DATABASE ACCESS & TROUBLESHOOTING

Most databases included in the A-Z List of Databases are licensed for use by members of the Mount Allison University community and visitors to the Mount Allison Libraries. The list of databases also includes selected freely available (or open access) databases.

ON-CAMPUS ACCESS

All databases are accessible on campus to all library patrons. No user name or password is required. (Most workstations in the library do require a Mount Allison account; temporary one-day accounts are available to visitors at the Access Services desk.)

OFF-CAMPUS ACCESS

All licensed databases are accessible off-campus to authorized Mount Allison patrons (students, faculty and staff). A Mount Allison user name and password is required. Freely available (open access) databases are available to all patrons on or off campus.

PROBLEMS ACCESSING A DATABASE

If you experience problems accessing a database, please let us know.

Here are some things to consider if you do run into problems accessing a database:

- Are you using an up-to-date version of your web browser? If you’re not sure, try accessing the database using a different browser.

- The database may be temporarily unavailable. From time to time, databases will be unavailable to enable maintenance and upgrades. Periodic maintenance and upgrades normally take place during lower-use hours (between midnight and 6 am) to minimize disruption. If the database you are trying to access is unavailable, try again after a few minutes or few hours as service may be restored.

- The database may be experiencing technical problems. Try again later in the day.

YOUR QUESTIONS, COMMENTS & SUGGESTIONS

If you have any questions, comments or suggestions, or wish to report a problem with a database, please contact us.

FOR MORE INFORMATION PLEASE VISIT US ONLINE, OR STOP BY THE LIBRARY. WE LOOK FORWARD TO HEARING FROM YOU.

http://libraryguides.mta.ca

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