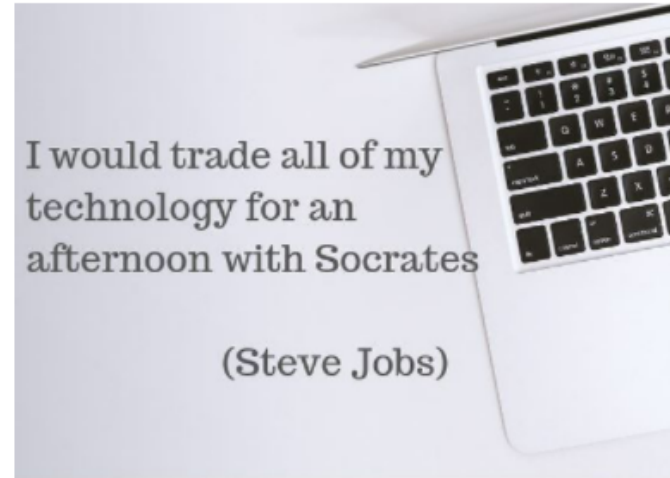
Presenting your Sources

### Overview

**Critical thinking** is a core skill that higher education students need to hone and demonstrate in their assignments. It is also central to being a scientist, researcher, academic or professional in any field.

### Socrates and the Origins of Critical Thinking

Critical thinking was first conceptualised by Socrates (470BC-399BC, Athens). The Greek philosopher disputed the fact that people in authority necessarily have accurate knowledge. He would question people who thought they knew about a certain topic, and **reveal flaws in the logic and evidence they relied on**. Socrates established the importance of **seeking evidence, closely examining reasoning and assumptions, analyzing basic concepts, and tracing out implications**. Appreciating the complexities of the world, he is said to have claimed “I know that I know nothing”.



Source: Wikipedia

### Critical Thinking in Your Studies

In the United Kingdom, the higher your education level, the more crucial critical thinking becomes. At the postgraduate level you are

### Critical Thinking at Work

Only the most repetitive tasks do not require critical thinking. Critical thinking is instead sought after by most employers and provides a key to success in your career.

Critical thinking in accountancy:

*"Critical thinking has been recognized as one of the skills required by employers... there was a shift in clients' expectations, from merely mechanical tasks to 'added-value' services. Clients now expected professional accountants to evaluate complex systems and information, as well as detect, predict, advise and recommend appropriate courses of action"* ([Muhamad and Sulaiman, 2013, p13](#)).

Critical thinking in finance:

"To succeed in a competitive business environment, newly minted finance professionals must be strong critical thinkers who can analyze complex finance problems, see meanings in data, and communicate effectively with both lay and professional audiences" ([Carrithers, Ling and Bean, 2008, p152](#)).

Critical thinking in science:

"Finding appropriate solutions for problems, both within the areas of Biology, of Medicine, or of any other scientific/technological area, requires the use of [critical thinking] abilities for individuals to make decisions, based on the relevance of the reasons found, rejecting partiality and arbitrariness in the assessment of arguments" ([Vieira, Tenreiro-Vieira and Martins, 2011, p46](#)).

Critical thinking in law:

"... when we use the phrase thinking like a lawyer, we are describing no more, no less, than the critical thinking that a lawyer applies to the situations he faces in order to deal with them effectively. The two integral elements are the critical thinking skills and the ability to use those skills, not abstractly as in solving puzzles, but in dealing with real



# Referencing:

**Make sure you reference your sources!**

- **Cite Them Right Harvard Style**
- **IEEE (a numeric referencing system)**

# Referencing and Plagiarism

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Referencing is when you credit someone else's work (information that you got from a book, a journal, a website, a video) that you have used to inform your written work. In the Harvard Referencing style, this includes an in-text citation, and a reference list at the end.

[University of Westminster's academic conduct guidelines and plagiarism](#)

# Why should you reference?

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- Acknowledge the work of others
- Provide evidence of your own research
- Show how your research builds on the works of others
- Shows you are using good academic resources
- Allow others to locate the resources you have used and build on your research
- Avoid accusations of plagiarism

<https://libguides.westminster.ac.uk/computing/referencing>

# New Resource! Cite Them Right Online

Access Provided by University of Westminster | Sign in to your account

BLOOMSBURY  
**citethemright**

Home

Choose Referencing Style

Browse Categories

Basics of Referencing

Search Cite Them Right

Harvard

APA 7th

Chicago

IEEE

MHRA

MLA 9th

OSCOLA

Vancouver

## Welcome to Cite Them Right

Choose your referencing style

# IEEE - Numeric citation system

The IEEE referencing style is a numeric citation system used in engineering, electronics, computer science and information technology publications.

## Conventions when using the IEEE referencing style

- IEEE uses numeric references in the text, with numbers in square brackets [1]
- Each source has its own in-text number
- The same citation number is used whenever a source is cited in your text
- These in-text numbers are matched to full, numbered **references** for each publication in a list of References
- There are well-established abbreviations for titles of journals and conference proceedings ([see the official guide](#))

More information on [Cite Them Right Online](#)

# IEEE EXAMPLE – Find in Cite Them Right

## Sample text

Around the world, governments and the private sector are seeking alternatives to fossil fuels [1]. The UK Government has launched an 'ambitious' strategy for renewable energy [2]. This aims to combat greenhouse gas emissions whilst increasing national income [2, p. 5]. However, the UK is unlikely to meet its targets for renewable energy production by 2020 [3]. Caroline Lucas of the Green Party condemned a 56% fall in investment in green technologies in 2017 [4, p. 17].

## References for sample text

- [1] IEEE. "What do you know about Green Technology?" IEEE. <https://www.facebook.com/IEEE.org/> (accessed Apr. 23, 2018).
- [2] Great Britain. HM Government, *The Clean Growth Strategy: Leading the way to a low carbon future*, Oct. 2017. Accessed: Apr. 23, 2018. [Online]. Available: <https://publishing.service.gov.uk/BEIS-The-Clean-Growth-online-12.10.17.pdf>
- [3] R. Harrabin, "Renewable energy: UK expected to miss 2020 targets," *BBC News*, July 5, 2016. Accessed: Apr. 14, 2018.

# Harvard Referencing Style

When you cite you are referring to someone else's work or ideas in the text of your essay or assignment. It is often called **in-text citing**.

**In-text citations** give the brief (abbreviated) details of the work that you are quoting from, or to which you are referring in your text.

These citations will then link to the full **reference** in your **reference list** at the end of your work, which is arranged in alphabetical order by author.

Check out [the video and transcript](#) and examples of in-text citation and referencing on Cite Them Right Online





# Cite Them Right Harvard Example

## REFERENCING STYLES

Harvard

## HARVARD GUIDANCE

- Setting out citations
- What to include in your reference list
- Elements that you may need to include in your references
- Sample text and reference list using the Harvard style
- Setting out quotations (Harvard)

[View More](#)

## RECENTLY VIEWED

- Statutory Instruments (SIs) (OSCOLA) Examples of referencing
- Law reports (cases) (OSCOLA) Examples of referencing

### Journal articles (Harvard)

Many serials have print and online equivalents (either with all details the same or with small variations, for example page numbers). Or they may just be available online or in print editions.

As always, you should reference the version that you are using. Students and tutors can access academic journal articles through password-protected institutional databases, but other readers may not have access to these.

Ensure you provide enough bibliographic information for the article to be located by the reader. Note that because the DOI is the permanent identifier for the source, it is not necessary to include an accessed date.

Citation order:

- Author (surname followed by initials)
- Year of publication (in round brackets)
- Title of article (in single quotation marks)
- Title of journal (in italics – capitalise first letter of each word in title, except for linking words such as and, of, the, for)
- Issue information: volume (unbracketed) and, where applicable, part number, month or season (all in round brackets)
- Page reference (if available) or article number

If accessed online:

- Available at: DOI or URL (if required) (Accessed: date)

Example: print article

**In-text citation**

In their review of the literature (Norrie *et al.*, 2012) ...

**Reference list**

Norrie, C. *et al.* (2012) 'Doing it differently? A review of literature on teaching reflective practice across health and social care professions', *Reflective Practice*, 13(4), pp. 565–578.

You try

Surname, Initial. (Year of publication) 'Title of article', *Title of Journal*, Issue information, Page reference.

[Italicise](#) [Copy](#) [Email](#)

[Not sure what to do?](#)

## This online platform:

- Sets out the information you need and the order.
- Gives you an example of in-text citation and reference list.

## You try corner:

Gives you a chance to create the citation yourself.



# Cite Them Right Example - enlarged

Citation order:

- Author (surname followed by initials)
- Year of publication (in round brackets)
- Title of article (in single quotation marks)
- Title of journal (in italics – capitalise first letter of each word in title, except for linking words such as and, of, the, for)
- Issue information: volume (unbracketed) and, where applicable, part number, month or season (all in round brackets)
- Page reference (if available) or article number

If accessed online:

- Available at: DOI or URL (if required) (Accessed: date)

## Example: print article

### In-text citation

In their review of the literature (Norrie *et al.*, 2012) ...

### Reference list

Norrie, C. *et al.* (2012) 'Doing it differently? A review of literature on teaching reflective practice across health and social care professions', *Reflective Practice*, 13(4), pp. 565–578.

## You try

Surname, Initial. (Year of publication) 'Title of article', *Title of Journal*, Issue information, Page reference.

*Italicise*

Copy

Email

# Examples on all different formats

## Example: book with one author

### In-text citation

According to Cottrell (2019, p. 23) ...

This thought-provoking book (Olusoga, 2016) ...

### Reference list

Cottrell, S. (2019) *The study skills handbook*. 5th edn. London: Red Globe Press.

Olusoga, D. (2016) *Black and British: a forgotten history*. London: Macmillan.

### You try

Surname, Initial. (Year of publication) *Title*. Edition. Place of publication: Publisher. Series and volume number if relevant.

*Italicise*

Copy

Email

## Example: book with two or three authors

### In-text citation

Goddard and Barrett (2016, p. 17) suggested ...

Focusing on creating value (Dubois, Jolibert and Mühlbacher, 2007) ...

### Reference list

Dubois, P.-L., Jolibert, A. and Mühlbacher, H. (2007) *Marketing management: a value creation process*. Basingstoke: Palgrave Macmillan.

Goddard, J. and Barrett, S. (2016) *The health needs of young people leaving care*. Norwich: University of East Anglia, School of Social Work and Psychosocial Studies.

### You try

Surname, Initial. and Surname, Initial. (Year of publication) *Title*. Edition. Place of publication: Publisher. Series and volume number if relevant.

*Italicise*

Copy

Email

## Example: book with four or more authors

### In-text citation

This was proved by Petit *et al.* (2020, pp. 21–23) ...

### Reference list

Petit, V. *et al.* (2020) *The anthropological demography of health*. Oxford: Oxford University Press.

Or, if your institution requires referencing of all named authors:

Petit, V., Qureshi, K., Charbit, Y. and Kreager, P. (2020) *The anthropological demography of health*. Oxford: Oxford University Press.

### You try

Surname, Initial. (Year of publication) *Title*. Edition. Place of publication: Publisher. Series and volume number if relevant.

*Italicise*

Copy

Email

Cite Them Right gives examples of all different formats, and variations as well.

For example how you write author names depends on the number of authors.

The platform gives you useful examples to follow.

# Get the author name format right!

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Different platforms may display the authors name in **different** formats.

If you just copy and past the details, the format may be wrong.

Author names in the reference list are written in this format: Surname, Initial.

**Correct example: Cox, S.**

The follow examples are INCORRECT

- COX, S.
- Stephen Cox.
- Cox, Stephen

# Is this Harvard or IEEE?

## 2 RELATED WORK

There are many researchers who have studied how to preserve privacy in the IoT domain by using the management of the IoT device access right validation. Reading through the related work, we categorized the proposed solutions in three aspects focusing on (i) managing the IoT devices through a centralized cloud server [2], (ii) delegating the access right validation to the requested IoT devices [3, 11–13], and (iii) managing the IoT devices using the blockchain technology [8, 10, 14, 16].

According to Reference [2], current IoT ecosystems rely on centralized and brokered communication models. Thus, all devices are identified, authenticated, and connected through cloud servers that support huge processing and storage capacities. Therefore, the management of the connections between the IoT devices is conducted by one centralized entity through the internet. Despite its high computing capability, a cloud server can turn out to be a single point of failure and disrupt the entire network, especially with the increase of the expected number of connected devices in the years ahead. Moreover, the centralized solutions are not well suited for IoT due to the difficulty of scale and the many-to-one nature of the traffic.

F. Loukil, C. Ghedira-Guegan, K. Boukadi, A.-N. Benharkat, and E. Benkhelifa, “Data Privacy Based on IoT Device Behavior Control Using Blockchain,” vol. 21, no. 1, pp. 1–20, 2021, doi: 10.1145/3434776

# Make sure you know which style you are using

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- Be consistent
- Use Cite Them Right Online
- If you are using an automated citation generator, you still need to double check it's correct

# Contact details

From the [subject guide home page](#) you can:

- Email for short enquiries
- Book an appointment with me.
- Use the live chat for any library/student centre enquiries.

The screenshot displays a website interface for the 'Computer and Engineering Guide'. At the top, there is a navigation bar with five tabs: 'Home' (highlighted in yellow), 'Key resources', 'Books', 'Referencing', and 'Professional development'. Below the navigation bar, the main content area is titled 'Welcome' and contains a welcome message: 'Welcome to the Computer and Engineering Guide. Here you will find the resources most relevant to your subject area.' This is followed by a 'Quick page guide' section with four items: 'Key Resources' (Lists the resources most relevant to your subject area.), 'Books' (Useful list of relevant sections in the library and the shelving marks to help you find them.), 'Referencing' (Finding the right referencing guide.), and 'Professional Development' (Think beyond your assignment to learning that will be useful for your career, find out about the resources you have access to whilst studying at the University. Includes a list of relevant professional bodies.). At the bottom of the main content area, a line of text states: 'If you need further help with finding resources, please email your librarian, or book an appointment.' On the right side of the page, there is a sidebar titled 'Librarian' which features a circular profile picture of Ka-Ming Pang, her name 'Ka-Ming Pang', and her pronouns 'she/her/hers'. Below this information are two prominent buttons: 'Email Me' and 'Book an appointment'.