

LWW Health Library FAQs

Last updated: February, 2018

1. What are the system requirements for using the LWW Health Library?

Answer: The following are the supported browsers and operating systems:

- a. Supported operating systems
 - i. Microsoft Windows: XP, Vista 7
 - ii. Apple: Mac OS X
- b. Supported Browsers:
 - i. Firefox version 3 or higher
 - ii. Internet Explorer version 8 or higher (note: this will not work on mobile devices)
 - iii. Internet Explorer version 9 or higher (note: this *will* work on mobile devices)
 - iv. Safari version 4 or higher

ACCESS QUESTIONS

2. How can I access the Health Library?

Answer: Institutional access can be provided by IP Authentication or URL Referral. From within an institutionally authenticated account, users can register for a free personal account which will allow them to access the site outside of IP range for up to 90 days. This can be refreshed after the 90 day token expires by logging in within IP range.

3. Is there a restriction on concurrent users?

Answer: Currently, there are no restrictions on concurrency

4. Can instructors display the content, videos, and cases in lecture theaters and labs?

Answer: Yes, the content and all ancillary materials can be viewed in class through the online site. All videos, cases, and other ancillary material have unique URLs that can be embedded into PPT decks and other instructional tools. Limited additional ancillary content may be downloaded as as PDFs, and images can be downloaded as PowerPoint files.

5. Can you customize the collection by book?

Answer: Not at this time. We currently offer the following collections, and are always considering new ones (Click the link for additional information):

1. [Medical Education](#)
 - a. Premium Basic Sciences
 - b. Integrated Basic Sciences
 - c. Basic Sciences
 - d. Anatomical Sciences
 - e. Osteopathic Medicine
 - f. Clerkship/Clinical Rotations
 - g. Board Review Series
2. [Pharmacy](#)
 - a. Premium Pharmacy
 - b. Integrated Pharmacy
 - c. Clinical Pharmacy
 - d. Cornerstone Pharmacy
3. [Medical Practice](#)
 - a. Anesthesiology
 - b. Emergency Medicine
 - c. ObGyn
 - d. Oncology
 - e. Orthopaedic Surgery
 - f. Surgery
4. [Allied Health](#)
 - a. Occupational Therapy
 - b. Physical Therapy
 - c. Speech, Language, Hearing
5. [PA](#)
 - a. PA Core Education
 - b. PA Rotations/Specialties
6. [Nursing](#)
 - a. Advanced Practice Nursing
 - b. Made Incredibly Easy!

6. What happens when a new edition of a book comes out?

Answer: LWW will add new editions of titles to the collection they belong in at the time of publication. If applicable, the previous edition will be archived and moved to the TEXT ARCHIVE section after 3 months. Titles are never removed from the Health Library, and links within course materials to older editions will remain active.

PRICING

7. Is there special pricing?

Answer: Please contact your Ovid or Wolters Kluwer rep to learn more about pricing options, or fill out this form: [LWW Health Library Institutional Request](#)

FUNCTIONALITY

8. Can students and instructors print? If so, is there a limit on what can be printed?

Answer: Yes, with the creation of a personal account, students can print a single, watermarked chapter at a time.

9. Are figures and tables included in the printing of chapters?

Answer: Yes, figures and tables are included in the printing of chapters.

10. Can I export images?

Answer: Yes, you can export images as PowerPoint (.ppt) files.

11. Can I embed content from the texts and assets in the LWW Health Library into my syllabus?

Answer: Yes, all textbook chapters, as well as first-level headings within the chapter, have unique URLs to enable easy integration with the course syllabi or Learning Management System (LMS). Title lists with the chapter URLs are available in a centralized location on the site called [User Central](#).

12. How can I access instructor-protected resources, such as test banks and answers to quiz questions, for the titles I subscribe to?

Answer: We make the instructor-protected resources available for these texts via username/password to [thePoint](#), Wolters Kluwer's ancillary website for teaching and learning. You should receive those credentials as part of your Welcome packet. If you have issues accessing these resources, please contact our Institutional Online Product Support at iopsaccess@wolterskluwer.com

13. Do my students need to be on campus to access the site?

Answer: No, students do not need to be on campus to access the site. If they can authenticate via the library site or link to the content via LMS, they can do so from any web-enabled location. Additionally, with the creation of a free personal account, students can access the site for 90-days without authenticating via their institution.

14. How does LWW Health Library support users at institutions with an “integrated” curriculum?

Answer: While compatible with any school’s curriculum, the site is ideal for integrated curricula in that users can search/filter results by subject. For example, a search by “liver damage” can be narrowed to show you only ‘Biochemistry’ or the ‘pathology’ associated with that condition.

Additionally, we’ve recently created a federated search engine that allows users to search across all of their Health Library subscriptions, as well as BatesVisualGuide.com, AclandAnatomy.com, and 5MinuteConsult.com if their institution subscribes to these products. Access Lippincott Discovery [here](#) to begin your search.

15. Can I share content from this site with colleagues—including non-subscribers?

Answer: Yes, you can use the ‘sharing’ toolbar that appears in the chapter view to email or share content on social media outside of your institution. Non-subscribers will be able to access the link for up to 72 hours before it expires. Subscribers to the content will be able to access the link with no expiration or time limit.

16. Can I view the assets on my mobile device(s)?

Answer: Video assets, animations, and the self-assessment tool are fully compatible with mobile, and the site is mobile optimized.

17. How can I use the quizzing platform?

Answer: The quizzing platform is only available to users who have created a free personal account. [Watch this video to learn more.](#)

18. My institution has access to multiple Health Library collections and a number of other Wolters Kluwer resources, like 5MinuteConsult.com and BatesVisualGuide.com. Can I search across all of these resources to find relevant, helpful content?

Answer: Yes! Lippincott Discovery is a federated search engine that essentially sits on top of all the Health Library sites your institution subscribes to, as well as 5MinuteConsult.com, BatesvisualGuide.com, and AclandAnatomy.com. You simply conduct a search within Lippincott Discovery, and results from across all of these products will surface.

MOBILE

18. Will the Health Library work on my smart phone and/or smart device?

Yes, the site is mobile optimized, and mobile access is available as part of the subscription.

19. Is mobile access delivered via an app?

Currently, the mobile view is delivered via the browser on your mobile device, and an app is not available. However, you can save a favicon/app icon to an iPad or iPhone home screen for quick and easy access.

For Safari/iPhone or iPad:

1. Open the Health Library (lwwhealthlibrary.com) in Safari
2. Tap the "Share" button, located on the bar at the bottom of the Safari. If this bar appears hidden, tap the address bar at the top of the window to show it
3. In the Share menu, tap "Add to Home Screen." If you wish, edit the name of the icon using the on-screen keyboard, and then tap "Add."
4. Safari minimizes, and your iPhone will display your home screen with your newly added icon. This icon works just like app icons when it comes to repositioning or removing it.

For Chrome/Android:

1. Open the Health Library (lwwhealthlibrary.com) in Chrome
2. Tap the Chrome menu button next to the address bar
3. Select the "Add to Home screen" button
4. A window will appear that allows you to change the name, cancel, or add. The icon will display on your home screen and works just like app icons when it comes to repositioning or removing.

20. What—if any—limitations exist in terms of functionality and/or content

Answer: The Health Library utilizes PDF, PPT, and HTML5 format files for video. You must be connected to the Internet to view the videos or any content within the Health Library.

BROWSER ISSUES

21. I started working in the Health Library and walked away. When I came back, I was signed out. What happened?

Answer: The Health Library is set to 120 minutes for session to timeout. This means that after 120 of inactivity, the user will be signed out of the program. To re-authenticate, simply hit the 'refresh' button on the browser.

E-Z PROXY/ ATHENS/ SHIBBOLETH

22. Can the Health Library work with an E-Z Proxy?

Answer: Yes, Health Library can work within an EZ-Proxy. For more details on how to figure your EZ-Proxy, please contact our Institutional Online Product Support Team at iopsaccess@wolterskluwer.com

23. Can I access the Health Library via Athens?

Answer: Yes

24. Can I access the Health Library via Shibboleth?

Answer: Yes, the Health Library supports Shibboleth, UK Federation

USAGE REPORTING

25. What are COUNTER compliant reports?

Answer: COUNTER stands for Counting Online Usage of NeTworked Electronic Resources, and it represents an international industry standard for how to report usage for all electronic products. For more information on COUNTER compliancy, please refer to www.Project.counter.org. Administrators have the ability to generate their institution's COUNTER compliant reports using the administrative portal, SiteMaster.

26. I am an institutional administrator. How can I track my institution's usage?

Answer: Institutional administrator access to COUNTER compliant reports via SITEMASTER. To login, you will need your administrative credentials.

MARC RECORDS

27. How can I get MARC records for my Health Library collections?

Answer: The Health Library has MARC records for each individual collection. They can be found on [User Central](#).

SEARCH

29. Can you search by book?

Answer: Yes, you can search across an individual title by selecting the advanced search option and selecting the title you want to limit your search to.

30. What is a 'semantic search'? What does a semantic search mean?

Answer: Traditionally, a text search involves looking for the exact terms within a text. For instance, a text search for 'liver damage' will yield results that contain the words 'liver', 'damage,' and, 'liver damage.'

31. Are images searchable?

Answer: Yes, once you search for a term, you can narrow the results to display just images.

33. I have access to Medical Education and Pharmacy titles. When I search a term, will my results show both Medical Education and Pharmacy on the same screen?

Answer: When you are within the individual collection, no—search results will only display for a single collection when you are within in. However, if you search for a term using [Lippincott Discovery](#)—a site that allows you to access all your Health Libraries, Bates, Acland's, and 5MC your results will display not only for both health libraries—any of the products your institution subscribes to.