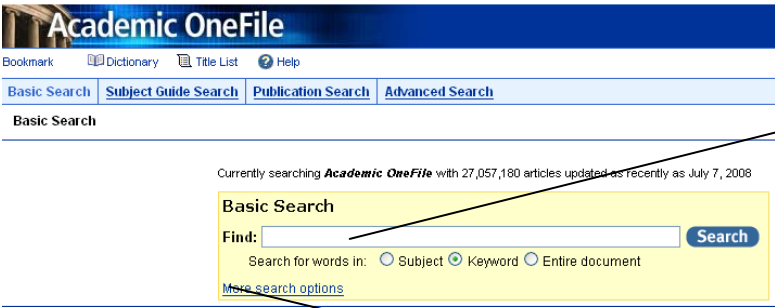
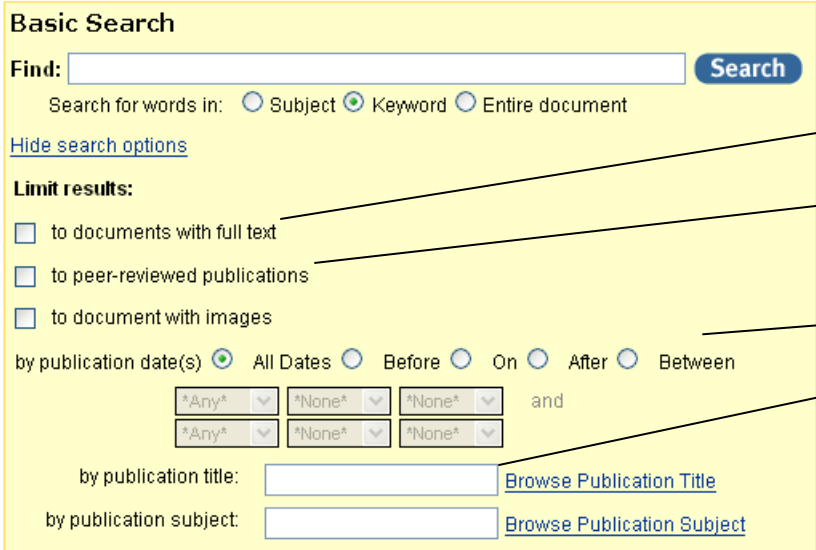





Academic OneFile (InfoTrac)

From arts and the humanities to social sciences, science and technology, this database meets research needs across all academic disciplines. Access scholarly journals, news magazines, and newspapers - many with full text and images! It covers the years 1980-present and offers all the data included in Expanded Academic ASAP, plus lots more.

| | |
|---|---|
| <p>1) From the BCTC LRC homepage www.bluegrass.kctcs.edu/lrc, select Find an Article under the <i>Quick Links</i> section at the center of the page. Academic OneFile is located under the General category on the left side of the page.</p> | <p>2) Click on the Academic OneFile/InfoTrac link.</p> |
|  | <p>3) Type your keywords in the box, separating them with AND</p> <p><i>Ex. pregnancy AND smoking</i></p> <p>(you can also type in phrases in quotation marks, such as “fetal alcohol syndrome”)</p> |
|  | <p>4) You can limit (click on More search options) to the following:</p> <p>Full text</p> <p>Peer reviewed publications</p> <p>Published date</p> <p>Journal title</p> |
| <p>5) Hit Enter or click the Search button</p>  | |

| | |
|--|---|
| <p><input type="checkbox"/> Mark</p> <p>2. And they're off! Offshore, that is--and nearshore, and homeshore. When it comes to outsourcing contact centers, it's a whole new horse race. Christopher Musico.</p> <p><i>CRM Magazine</i> 12.5 (May 2008): p38(5). (2569 words)</p> <p>Full-text with graphics 5 PDF pages</p> <div data-bbox="669 436 933 745" style="border: 1px solid red; padding: 5px;"> <p>Tools</p> <p> View 5 PDF pages</p> <p> Print Preview</p> <p> E-mail</p> <p> Download</p> <p> Citation Tools</p> <p>Spanish <input type="button" value="Translate"/></p> </div> | <p style="text-align: right;">Article </p> <p>6) To view an article, click the blue article title link or the Full-text or PDF links.</p> <p>NOTE: Once you click on an article, Academic OneFile also gives you a link for Citation Tools for information on how to cite the article in your paper.</p> |
|--|---|

Printing/E-Mailing Articles:

| | |
|---|--|
| <div data-bbox="235 1104 506 1417" style="border: 1px solid red; padding: 5px;"> <p>Tools</p> <p> View 5 PDF pages</p> <p> Print Preview</p> <p> E-mail</p> <p> Download</p> <p> Citation Tools</p> <p>Spanish <input type="button" value="Translate"/></p> </div> | <ul style="list-style-type: none"> • Click on <i>Print Preview</i> in the Tools section of the article (to the right at the top of the article) to print the article. • You can also choose <i>E-Mail</i> to mail the article to yourself. |
|---|--|

HINT: Be sure to check with your instructor about the accuracy of your citation before handing in your paper.