



Frequently Asked Questions

Updated June 2015

Q: What is the difference between search by relevance and search by keyword score in eLibrary?

A: Relevance is a way of sorting the documents retrieved by the search engine. Most documents are categorized via automation to one or more topics in the eLibrary topic tree. The search engine identifies common or shared topics among the set of all retrieved documents for a given query. If there are common topics identified, then the results are sorted by documents having the strongest relationship to the topic or topics first and the remaining documents appearing in descending order of topic association. If there are too many shared topics, or if the topic associations are weak, then the search engine sorts results by keyword score.

Keyword Score is a sorting measurement computed by a combination of factors including the:

- **frequency** of the query keywords in the document (more frequent appearance getting a higher score)
- **proximity** of the keywords to each other (closer proximity getting a higher score)
- **completeness** of keywords in the document (all words appearing meriting a higher score)
- **recentness** of the publication date in the document (more current getting a higher score).

If documents have an equivalent keyword score, then the content is sorted by the publication date in reverse chronological order (the most recent publication date first, with less current content following).

Q: How long after a newspaper's publication date will documents begin appearing in eLibrary?

A: While the exact appearance will vary based upon a host of factors, including publisher embargos, for many newspapers the content will appear in the product the day after it appears in the print or online versions of the newspaper. So, for example, the April 17 issue of a newspaper could appear in eLibrary as early as April 18. Delays or contractual restrictions by the publisher or delays in the eLibrary indexing processes can sometimes impact when a newspaper edition will appear in the product.

Q: What is Homework Central and how do customers get access to it?

A: Homework Central is a collection of tens of thousands of editorially selected and maintained Web links aligned to over 20,000 of the most studied topics. Homework Central is fully integrated within the eLibrary products. It serves as the hierarchically arranged topic tree by which all eLibrary documents, web documents, as well as digitized print documents and images, are organized. The Homework Central Topic Tree is maintained by ProQuest editors.

Q: Is there an iPhone or iPad app for eLibrary?

A: There is a mobile Web version of eLibrary available at <http://m.elibrary.bigchalk.com> (Note: this URL is different from the one used for desktop access). Users can gain access to the site by utilizing their account username and password, IP address or referring URL. An authentication token is also available upon request. All versions of eLibrary that an account subscribes to are accessible via this mobile web site.

It is not necessary to download an app from a service like iTunes or Google Play to begin using the mobile version of eLibrary. Selecting the **Add to Home Screen** option when eLibrary is open in an iPad or iPhone Safari browser window creates a Home Screen shortcut that appears and behaves similar to an app. The shortcut gives students easy, high-visibility access to our products from their mobile device without requiring browser navigation.

Q: Are URLs durable in eLibrary?

A: Yes, URLs are durable or persistent for individual documents, including images, text or Research Topics, or for entire publications in eLibrary.

Q: What's the difference between eLibrary K12 edition, eLibrary Public Library edition and eLibrary Academic edition?

A: The three products are essentially the same, with the exception of the newspaper titles. There are just under 100 newspaper titles available in eLibrary K12, but not available in eLibrary Public Library or eLibrary Academic. Titles missing from the Public Library and Academic editions include *Chicago Tribune*, *Hartford Courant*, *Los Angeles Times*, *Orlando Sentinel*, *Baltimore Sun*, *New York Times* and *Wall Street Journal*.

Q: Is the eLibrary component of eLibrary Curriculum Edition (CE) different in any way from eLibrary K12?

A: No. eLibrary CE is simply eLibraryK12 with two additional databases –History Study Center and ProQuest Learning Literature—integrated into the product via search and browse. The same titles and features appear in eLibrary in the CE product package as appear in the eLibrary K12 package.

Q: Does eLibrary include foreign language content? How can one get to that content?

A: Yes, eLibrary includes titles in Spanish. They include newspapers, news wires, news graphics

More Search Options

Date Range: All dates

Topic: [Select a topic](#)

Document Language: All Languages Spanish only

Document Title:

Author Name:

Reading Level: Any Level Or enter lexile:

Publication Name: [Select a publication](#)

[Search for Tags](#)

[Search National, State or Provincial Standards](#)

and reference books. While Spanish documents will occasionally appear in search results, the easiest way to retrieve them is through Advanced Search, using the Document Language feature.

Q: What percentage of the content is Abstract and Index?

A: None. eLibrary is 100% full-text.

Q: Are there reading levels in eLibrary?

A: Yes. All eLibrary documents are either Lexiled and assigned a reading level. Users can set which of the two reading level rubrics they'd like to see for their documents in the Local Admin tool for their account. eLibrary's default reading level is based on the Gunning Fogg Flesch-Kincaid Index. This index provides a number on a scale of 0-21 that reflects the number of words with three syllables, number of words per sentence and more. Documents containing paragraphs with longer words and sentences are thought to be harder to read, and will therefore result in a higher reading level number.

User can search by reading level range. (If you select "Elementary", the documents will include reading levels 0-6, "Middle" includes 4-10, "High School" includes 8-14 and "Beyond" includes 12-20.) A reading level will be displayed for each document on the results page. You may also sort the result list by reading level so that the less-difficult documents appear at the top.

Q: How does a user limit results by scholarly journal in eLibrary?

A: In Advanced Search, there is an option to "Search within scholarly journals only". This will narrow the search to run across only titles identified as scholarly/peer reviewed.

Q: Is it possible to search just for Primary Source documents in eLibrary?

A: Yes. In Advanced Search, there is an option to "Search within Primary Source only". Selecting this option, will narrow the search to retrieve documents only from titles identified as being or containing Primary Source information.

Q: How does eLibrary support state curriculum standards?

A: ProQuest editors correlate individual topic areas within eLibrary to each and every specific benchmark of selected state, province, national and international curriculum standards, including the National Governors Association Common Core State Standards. Users can easily navigate via a Web interface from the broad curriculum objective to the specific benchmark. From the benchmark, users are directed to a collection of editor-selected and automation-generated documents-- from within the eLibrary database of over 90 million documents--that support the standard. These documents can include journal and newspaper articles, reference book excerpts, video clips, transcripts or even editor-selected Web links to outside sites. As new documents are added to the product, they are incorporated into the standards. The ProQuest editorial team continually monitors all state, local, national and significant international standards for announced changes and updates, so they can be quickly incorporated and reflected in the product.

Q: How does eLibrary's Lexile search work?

A: When you enter a Lexile number in the Advanced Search of eLibrary, the search engine retrieves documents with Lexile scores within a range of 50 points above or 100 points below the entered number.

Q: I have a question about eLibrary not addressed in the above FAQ. Who should I contact?

A: For the United States and Canada, contact **Customer Service:** 1.800.521-0600 or **Technical Support:** 1.800.889.3358

Outside North America, contact **Customer Service:** 800 4997 4111 or +1 734 997 4111 or **Technical Support:** +800 4997 4111 or +1 734 997 4111