

Philippine eLib 2.0 User Manual

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Section 1 General Information

1.1. Project Overview

The Philippine eLib is a collaborative project of the National Library of the Philippines (NLP), University of the Philippines (UP), Department of Science and Technology (DOST), Department of Agriculture (DA), and the Commission on Higher Education (CHED).

Funded through the e-Government Fund of the Philippine Government, the project hopes to provide for the information needs of all sectors of society in a convenient, affordable, and efficient way of delivery.

The Philippine eLib Portal serves as the gateway to all the online resources and services of the Philippine eLib project. It aims to:

- provide access to the collection of the different participating institutions;
- facilitate shared subscription to online resources;
- provide document delivery services;
- provide current contents services; and
- provide mechanism for fee services.

The eLib Portal consists of the following components and services:

- Union catalog (bibliographic data);
- Digitized materials (full-text documents);
- Document Delivery (downloads, courier services);
- Shared subscription (electronic databases);
- Alert services (SDI, email);
- Membership (partners, content builders, special collecting officers, individual members, institution members, prepaid card users); and
- Help System (online help, FAQs).

1.2 Purpose

This manual aims to inform users, Content Builders, Special Collecting Officers and Administrators of the Philippine eLib on the different functionalities of the eLib Portal system, how to navigate the different parts of the system, and how to maximize all available features.

1.3 Intended Readership

This manual is intended to all types of users, Content Builders, Special Collecting Officers and Administrators.

Section 2 System Overview

The Philippine eLib Portal is a web-based system which serves as a gateway to all its products and services. It has the following major components:

- Union catalog – contains consolidated bibliographic records in Machine Readable Catalog (MARC) format from the different libraries of the partner institutions; □
- Digitized materials – electronic copies of books, thesis, manuscripts, and other Filipiniana materials scanned from print or converted from microfilm and stored as digital images in Portable Document Format (PDF) files;
- Document Delivery – a service provided by the Philippine eLib to clients requesting copies of digitized materials delivered by means of electronic downloads or through courier services;
- Shared subscription – shared access to foreign electronic journals and databases currently subscribed to by the Philippine eLib;
- Membership – refers to the type of membership available for users of the Philippine eLib. Members are categorized as either Partners, Content Builders, Subscribers (individual or institution), or Pre-paid card users; and
- Cyber Selective Dissemination of Information (SDI) – an email-based alert service provided by the Philippine eLib to users subscribed to this service. In this service, a subscriber is informed, through email, on new resources available in the database that matches his/her selected categories.

Section 3 Getting Started

3.1 User Information

Profiles of users (individual and institution subscribers, pre-paid card and guests), Administrators and Content Builders, including Login accounts (e.g., usernames, passwords) and other personal information (e.g., name, address and contact number) are maintained in the eLib Portal system.

3.2 Accessing eLib

To access Philippine eLib, open your web browser and type the server's URL in the address bar (shown in Fig. 1).



Fig. 1 Website URL

3.3 System Menu

By default, all researchers accessing Philippine eLib will see a common interface and the same set of menu options (shown in Fig. 2).

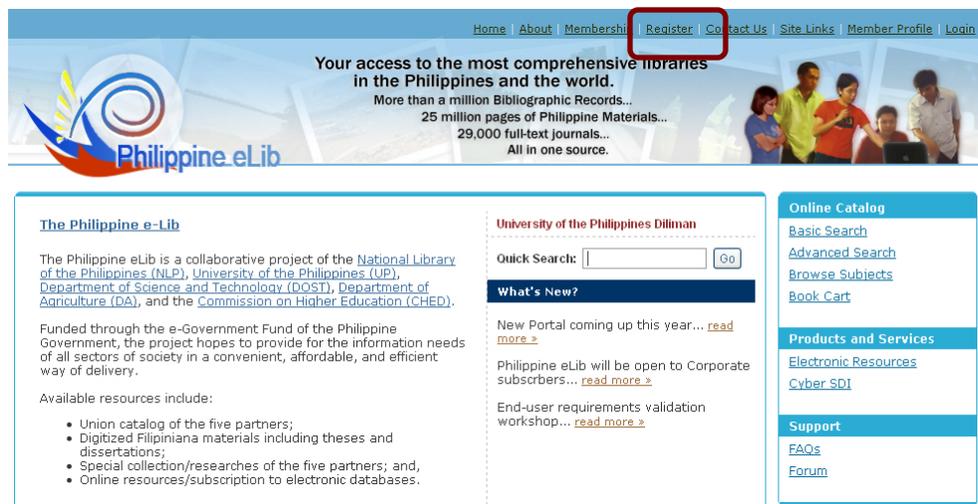


Fig. 2 Common Interface and Main Menu

3.4 Membership

Guest users or unpaid subscribers and individual subscribers may register to avail the SDI services and order full-text materials online.

Click the **Register** button in the Main Menu (highlighted in Fig. 2). Then, select the type of account you are applying for: individual or institution subscription. Click the **Next** button or hit the **Enter** key.

Fill up the registration form (shown in Fig. 3). Note that all fields with asterisk (*) are required to complete the registration.

Register

Please fill-up the form below. Fields with asterisk(*) are required.

Individual Membership Registration Form

First name*

Middle name or initial

Last name*

Email Address*

Postal Address

Phone

Fax

Desired Username*

Membership Type*

- Unlimited Access Membership - Unlimited access to all full-text materials as well as catalog information.
- 1 Month(P1200.00)
- 6 Months(P7000.00)
- 12 Months(P12000.00)
- Limited Access Membership - Unlimited access to catalog information and selected full-text materials. Other full-text

Fig. 3 Registration Form

For guest users or unpaid subscribers, choose *Limited Access Membership* in the Membership Type field. Click the **Submit** button or hit the **Enter** key.

For individual subscribers, click the radio button for *Unlimited Access Membership* then specify the range of subscriptions with the following rates:

Per month	Php1,200 per person
Per 6 months	Php7,000 per person (One-shot payment)
Per year	Php12,000.00 per person (One-shot payment)

Then, indicate the preferred starting date of your subscription by clicking the **Calendar** icon.

Click the **Submit** button or hit the **Enter** key.

A confirmation message will be shown in the window stating that your account password will be sent to your email. In order to activate your account, click the provided link in the message. You will then have a limited access membership allowing you to have an unlimited access to catalog information and avail of the Cyber Selective Dissemination of Information. You must activate your account within 30 days or it will expire.

In order to have unlimited access membership, which will allow you to have unlimited access to all full-text materials as well as catalog information, you may pay by check or money order to UP-Philippine eLib Fund Account No. 9699911-499-450 and send it to Mrs. Salvacion Arlante UP

Main Library, Gonzalez Hall, UP Diliman, Quezon City. A verification message will then be sent to your email approving your membership.

3.5 Logging On

Generally, researchers are not required to login to Philippine eLib to search the database. However, users must login to (1) access foreign electronic database subscriptions, (2) download Filipiniana full-text materials, (3) subscribe to Cyber Selective Dissemination of Information (SDI) services, and (4) order full-text materials online.

To login to Philippine eLib, click the **Login** tab on the upper right section of the page. Then, enter your *username* and *password* in the respective textboxes (as shown in Fig. 4). Hit **Enter** or click the **Login** button.

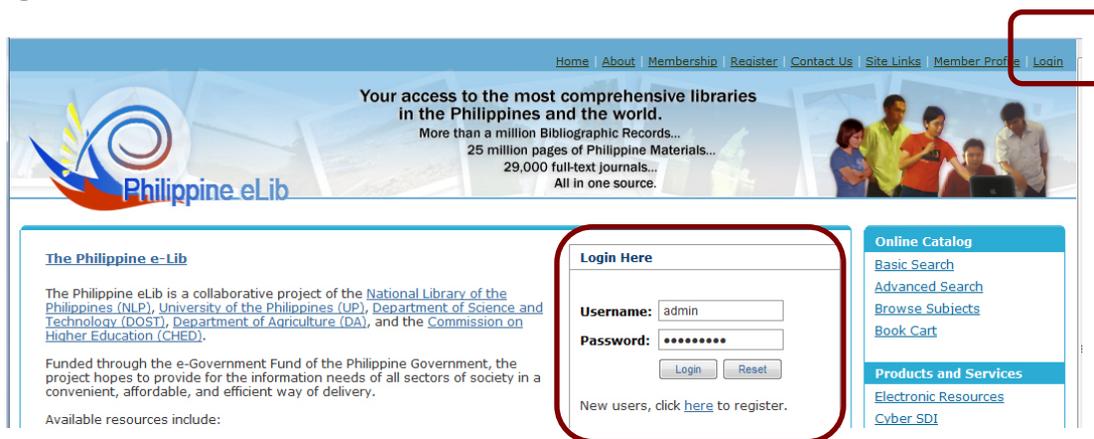


Fig. 4 Login Form

For pre-paid card users, *username* and *password* provided in the card must be entered in the textboxes.

Once logged-in, you will see your name in the **Welcome** page in the main page (see Fig. 5).

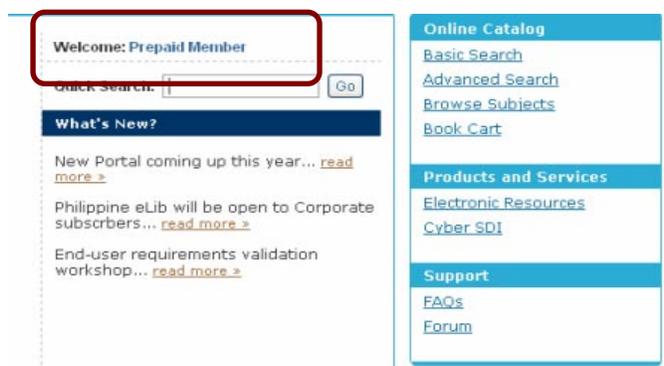


Fig. 5 Welcome page

3.6 Changing Password

To change your password, click the **Member Profile** tab on the upper right section of the page (see Fig. 6).



Fig. 6 Member Profile

In the *Change Password* section, type your old and new password in the textboxes (as shown in Fig. 7).

Institution Profile | Individual Profile | Membership

Account Information	
User Type	Admin User
User Name	yanidear
Date Registered	November 14, 2008
IP Address	202.92.128.29

Change Password	
Old Password	<input type="text"/>
New Password	<input type="text"/>
Confirm New Password	<input type="text"/>

Personal Information	
Email	yansramos@gmail.com
First Name*	Marian
Middle Name	Sabat
Last Name*	Ramos
Address	UP Main Library, Gonzalez Hall UP Diliman, Quezon City
Phone	981.8500 loc 2861
Fax	<input type="text"/>

Fig. 7 Account Information

You may also update your personal information by providing the necessary information in the textboxes (as shown in Fig. 7).

3.7 Exit System

When you are logged-in to Philippine eLib, you are advised to logout after using the system to prevent other users from using your account. To logout, simply click the **Logout** button available at the top-right section of the site (see Fig. 8).



Fig. 8 Logout Form

Section 4 Graphical User Interfaces

4.1 Online Catalog

4.1.1 Basic Search

This interface provides a simple search form where users can enter their search expression in one search box. Options to select specific fields and the location of records to search shall also be available.

On the left menu, you will find links under the heading **Online Catalog** (shown in Fig. 9). Select **Basic Search** tab.



Fig. 9 Online Catalog Links

Using the **Basic Search** interface, you can enter keywords or phrase in the search box and hit the **Search** button (see Fig. 10).

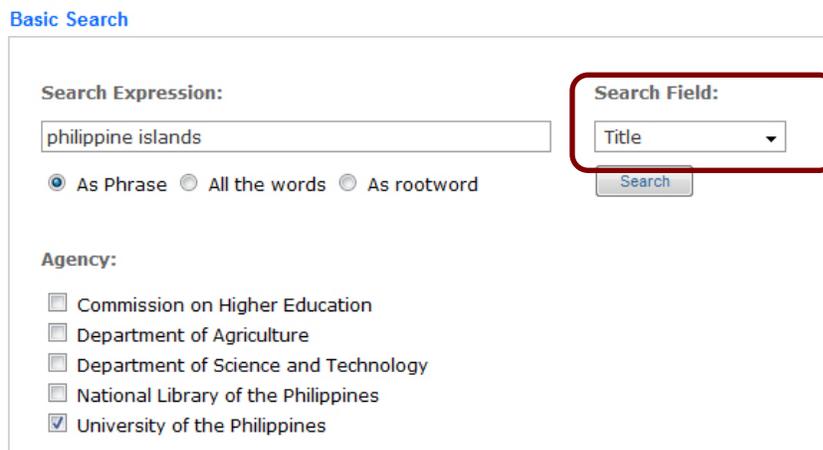


Fig. 10 Basic Search Interface

Using the drop-down menu, you can limit the search in a particular field. Search fields available are: Author, Title, Full-text Content and Any Field. The default search field is the Title field (shown in Fig.9).

Select the Boolean operator that you wish to use (The default Boolean operator is **As Phrase**). The **As Phrase** operator allows you to search the complete and exact arrangement of the keyword, title or name of author in the eLib portal system. While the **All the Words** permits you to look for all the bibliographic entries containing all the words in the search box. In addition, **Rootword** allows you to perform truncated search.

You can also limit the search by agency. For example, if you wish to search only materials available at the University of the Philippines, click the checkbox beside the label **University of the Philippines**. You may select as many agencies as you want. (Note: Selecting all agencies is equivalent to selecting none from the list).

4.1.2 Advanced Search

Using the **Advanced Search**, on the other hand, is quite similar to the Basic search, but in addition, you can combine two or three search expressions by using the Boolean operators AND and OR (shown in Fig. 11).

To begin a search, simply type your *search expression* in the search box.

Advanced Search

Search Field	Search Expression	Operator
Title	philippine islands	AND
Author	blair robertson	AND
Subject		Search

As Phrase
 All the words
 As rootword

Date: 1900 TO 1950

Agency:

- Commission on Higher Education
- Department of Agriculture
- Department of Science and Technology
- National Library of the Philippines
- University of the Philippines

Material Type:

- Analytics
- Book
- Continuing Resource
- Investigatory Project
- Mixed Material
- Public Document
- Thesis
- Visual Material
- Article
- Conference Paper
- Electronic Resource
- Map
- Music
- Technical Report
- Unpublished Document

Options: Search Records with Digital Content Only

Fig. 11 Advanced Search Interface

The default Boolean operator is **All the Words** which allows the user to search all the combined fields.

Enter your *search expression* in the three search boxes, each with a corresponding drop-down list for fields to select i.e. title, author, etc. You have also an option to search only records with full-text content.

You may also limit your search by date or date range, name of the agency and material type.

Finally, you can check the **Search Records with Digital Content Only** option to limit the result set to those records with a full-text document available for download (as highlighted in Fig. 11).

Then, click the **Search** button or hit the **Enter** key.

4.1.3 Search Results

The Search Result page shows you a brief display of the records returned from your search (see Fig. 12)

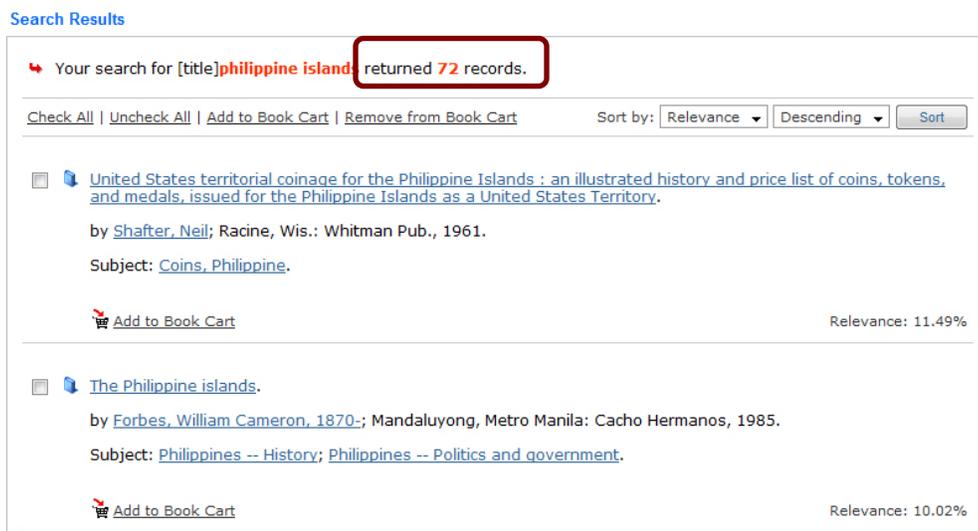


Fig. 12 Search Results

Once a query has been executed, you will be directed to the results page.

Assuming your query returned a Hit (meaning there are matching records), records will be displayed containing brief description of the material (see Fig. 12).

The number of hits will also be displayed (as highlighted in Fig. 12).

By default, fifteen records will be displayed at a time. Page navigation will be available below the result set if the number of hits is greater than fifteen.

Below each record, you will find a relevance score in percent. The higher the score the higher the relevance of the record. Relevance here is based on the number of occurrence of the keyword (in

the search expression) within the record in relation to the number of hits returned and the total number of records in the database.

By default, records returned are sorted by their relevance score in descending order. You may change the way records are sorted by using the drop-down menu labelled **Sort by** (see Fig. 13). Sort options available are: by relevance, author-title, date, and title. In addition, sort order can be changed as ascending or descending order.

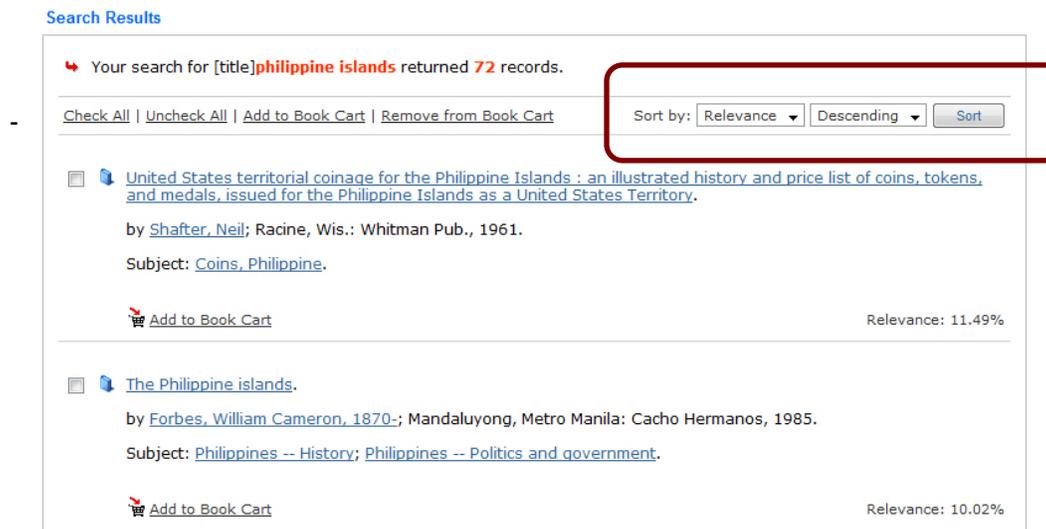


Fig. 13 Sorting the Records

Links to the names of authors and subject entries are also available. Clicking these links will execute another search on the database based on the keyword selected or clicked.

When a material has full-text available, a link will be present below the brief record display. Clicking on this link will download the full-text in PDF.

To view the complete details of the record, click on its title.

Records that are relevant to your search can be bookmarked so you can view them later. This can be achieved by using the Book cart feature (see details below on how to use the Book cart).

4.1.4 View Record Details

Once a record has been selected from the results page, the record details will be displayed.

A detailed bibliographic description of an item will be displayed (see Fig. 14).

Brief Record
Full Record
MARC Record

Bibliographic Data	
Cataloging Source	NLP
Dewey Decimal Classification Number	Thesis 025.3 Q48c 2001
Main Entry - Personal Name	Quiros, Edgardo B.
Title Statement	Categorization behavior of medical doctors and non-medical professionals : a case study / Edgardo B. Quiros
Physical Description	xx, 225 leaves
Subject Added Entry - Topical Term	Indexing
	Abstracting and indexing services
Textual Physical Form Designator	Thesis

Physical Location	
National Library of the Philippines	
The National Library	Thesis 025.3 Q48c 2001

Digital Copy						
File Type	File Size	Pages	Cost	Remarks	File Option	Cart Option
PDF	104.14 Kb	19	Free	Preliminary pages	Download File	Include File
PDF	78.54 Kb	7	Php 35.00	Chapter 1		Include File
PDF	118.38 Kb	16	Php 80.00	Chapter 2		Include File

Fig. 14 Record Details

By default, brief bibliographic information of the record will be displayed. To view the full bibliographic records, click the **Full Record** tab.

You can also view and download mark records by clicking the **MARC Record** tab and then the **Download MARC** icon (as highlighted in Fig. 15). Save the MARC record into your computer.

Links to related records thru a link on the author's name or subject are also available in this view (similar to the results page).

Availability information will be shown for the record, containing the specific institution/s within the main agency where the record can be found, including their call numbers.

In addition, if a full-text is available for a record, details about the digitized material will be shown. This will include the number of pages and file size of the material in PDF.

To download/view the material, click **Download File** button. Pre-paid card users will be charged PhP5.00 per downloaded or viewed file.

You may also click the **Add to Book Cart** link from this section (See details below on how to use the Book Cart).

Click the **Return to search results** link from this section to go back to the **Record details** page.

Bibliographic Data		
001		UPD-00000368875
008		020205s2001 xx eng
005		20020730162028.0
040	##	\$aDLS
041	##	\$aeng
042	##	\$aDMLUC
245	10	\$aCategorization behavior of medical doctors and non-medical professional :\$ba case study /\$cEdgardo B. Quiros.
100	1#	\$aQuiros, Edgardo B.,\$d1970-
090	##	\$aLG 995 2001 L4\$bQ57
260	##	\$c2001.
300	##	\$axx, 225 leaves
500	##	\$aVita.
502	##	\$aThesis (M.L.I.S.)--University of the Philippines, Diliman.
650	#4	\$aPhysicians\$zPhilippines\$xPsychology\$xCase studies.
650	#4	\$aIndexers\$zPhilippines.
650	#4	\$aInformation organization\$zPhilippines.
950	##	\$aThesis
852	##	\$aUP\$bDARCHIVES\$hLG 995 2001 L4\$iQ57\$rReference [Room Use Only]\$xUARD-9726T
842	##	\$aThesis

Physical Location	
University of the Philippines	
Diliman Main Library: University Archives and Records Depository	LG 995 2001 L4 / Q57

Digital Copy
Not Available



Fig. 15 MARC Records

4.1.5 Virtual Cart and Online Transactions

These interfaces provide the user options to bookmark records for processing at a later time. Using the virtual cart, non-members can also request/order items online. The Book cart feature is similar to an online shopping cart where items are added to the cart for purchasing.

In the Philippine eLib, online purchasing and online ordering apply to Pre-paid card users and Guest users, respectively. In addition, the cart can be used to simply bookmark (**Add to cart**) records that you feel are relevant to your search. Once you have bookmarked all items, you can easily generate a print-ready list or send it to your email. Items in the book cart can be saved permanently in your account.

From the Results page and Record Details page, there is a link to a button labelled **Add to book cart** (shown in Fig. 16). Clicking this link will add the record to the book cart.



Fig. 16 Add to Book Cart Links

You may also add multiple records to the book card by clicking **Check All** tab on the upper portion of the search results page.

Once an item has been added to the book cart, a link above the results page labelled **Book cart has items** will be available. Click this link to view items you have added to your book cart (shown in Fig. 17).

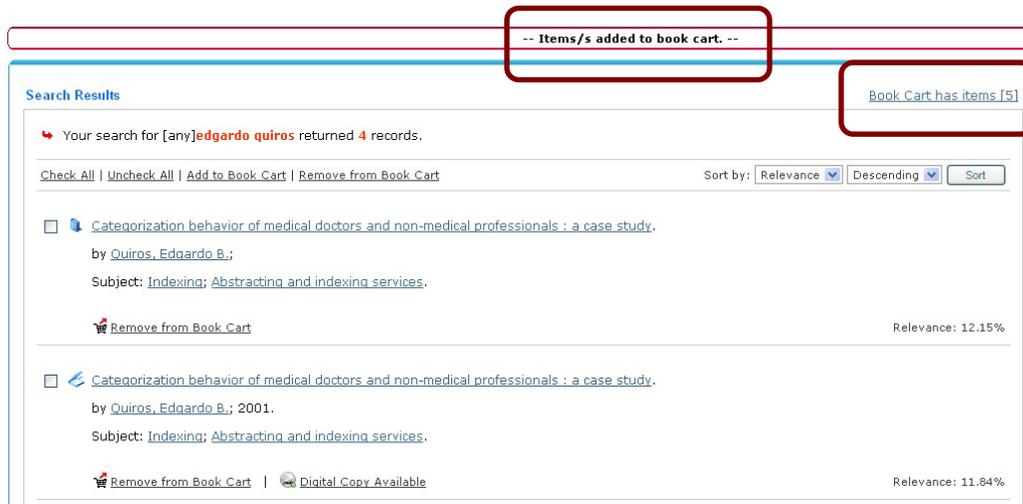


Fig. 17 Added Items to Book Cart

You may also save book cart items into your profile by clicking the **Save Book Cart Items** below the Book Cart page (see Fig. 18). This will enable you saved items for a limited period of time and retrieve them later for downloading.

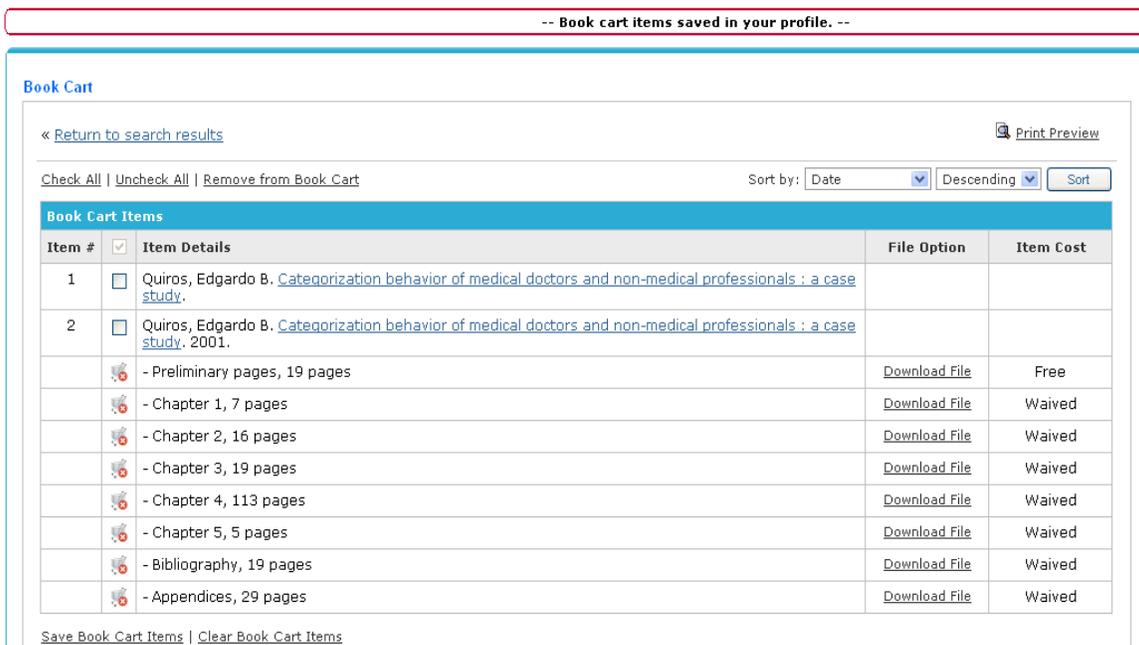


Fig. 18 Save Book Cart Items

To view the saved book cart items, click the **Book Cart** link under the heading **Online Catalog**.

From the Book Cart page below, you can generate a tabular or bibliography formatted preview of the items in your book cart by clicking on the **Print Preview** button (as highlighted in Fig. 19).

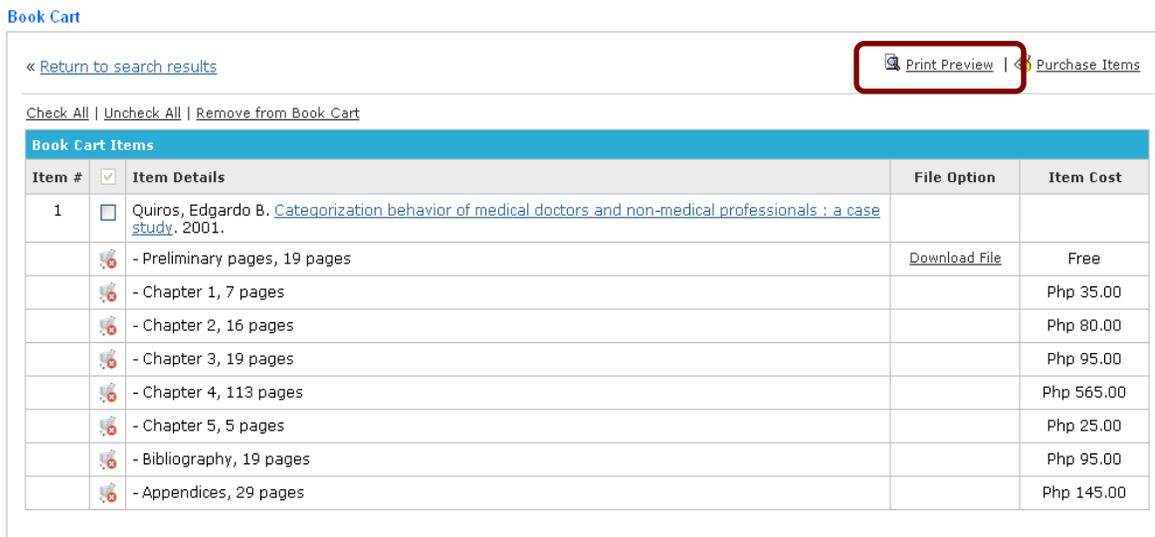


Fig. 19 Print Preview

Then, click **Print** tab on the upper right of the book cart preview page (shown in Fig. 20).



Fig. 20 Book Cart Print Preview

Alternatively, you can send the list to your email by clicking on the **Send to email** button, entering a valid email address, and clicking **Send** button (see Fig. 21).

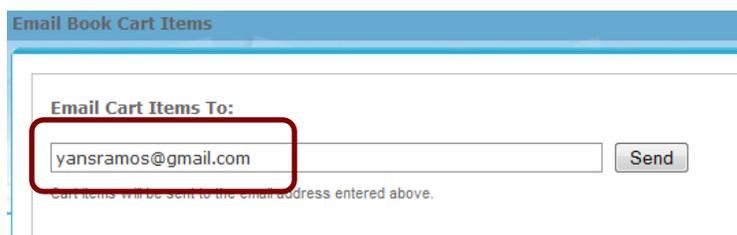


Fig. 21 Email Book Cart Items

Book cart items will be available to you for the duration of your browser's session. When you are logged in, items will be saved in your account and will automatically be removed after one month.

You may also remove items from your book cart if you feel you do not need them. Simply check the box before the title of the item and click on the link **Remove from book cart** for items that have been added to your book cart (see Fig. 22).

Book Cart

« [Return to search results](#) [Print Preview](#) | [Purchase Items](#)

[Check All](#) | [Uncheck All](#) | [Remove from Book Cart](#)

Book Cart Items			
Item #	<input type="checkbox"/>	Item Details	Item Cost
1	<input type="checkbox"/>	Quiros, Edgardo B. Categorization behavior of medical doctors and non-medical professionals : a case study , 2001.	
		- Preliminary pages, 19 pages	Free
		- Chapter 1, 7 pages	Php 35.00
		- Chapter 2, 16 pages	Php 80.00
		- Chapter 3, 19 pages	Php 95.00
		- Chapter 4, 113 pages	Php 565.00
		- Chapter 5, 5 pages	Php 25.00
		- Bibliography, 19 pages	Php 95.00
		- Appendices, 29 pages	Php 145.00

Fig. 22 Remove Book Cart Items

Another good thing you can do with the book cart is that you can bookmark materials with full-text for downloading later.

In addition, pre-paid card and guest users can also request/order items online. This can be accomplished by clicking on the **Purchase Items** button (shown in Fig. 23).

Book Cart

« [Return to search results](#) [Print Preview](#) | [Purchase Items](#)

[Check All](#) | [Uncheck All](#) | [Remove from Book Cart](#)

Book Cart Items			
Item #	<input type="checkbox"/>	Item Details	Item Cost
1	<input type="checkbox"/>	Quiros, Edgardo B. Categorization behavior of medical doctors and non-medical professionals : a case study , 2001.	
		- Preliminary pages, 19 pages	Free
		- Chapter 1, 7 pages	Php 35.00
		- Chapter 2, 16 pages	Php 80.00
		- Chapter 3, 19 pages	Php 95.00
		- Chapter 4, 113 pages	Php 565.00
		- Chapter 5, 5 pages	Php 25.00
		- Bibliography, 19 pages	Php 95.00
		- Appendices, 29 pages	Php 145.00

Fig. 23 Order Items Online

4.1.6 Browse Subjects

Use the Browse page if you wish to view subject headings collected from the entire collection. This is useful if you are not certain on the keywords to use for searching. The list will be very long depending on the available entries for each subset (see Fig. 24). Limit the list by selecting the beginning and second letter of the subject you wish to browse.

Browse Subjects

List Subjects Beginning with:

Subject List

Total Entries: [1,126]

- [Ababa, Cesar](#)
- [Ababa, Edqar](#)
- [Ababao, Freddie](#)
- [Abaca](#)
- [Abaca -- Camarines Sur](#)
- [*Abaca -- Directories](#)
- [Abaca -- disease incidence](#)
- [Abaca -- Diseases and pests](#)
- [*Abaca -- Economic aspects -- Philippines](#)
- [Abaca -- Farming](#)
- [Abaca -- Fertilizers and manures](#)
- [Abaca -- iseases and pests -- Philippines](#)
- [*Abaca -- Marketing](#)
- [Abaca -- Philippines](#)
- [Abaca -- Philippines -- Directories](#)
- [*Abaca -- Philippines -- Luzon, Southern](#)
- [Abaca -- Production](#)
- [Abaca -- Statistics](#)

Fig. 24 Browse Subjects

When the page has reloaded, select a name or subject from the list by clicking it. The system will search for the subject you have selected.

(Note: Clicking a link from the browse page is the same as entering the name of an author or subject in the query box)

4.2 Products and Services

4.2.1 Electronic Resources

This interface shall lists down the foreign electronic databases subscribed to by the Philippine eLib project. In addition, the following information shall be made available: access privileges/restrictions on each e-database/e-journal; links to the specific e-database/e-journal website; and, list of institutions currently given access to an e-database/e-journal.

This interface shall provide shared access to subscribed e-database/e-journals thru the Portal to authorized users by acting as a proxy to all authenticated users to gain access to remote databases.

4.2.1.1 Electronic Subscriptions

From the left menu, under Products and Services, you will find a link to eLib's subscribed electronic databases (see Fig. 25). These databases are owned by different foreign publishers. The Philippine eLib only provides access to these databases but do not store any material from these databases.



The screenshot displays the Philippine eLib website. At the top, a navigation bar includes links for Home, About, Membership, Register, Contact Us, Site Links, Member Profile, and Login. The main banner features the Philippine eLib logo and text: "Your access to the most comprehensive libraries in the Philippines and the world. More than a million Bibliographic Records... 25 million pages of Philippine Materials... 29,000 full-text journals... All in one source." Below the banner, the page is divided into three columns. The left column, titled "The Philippine e-Lib", describes the project as a collaborative effort involving the National Library of the Philippines (NLP), University of the Philippines (UP), Department of Science and Technology (DOST), Department of Agriculture (DA), and the Commission on Higher Education (CHED). It also lists available resources such as union catalogs, digitized materials, and online subscriptions. The middle column, titled "University of the Philippines Diliman", contains a search bar, a "What's New?" section with links to news items, and a "Quick Search" button. The right column, titled "Online Catalog", lists various services: Basic Search, Advanced Search, Browse Subjects, Book Cart, Products and Services, Support, FAQs, and Forum. The "Products and Services" section is highlighted with a red box, and the "Electronic Resources" link within it is also highlighted.

Fig. 25 Electronic Resources Link

Currently, Emerald Management Xtra is available under electronic subscription (see Fig. 26).



Fig. 26 Electronic Subscription

To access Emerald Management Xtra, from the e-databases link, simply click the **Subscribed** tab. A detailed description of the package will be displayed including the access privileges.

If you have logged-in with a valid account, you will be granted access to this resource. A message saying **Authorized. Click here to access the site** will be shown. Follow the link and you will be redirected to the database' online search page. For more information on how to use the Emerald Management Xtra, please refer to the site's online help.

In accessing the electronic subscriptions, users are authenticated via the IP Address or with a valid login and password. Going directly to the database's URL without passing the Portal's authentication will be denied access.

4.2.1.1 Database on Trial

This interface allows the users to search the electronic databases on trial subscription that are made available to members via eLib portal system. To access the databases on trial, click the **On Trial** tab (shown in Fig. 27).

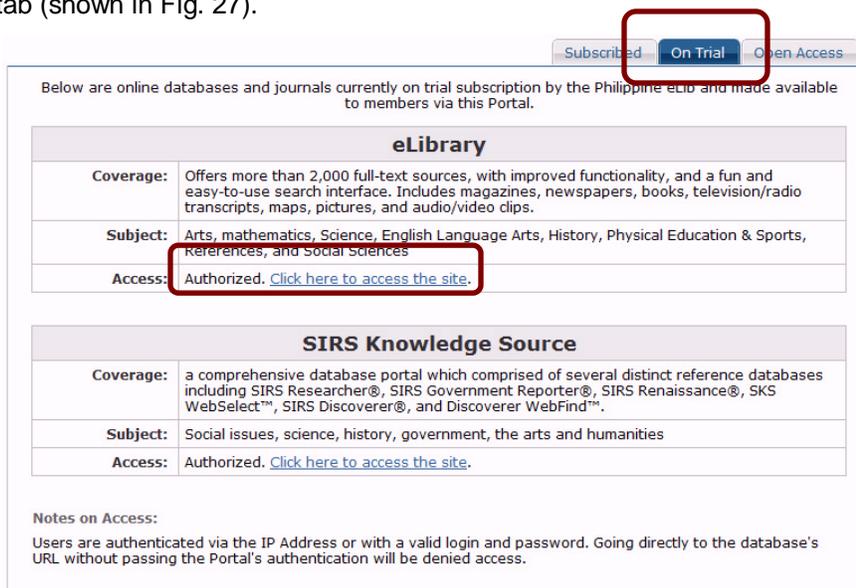


Fig. 27 Subscription On Trial

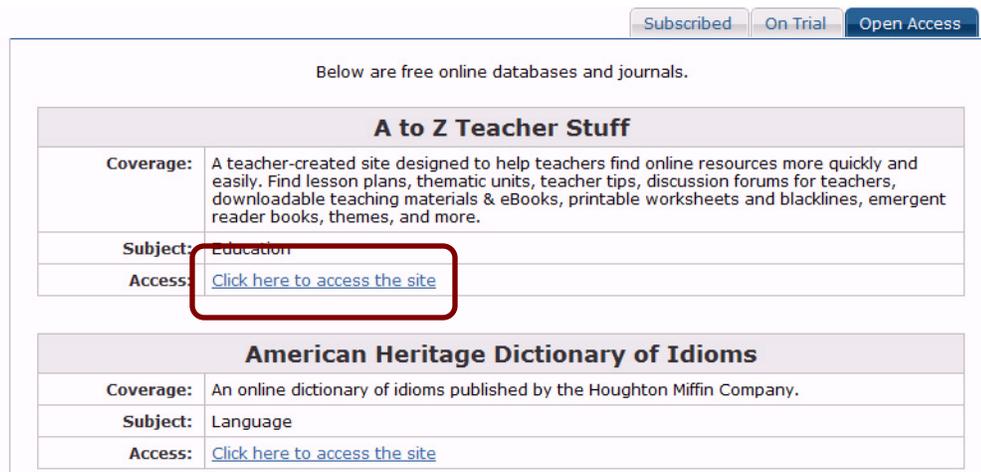
To access specific database on trial, click the **click here to access the site**. Each electronic database has its own search interface. To know more on how to use electronic database, look for the site's online help.

Note that users of on trial subscriptions must be authenticated via their IP Address or with a valid login and password. Going directly to the database's URL without passing the Portal's authentication will be denied access.

4.2.1.1 Open Access Electronic Databases

This section provides links to selected open access or free online databases and journals. Users of this interface are not required to login to eLib portal system. Since open access databases are free of charged and can be accessed anywhere with Internet connection, users can use these links wherever and whenever.

To access the list of open access databases, simply click **Open Access** tab (shown in Fig. 28).



The screenshot shows a web interface with three tabs: 'Subscribed', 'On Trial', and 'Open Access'. Below the tabs, the text reads 'Below are free online databases and journals.' There are two database entries, each in a table format. The first entry is titled 'A to Z Teacher Stuff' and has the following details: Coverage: A teacher-created site designed to help teachers find online resources more quickly and easily. Find lesson plans, thematic units, teacher tips, discussion forums for teachers, downloadable teaching materials & eBooks, printable worksheets and blacklines, emergent reader books, themes, and more. Subject: Education. Access: [Click here to access the site](#). The second entry is titled 'American Heritage Dictionary of Idioms' and has the following details: Coverage: An online dictionary of idioms published by the Houghton Mifflin Company. Subject: Language. Access: [Click here to access the site](#). The 'Access' link for the first entry is highlighted with a red box.

Fig. 28 Open Access Databases

This interface provides also description and subject coverage of each open access database.

Click the **Click here to access the site** tab to be redirected to the database' online search page.

Look for the site's online help to know more on the use of specific open access database.

4.2 Cyber Selective Dissemination of Information Service

Also under **Products and Services**, click the link to the Cyber SDI (shown in Fig. 29) to avail of this service.

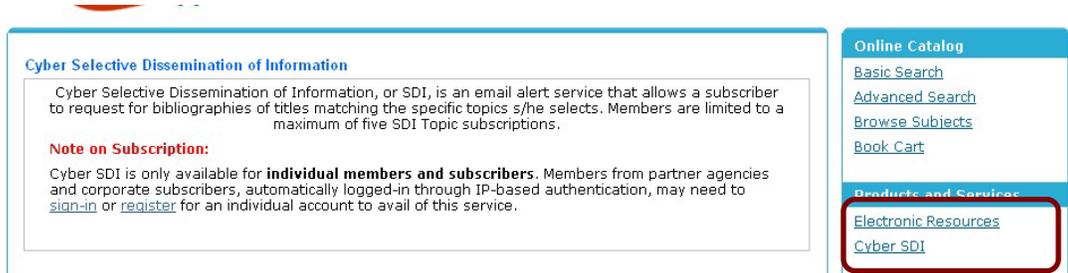


Fig. 29 Cyber SDI Service

This service is an automated implementation of the traditional Selective Dissemination of Information services of libraries. Note that Cyber SDI is only available for **individual subscribers, pre-paid card and guest users**. Members from partner agencies and corporate subscribers, automatically logged-in through IP-based authentication, may need to sign-in or register for an individual account to avail of this service.

To use the Cyber SDI, log in using own your *username* and *password*. Then, click the **Cyber SDI** link to go the interface (shown in Fig. 30).

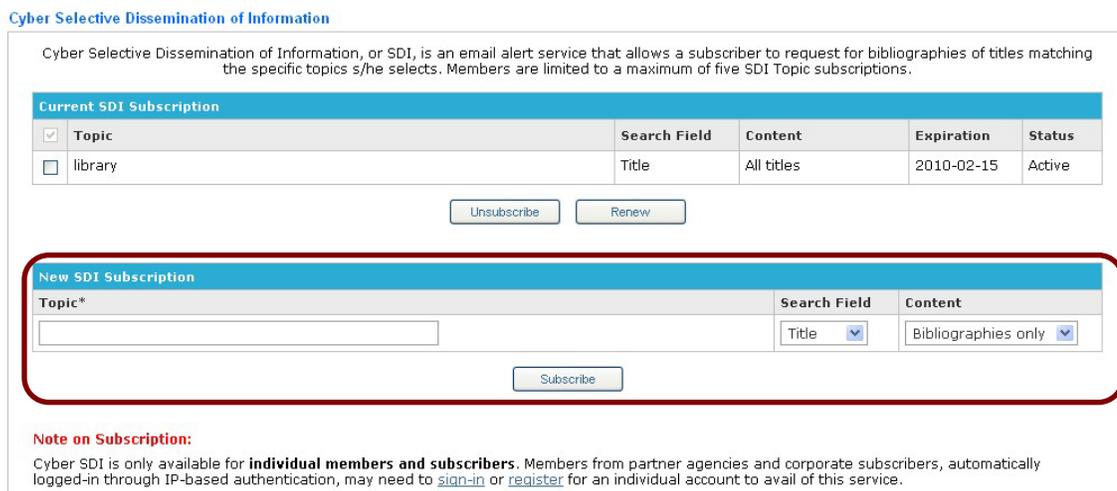


Fig. 30 Cyber SDI Service Interface

Enter the topic or subject you wish to subscribe in the textbox (as highlighted in Fig. 30). You need to indicate the search field and content. Then, click the **Subscribe** button.

An email will be sent to you for confirmation. To confirm you subscription, open your email and read the eLib’s Cyber SDI confirmation message. Follow instructions on how to activate your subscription.

Once you have confirmed subscription to Cyber SDI, you will be receiving email messages on the topics you have selected from this service each time a new material matching the categories you have selected has been uploaded to the database.

Subscription to Cyber SDI is valid for one month. You may renew it by click the **Renew** button.

To unsubscribe to this service, use the link (under section unsubscribe) from the automated email sent to you by the service (see Fig. 30).

Check the box before the subscribed topic or subject. Then, click the **unsubscribed** button. A confirmation message will be shown. Click the **Confirm** button to continue with the action.

4.3 Technical Support

4.3.1 Frequently Asked Questions (FAQs)

This interface shall be used to manage the FAQs section. All users should be able to browse, read and post for new and existing questions from users.

From the left menu, under Support, click **FAQs** tab. List of FAQs and their links will be displayed including number of views (see Fig. 31)



Fig. 31 FAQs

To search a question, enter the keyword in the textbox and click the **Submit** button (see Fig. 32). Returned results will be displayed on screen.

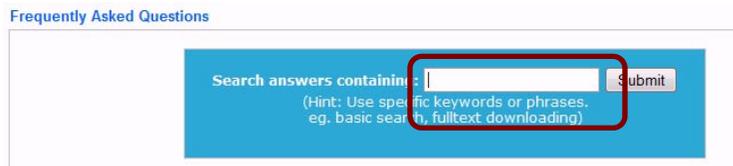


Fig. 32 Search Question

If no results found, you may post the question which will be answered by the Administrators later. Enter the query in the textbox and click the **Submit** button (see Fig. 33).

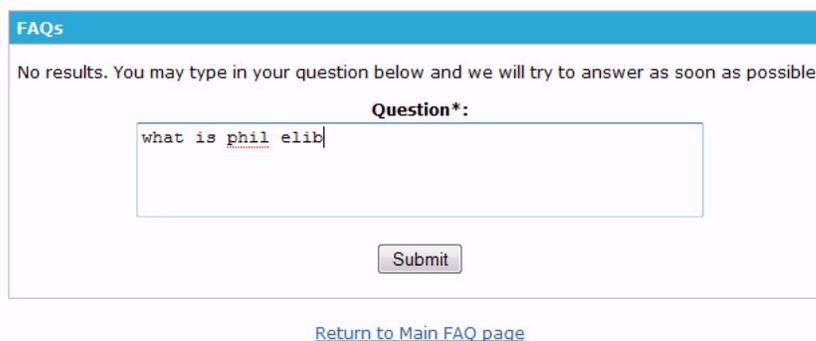


Fig. 33 Submit Question

To view the question and answer, simply click on the question. Full display of the question and answer will appear (see Fig. 34).

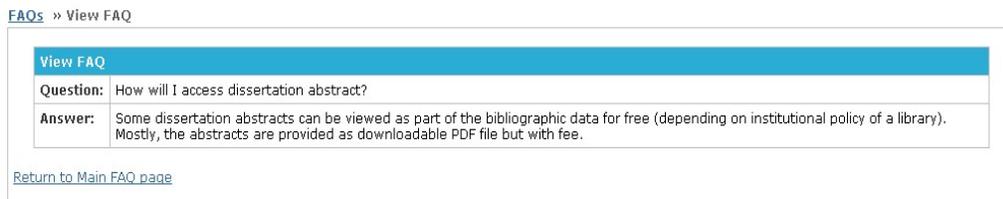


Fig. 34 View FAQs