



INSIDE

THE CLARION UNIVERSITY LIBRARIES



November 16, 2021

Volume 17 Number 13

We publish *INSIDE The CU Libraries* weekly, when classes are in session.

Here we share information about our services and resources with the campus community. Current and back issues are available online

through the NEWS link on the [Libraries' homepage](#).

In This Issue

- Last Chance – Survey & Gift Cards Await
- Carlson Library Open on Saturday
- Two Weeks and Counting ...
- What Is ABI/INFORM Complete?
- Library Tip: Research Guides & Tutorials
- The S.W.A.T. Minion's Tip: *Driver Updating Utilities Are Worse Than Useless*
- Cranial Candy: Word Of The Week ... *offal*
- Something To Think About

Last Chance - Tell Us What You Think - Win Super Gift Cards



LibQUAL+

The University Libraries are conducting a library service quality survey to help us assess and improve our services. Findings from this survey will help to inform decisions in the Libraries and better provide the services and resources YOU need.

Go to the LibQUAL+ LibGuide to take the survey: <https://libguides.clarion.edu/libqual2021>. It only takes 5-10 minutes! The survey period ends this **Friday, November 19, 2021**.

Enter your Clarion email address at the end of the survey for a chance to win a prize! We're giving away sixteen prizes, including a grand prize \$200 Amazon gift card! Prizes are made possible through the use of CU Foundation designated library funds. IRB #05-21-22

Carlson Library Open on Saturday

Continuing through the end of the semester, Carlson Library is open on Saturdays from 9:00 a.m. until 5:00 p.m. The exceptions will be closure on the Saturday after Thanksgiving and extending hours on the Saturday before finals.

Two Weeks and Counting...



With about two weeks of classes remaining, you may be looking forward to the end of the semester and the year. You may also be apprehensive about what you need to do between now and then. If you have a research project that has stalled, maybe the reference librarians at Carlson Library can help.

Contact our reference librarians for tips and research consultations that can save you time and a lot of frustration. Reference librarians are available Monday-Thursday 10:00am – 9:00pm, Friday 10:00am – 4:00pm, and Sunday 2:00 – 6:00pm.

- **Call** Carlson Library (Clarion Campus) at 814-393-2490.
- **Clarion Online distance education students** may call toll-free at 1-866-272-5612 and press #5 for the Library.
- **Chat** by clicking in the **Chat Live With A Librarian** box on the **Libraries'** home page to start a live conversation with one of our reference librarians.
- **Text a Librarian** using SMS from your cell phone to us at 814-343-9324 or to our email address: libsupport@clarion.edu.

CU Libraries' Links:

Inside The Clarion University Libraries
Read back issues of the Libraries' newsletter

Library Home

Your link to all of the Libraries' resources

Online Catalog

Databases A-Z

Search the Libraries' extensive collection of electronic journals and e-books

Contact Us

Dr. Terry Latour
Dean of Libraries

- o *Note: Standard messaging rates apply.* Remember that SMS stands for **Short Message Service**. If the question (or answer) requires in-depth discussion, you probably should contact the reference librarian using one of the other options.

- **Zoom** with a librarian by scheduling a consultation via email (libsupport@clarion.edu) or on the the [Ask A Librarian / Lib/Answers](#) page.
- [LibAnswers](#) is an online reference service. This database of questions and answers others have previously asked might have what you are looking for.
- **Email** is great when immediate feedback is not crucial or when the reference librarians are not on duty. Submit requests for assistance using our [Ask A Librarian](#) online reference form. It is available at the [Libraries'](#) website, through the [Ask A Librarian / LibAnswers](#) link.

Don't forget about all of the tutorials and resource lists that are also available at the Libraries' Website!

What is ABI/INFORM Complete?



ABI / INFORM includes thousands of full-text journals, dissertations, conference proceedings, marketing and industry reports, company records, business case studies, and global trade news from 1971 to the current date. It is comprised of:

- **ABI / INFORM Global** – core scholarly content including thousands of full-text journals, dissertations, and collections of working papers, including the *Wall Street Journal*, *The Economist*, *Financial Times*, *Sloan Management Review*, and other major business

publications.

- **ABI / INFORM Trade & Industry** – applied content including market research reports, journals, magazines and periodicals relevant to trade and industry.
- **ABI / INFORM Dateline** – a streamlined version, containing regional business news and wire feeds.

ABI / INFORM contains:

- 6,637 full-text journals, 2,240 of which are scholarly.
- 52 million company records from Experian.
- 45,000+ business-related dissertations.
- 450,000+ working papers and research reports from the National Bureau of Economic Research (NBER), Organisation for Economic Co-operations and Development (OECD), Research Papers in Economic (RePEc), INSEAD and others.
- Comprehensive, expert market information from Business Monitor International, Economist Intelligence Unit (EIU), Euromonitor, Dunn & Bradstreet, Oxford Analytica, and more.
- 10,000+ business cases and case studies.

This electronic information resource is available through the [Libraries Homepage](#). In the "Research" block, click on the [Databases A-Z](#) link, then scroll down the alphabetical list.

If you have questions or need assistance, Chat, Zoom, and other online services are available at the [Ask a Librarian! / LibAnswers!](#) link on our Website.

Library Tip: Research Guides & Tutorials



With crunch time approaching and late work hours a necessity, don't forget to take advantage of the more than a hundred research [guides](#), resource lists, and how-to-do-it [tutorials](#) available at the [Libraries](#) Website.

Check-out the links at the ["Help and Guides"](#) section of our Website. You'll find a wealth of helpful information that should make your research and writing easier.

The S.W.A.T. Minion's Tip: Driver-Updating Utilities Are Worse Than Useless!



You may have seen advertisements for a "Driver Update Utility." There are also ads for PC cleaners, registry cleaners, game boosters, and all sorts of other utilities that do not actually do anything besides try to make money from you and install garbage onto your PC.

The folks at [howtogeek.com](#) installed DriverUpdate from [driverupdate.net](#) so you do not have to – really, do not try this at home.

The program starts out claiming to be a "Microsoft Gold Certified Partner." This does not actually mean Microsoft has placed their stamp of approval on this utility. It then attempts to install other junk software you will not want.

After installation, DriverUpdate ran a scan and informed them that the computer had 14 out-of-date drivers, many of which are considered "ancient." This was on a fresh Windows 8.1 system — installed just a few months previous — with the latest drivers available from the manufacturer's website at the time. There is no possible way that "ancient" drivers from 2006 were installed.

The tool wants you to pay \$30 a year to "Fix current device driver problems," "Benefit from new driver features," and "Prevent future system problems." It is very unlikely any driver will offer new features, and it is very unlikely your current drivers could cause "future system problems."

This is all designed to convince you to pay that \$30 — and that "Microsoft Gold Certified Partner" logo there is designed to make the program seem more legitimate than it actually is.

Some reviews on [Download.com](#) allege that if you actually pay \$30, you will receive a phone call from customer service informing you that they found problems on your computer during the driver update scan. For just a few hundred dollars more, you can have them fixed! Basically...it is the Windows tech support phone call scam, but they're only going after people who have already proven they'll spend money for questionable software.

Other people report crashes and blue-screens after installing updated drivers from this application — not a huge surprise.

Another driver-updating utility named "Driver Support" uses the same business model, charging \$30 a year for driver updates. It is even more ridiculous — it says the computer's "Driver Health Is Low!" To fix this, update the "HID-compliant mouse" driver. This is a standard type of hardware — you should never need to update this basic mouse driver - it is included in Windows.

You Don't Need to Update Your Drivers, Anyway

Here's the thing — you don't actually need to regularly update your drivers. If you play PC games, you do need to update your NVIDIA or AMD graphics drivers regularly — but that is it. Both NVIDIA and AMD include automatic driver-updating tools along with the graphics drivers to make this easy.

Driver updates occasionally arrive via Windows Update, so a serious problem will be fixed just by installing your normal updates. Windows also automatically downloads the necessary drivers when you connect new hardware. Hardware driver-updating utilities would be a waste of time even if they worked properly.

Remember that PC cleaners, Mac cleaners, registry cleaners, system optimization utilities, and all the other sketchy PC maintenance software you see advertised on the web are all about *scaring* you. Once you are scared, you will pay up for their useless service.

Cranial Candy: Word Of The Week



offal

PRONUNCIATION:

OFF ull

(Depending on where you are from, you could say this exactly like "awful.")

MEANING:

This word looks like "off fall" because offal is the bits and pieces that fall off of something. In other words, offal is **the waste, the crumbs, or the little**

leftover pieces of stuff that you do not need.

Figuratively, offal is **useless stuff, worthless stuff, or garbage.**

USAGE:

Be careful when you call things or people offal--it's like comparing them to the parts of a slaughtered animal that may or may not even get eaten, or, less disgustingly, it's like comparing them to the little crumbly eraser bits that you have to wipe off your paper.

So, talk about the offal of society, all the offal cluttering up the Internet or the television networks, political offal, verbal offal, the offal of the self-publishing industry, etc.

If you need a particularly insulting term for someone who accepts or consumes nonsense or garbage, you might use "offal-eater," keeping in mind that it is a *very* harsh insult (and one that I would personally avoid.) Pigs and other animals that eat whatever garbage or leftovers we give them are literal offal-eaters, but figurative offal-eaters will accept any moral, cultural, literary, artistic, political, or intellectual trash they are given.

Although we do not "repair" computers, the **S.W.A.T. Team** (Students **Who Assist** [with] Technology) on Level A of Carlson Library is always happy to help. Having an issue? Let us take a *swat* at it!

Something To Think About:



*Piglet noticed that
even though he had a Very Small Heart,
it could hold a rather large amount
of Gratitude.*

~ A.A. Milne ~