



Presidency University

No: 86/1, College Street, Kolkata-700073. West Bengal

ENHANCING RESOURCE DISCOVERY: EFFECTIVE INFORMATION RESOURCES RETRIEVAL STRATEGIES THROUGH OPAC

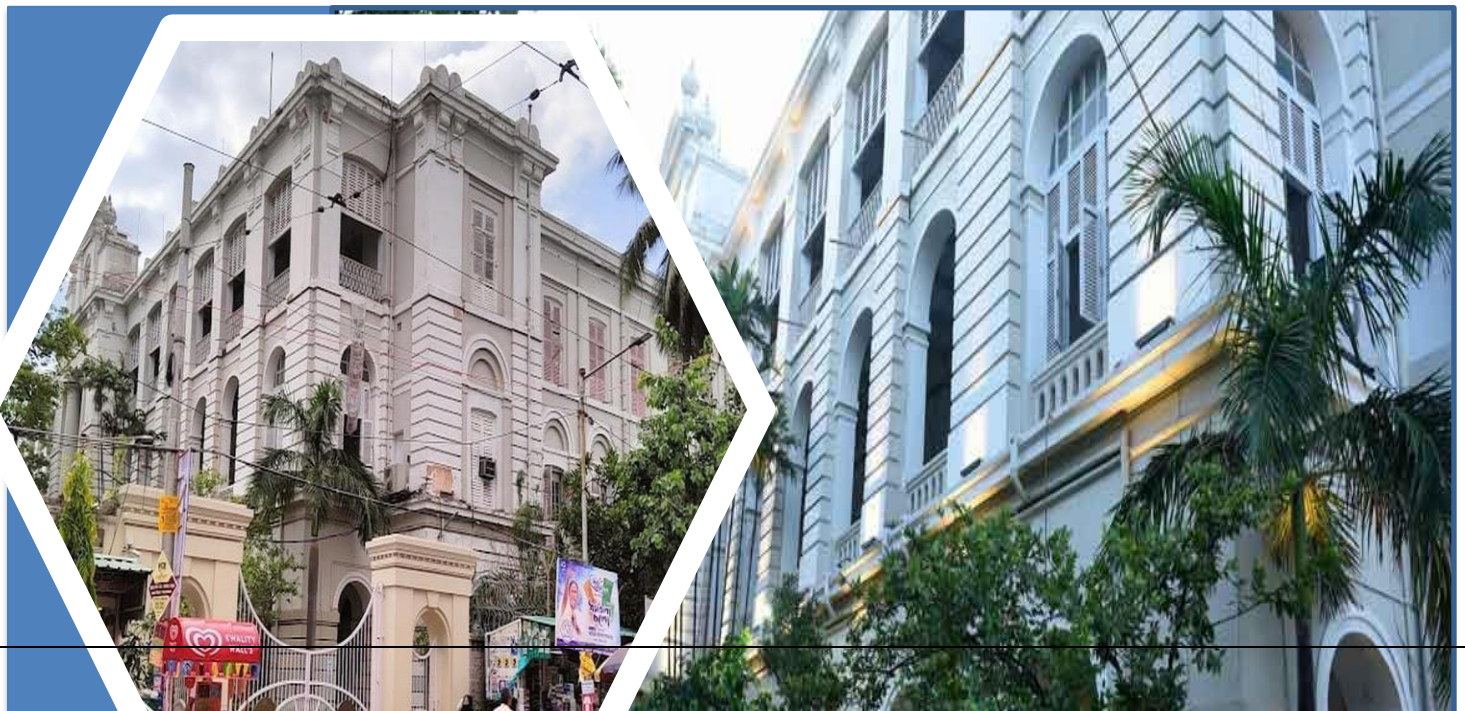
Contributors:

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Ms. Kuheli Dutta, Assistant Librarian, Presidency University, Kolkata.

Dr. Rabisankar Giri, Assistant Librarian, Presidency University, Kolkata.

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Date: 24th August, 2023

Subject Areas: Interdisciplinary, Library and Information Science.

Target users:

Academicians, Students (Undergraduate, Postgraduate), Research Scholars, Staff, or any other members of the Libraries who need information regarding

- Whether the information resources, the library users need are available in the library or not?
- What information resources are available in the library?
- How can bibliographic information be retrieved using the library catalogue/OPAC/Web OPAC?
- How can databases be searched using different search Strategies?

This is also helpful for the skill development of the Library Staff in assisting the library users to find the relevant resources.

Contents:

1. Introduction of the Module
 2. Objectives
 3. Background
 4. Retrieval strategies
 - a) Simple Search Techniques
 - b) Advanced Search Techniques
 5. Exercises
-

1. Introduction to the module

This module is designed to provide information on the different retrieval techniques of information resources/bibliographic resources. It aims to enhance the knowledge and skills of library users, students, faculty members and researcher scholars in effective resource search.

2. Objectives

- Learners including Library staff and users will get acquainted with the structure and the functions of the OPAC interface through NewGenLib Library Automation Software.
- Learners will learn different search options necessary to get the appropriate resources on time.
- Learners will understand how to find similar resources even if their knowledge is limited about the available resources through resource linking.
- Learners will be able to access their accounts meant for different services and information dissemination related to the library

3. Background

Information retrieval (IR) is the process of finding relevant information from a collection of data. Effective search techniques can result in more relevant data retrieval.

In this module, the search techniques are illustrated with the help of the Presidency University Web OPAC.

Presidency University Library: A Brief Introduction:

Being the library of a two-hundred-year-old institution, The Presidency University (Erstwhile Hindu College/Presidency College) Library has a very unique and rich collection of books, periodicals, and manuscripts along with electronic and multimedia resources. The collection includes some of the rarest books and reference materials along with thousands of important documents and journals.

The University Library comprises of two main units - i.e., - the Arts Library, and the Science Library alongside the individual departmental libraries. The primary aim of the library is to support the academic and research programs of the University by providing access to its rich physical and digital repositories of learning resources. With its rare archives and the most current databases, the University library is designed to cater to the University's current and future teaching and research interests.

NewGenLib Library Automation Software

Presidency University Library has been automated with the NewGenLib (NGL) Library Automation Software, developed by Verus Solutions Private Limited, Hyderabad – 500049. NGL Core Engine version 3.3 – Helium, Release Date: 26th January 2023 is being used at present.

Data Entry, Cataloguing, Membership, Circulation and many other works are being automated using different modules of the NGL Software.

Library Online Public Access Catalogue (OPAC) /Web OPAC Interface of NewGenLib

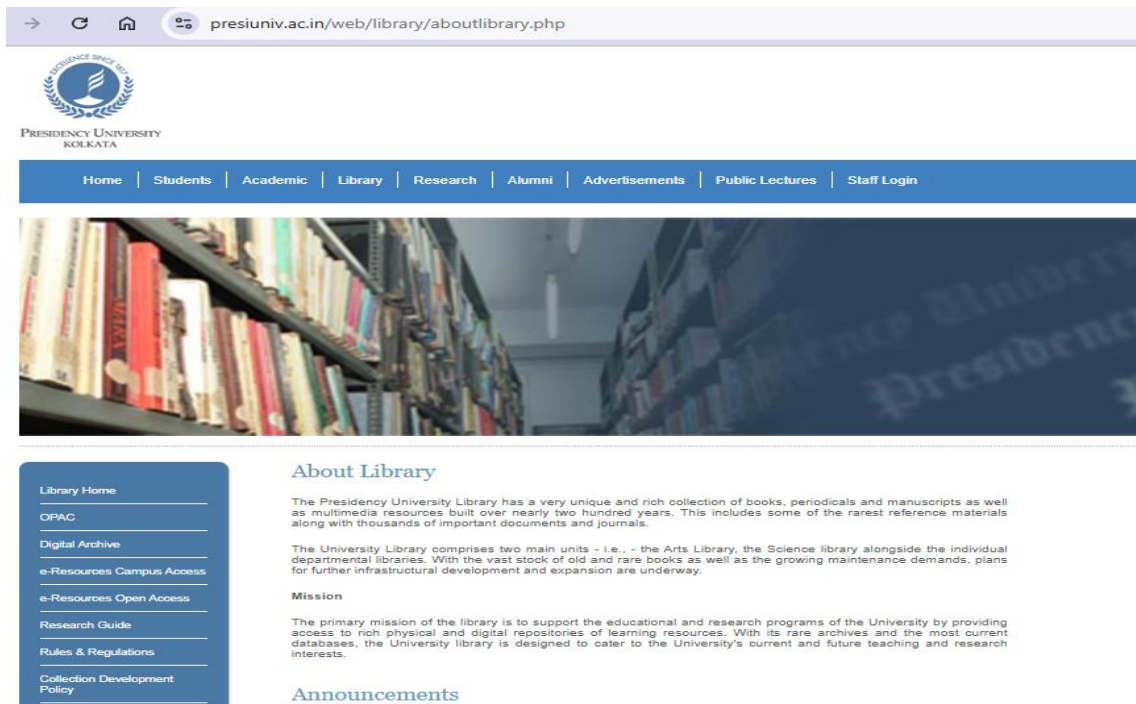
Presidency University Library's OPAC/Web OPAC offers an easy-to-use platform for searching the collections of books and other library resources.

The catalogue can be searched from any internet device like [desktop](#), [laptop](#), [mobile](#), etc.

The Online Public Access Catalogue (OPAC) of the University Library is **accessible – anytime, from anywhere**. The OPAC shows the real-time availability of the library learning materials.

To locate learning resources (i.e., books and other materials) available in the library following steps to be followed:

Step-1- Go to the University home page (www.presiuniv.ac.in) and then click on the Library tab. The following screen will come.



The screenshot displays the web interface of the Presidency University Library. At the top, the browser address bar shows the URL presiuniv.ac.in/web/library/aboutlibrary.php. Below the browser bar is the university's logo and name, "PRESIDENCY UNIVERSITY KOLKATA". A horizontal navigation menu includes links for Home, Students, Academic, Library, Research, Alumni, Advertisements, Public Lectures, and Staff Login. A large banner image shows rows of books on shelves in a library. The main content area is titled "About Library" and contains the following text:

About Library

The Presidency University Library has a very unique and rich collection of books, periodicals and manuscripts as well as multimedia resources built over nearly two hundred years. This includes some of the rarest reference materials along with thousands of important documents and journals.

The University Library comprises two main units - i.e., - the Arts Library, the Science library alongside the individual departmental libraries. With the vast stock of old and rare books as well as the growing maintenance demands, plans for further infrastructural development and expansion are underway.

Mission

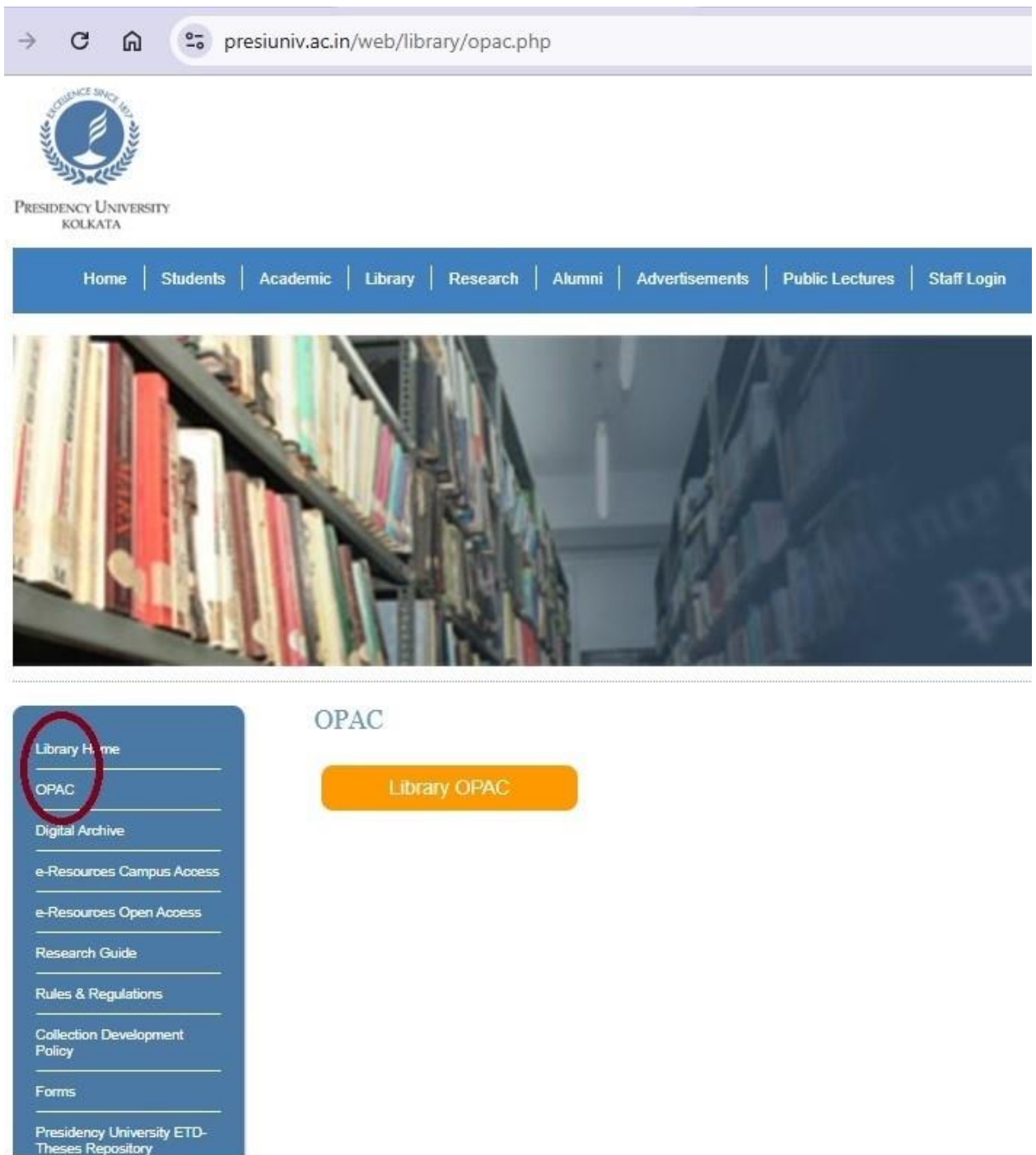
The primary mission of the library is to support the educational and research programs of the University by providing access to rich physical and digital repositories of learning resources. With its rare archives and the most current databases, the University library is designed to cater to the University's current and future teaching and research interests.

Announcements


On the left side of the page, there is a sidebar with a blue background and white text, containing the following links:

- Library Home
- OPAC
- Digital Archive
- e-Resources Campus Access
- e-Resources Open Access
- Research Guide
- Rules & Regulations
- Collection Development Policy


Step-2. Click on OPAC (on the left-hand side). By default, all users accessing OPAC will see a common interface and same set of menu option.



→ ↻ 🏠 🔍 presiuniv.ac.in/web/library/opac.php


PRESIDENCY UNIVERSITY
KOLKATA

Home | Students | Academic | Library | Research | Alumni | Advertisements | Public Lectures | Staff Login

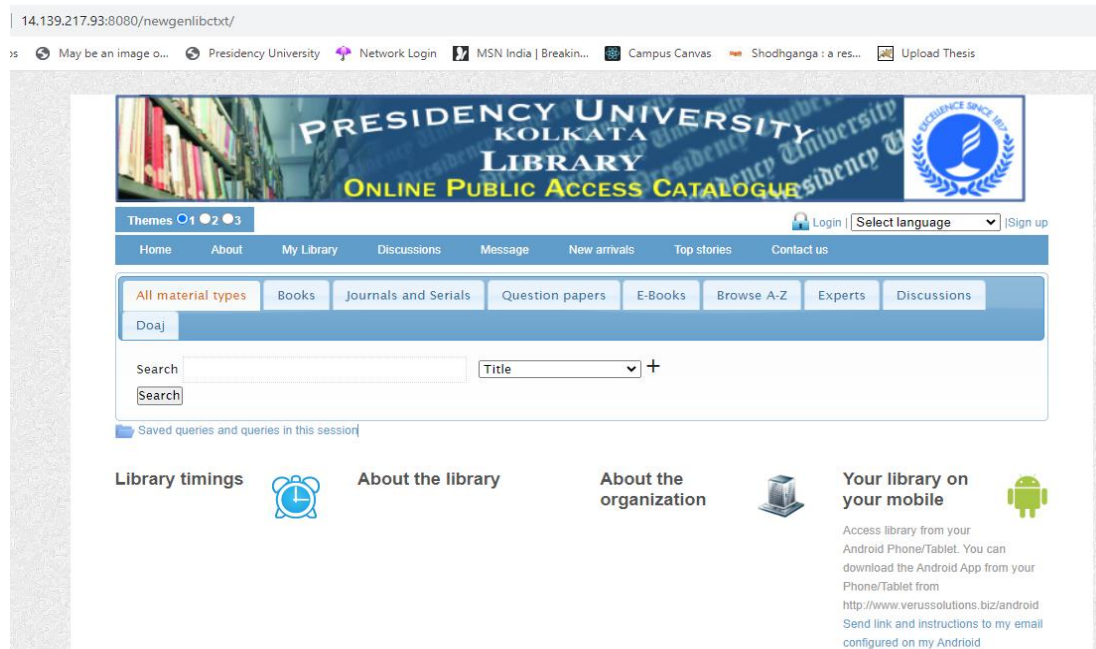


Library Home
OPAC
Digital Archive
e-Resources Campus Access
e-Resources Open Access
Research Guide
Rules & Regulations
Collection Development Policy
Forms
Presidency University ETD-
Theses Repository

OPAC

Library OPAC

Step 3. Click on Library OPAC. The following screen will appear.

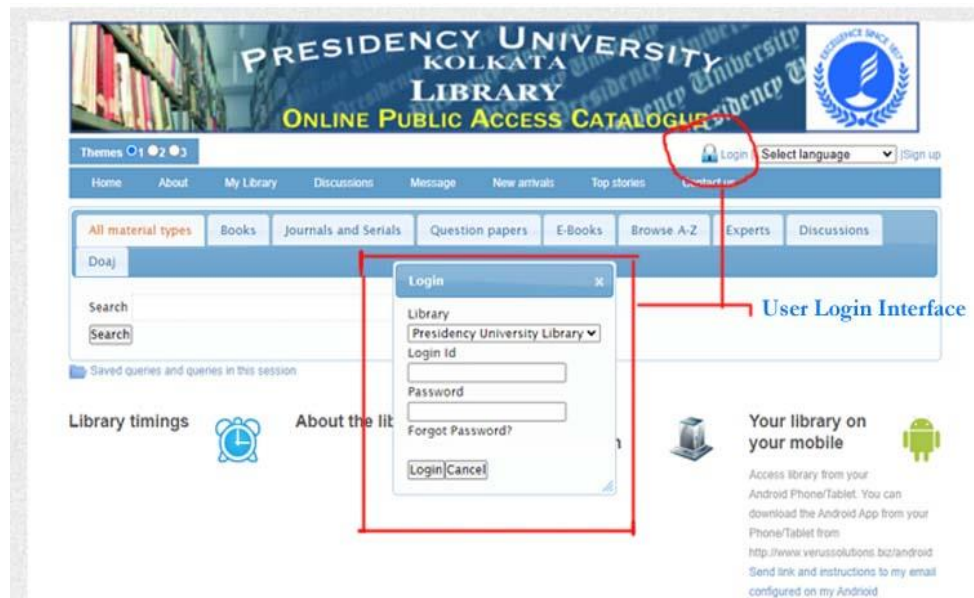


Or, Users can directly click on the link:

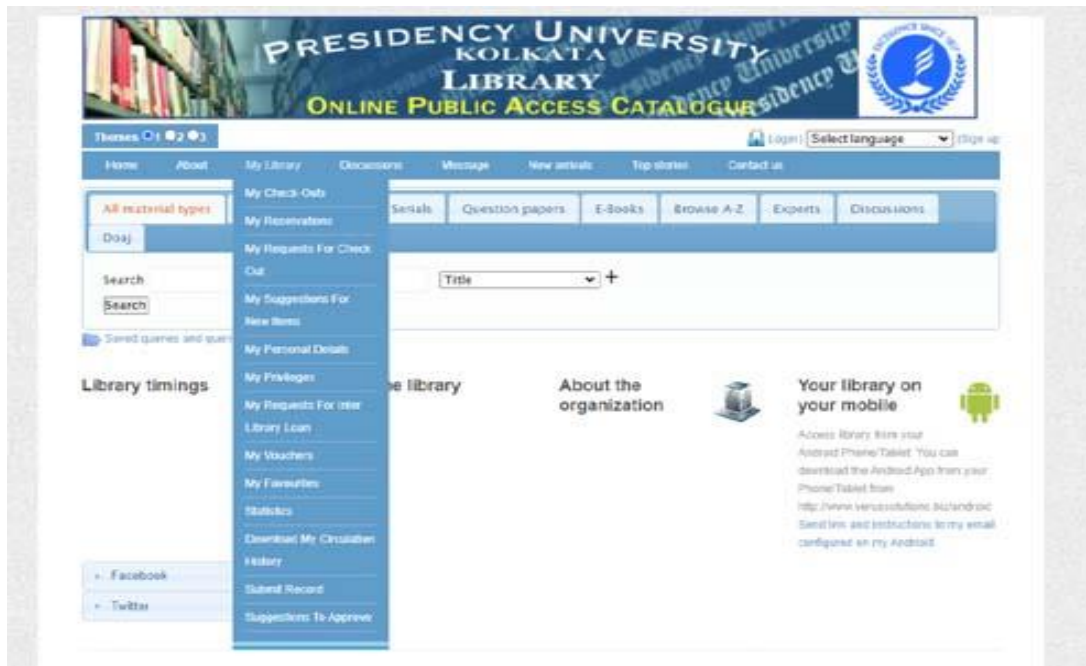
<https://www.presiuniv.ac.in/web/library/opac.php>

Login to OPAC:

Members of the Library can also login to the Library OPAC using the Login ID and password provided by the Library.



OPAC interface: The following picture shows how to login to the OPAC interface as a user and the facilities that may be availed after login as a user.



4. Search Strategies

Search strategies may be simple as well as advanced. Browsing is also one kind of search strategy used to retrieve documents with author, title, etc., in alphabetical order.

4.1 Simple Search Strategies:

Through Simple Search Strategy, a user may search the library collection by the following options:

- Title,
- Author,
- Keywords,
- Classification Number, and
- Accession Number.

If one does not know which field has to be searched, a user may use the ‘**anywhere**’ option.

Themes 0 1 2 3

Login | Select language | Sign up

Home About My Library Discussions Message New arrivals Top stories Contact us

All material types Books Journals and Serials Question papers E-Books Doaj Doaj Browse A-Z Experts

Discussions Doaj

Search Title

Author
Subject
Keywords
Classification number
Accession number
Anywhere

Saved queries and queries in this session

New Arrivals

Note: All the search results are **arranged alphabetically based on ‘Title Words’ by default**. However, one can sort the search results by Authors (i.e., Surname of Authors), Date (Ascending) or Date (Descending) based on publication year.

a) Search using the ‘Title’ option

To find a book with the Title “A Shakespeare Manual”, a user has to write the title in the search box and select the title option and then click on search. **The result will be as follows:**

arch?searchText=A+Shakespeare+manual+&Index=Title&SelectedUnixNames=&From=Library&ResultSetOffset=1&LibraryId=1&FormName=All&

Themes 0 1 2 3

Login | Select language | Sign up

Home About My Library Discussions Message New arrivals Top stories Contact us

All material types Books Journals and Serials Question papers E-Books Doaj Doaj Browse A-Z Experts

Discussions Doaj

Search A Shakespeare manual Title

Saved queries and queries in this session

Resort results by: Title | Author | Date(Ascending) | Date(Descending)

Found 1 Results

Save This Query | Subscribe To RSS Feed

A Shakespeare manual /S. C. Sen Gupta

Author(s): Sen Gupta, S. C. (Subodh Chandra), 1903-1998;
Subjects: Shakespeare, William, - 1564-1616 - Critique et interprétation;
Publisher: Oxford University Press Calcutta, 1977 ;
Call number: E 822.33 Se555;
Type: Book
Available At: Main Library -> Arts Library
Availability: (Item Available)/View Details
Reviews: (0 reviews) [View/Add reviews](#)
Quick view | [Tag This Record](#) | [Add To Favourites](#) | [Reserve This Item](#)
[Print Record](#) | [Email Record](#) | [Add Record To Buffer\(You can print all records in buffer\)](#)

Discover

Google Books (4126)
Springer Online documents
Springer Open Access documents
IEEE
IEEE Open Access documents

Refine results by

Sub location

Main Library (1)

Shelving location

Arts Library (1)


Searching Documents in Bengali languages

When searching for a Bengali document, it may be done both in Bengali and in English scripts since the title and author of Bengali documents are recorded in both languages.

For example if we write 'Matantare' or 'মতান্তরে' in the search box and select Title the search will retrieve the following book written in Bengali:

Search Title +

Saved queries and queries in this session

 **মতান্তরে মনান্তরে রবীন্দ্রনাথ/ সুব্রত রায়চৌধুরী দ্বারা সম্পাদিত**

Physical description: ২৩৬পৃ.;

Author(s): রায়চৌধুরী, সুব্রত (RoyChowdhury, Subrata);

Subjects: বাংলা সাহিত্য; Bengali literature; বাংলা প্রবন্ধ; রবীন্দ্রনাথ ঠাকুর; Bengali Essay; বাংলা সাহিত্য; Rabindranath Tagore;

Publisher: : পত্রলেখা কলকাতা , ২০১০;

Call number: B 891.444 R813M;

Type: Book

Available At: Main Library -> Science Library, Main Library -> Arts Library

Availability:

Reviews: ★★★★★ (0 reviews)

Quick view | | |

| | +

Holdings For Librarians (MARC Record View and Download)

Download MARC Record

Leader	
001	###86104385#
008	180726 2010
082	0 \$aB 891.444\$bR813M
100	\$aরায়চৌধুরী, সুব্রত (RoyChowdhury, Subrata)
245	\$aমতান্তরে মনান্তরে রবীন্দ্রনাথ\$cসুব্রত রায়চৌধুরী দ্বারা সম্পাদিত
246	\$aMatantare manantare Rabindranath
260	\$bপত্রলেখা\$aকলকাতা\$c২০১০
300	\$a২৩৬পৃ.
600	\$aবাংলা সাহিত্য

Searching Documents in Hindi languages

When searching for a Hindi document, it may be done both in Hindi and in English scripts since the title and author of Hindi documents are recorded in both languages.


For example if we write 'Akbari darbar' or 'अकबरी दरबार' in the search box and select Title the search will retrieve the following book written in Hindi:

Search +

Search

Saved queries and queries in this session

Back to search results

 **अकबरी दरबार** के हिन्दी कवि और रहीम/ बी. कैलाश सिंह

Physical description: 184p.;

Author(s): सिंह, बी. कैलाश (Singh, B. Kailash);


Subjects: आलोचना (कवि);


Publisher: कानपुर : अन्नपूर्णा प्रकाशन , 1999;

Call number: H 891.43109 Si64A;

Type: Book

Available At: Main Library -> Science Library

Availability:  [View details](#)

Reviews:  (0 reviews) [View/Add reviews](#)

[Quick view](#) | [Tag This Record](#) | [Add To Favourites](#) | [ReservethisItem](#)

[Print Record](#) | [Email Record](#) | [Add Record To Buffer](#)(You can print all records in buffer) (You can print all records in buffer)

Holdings [For Librarians \(MARC Record View and Download\)](#)

Download MARC Record

Leader	
008	160610 1999
082	\$aH 891.43109\$bSi64A
100	\$aसिंह, बी. कैलाश (Singh, B. Kailash)
245	0\$aअकबरी दरबार के हिन्दी कवि और रहीम\$cबी. कैलाश सिंह
246	\$aAkbari darbar ke hindi-kavi aur rahim
260	\$aकानपुर\$bअन्नपूर्णा प्रकाशन\$c1999
300	\$a184p.
650	\$aआलोचना (कवि)

b) Search using the 'Subject' option

To find a book with the Subject "Physical Chemistry", a user has to write the title in the search box and select the title option and then click on search. **The result will be as follows:**

search?searchText=physical+chemistry&Index=Subject&SelectedUnixNames=&From=Library&ResultSetOffset=1&LibraryId=1&FormName=All&Ap

The screenshot shows the search results for 'physical chemistry' on the Presidency University Kolkata Library website. The search criteria are set to 'Subject'. The results list a book titled 'A mathcad primer for physical chemistry' by M. P. Cady and C. A. Trapp. The book is available at the Main Library -> Science Library. The page includes navigation options like 'Home', 'About', 'My Library', and 'Discussions', and a search bar with the text 'physical chemistry' and 'Subject' selected.

After clicking on the particular title, the user will get:

The screenshot shows the detailed record page for the book 'A mathcad primer for physical chemistry' by M. P. Cady and C. A. Trapp. The page provides physical description, general notes, author information, and subjects. It also includes a 'Holdings' section for librarians, which contains a table of available items.

Bar code	Accession number	Status	Location	Material type	
S24153	S24153 E 541 C161M	Available	Main Library -> Science Library	Book (Print, Microform, Electronic, etc.)	Request this item for check- out
S24187	S24187 E 541 C161M	Available	Main Library -> Science Library	Book (Print, Microform, Electronic, etc.)	Request this item for check- out

- User may note down the title, author, accession number and call number of the desired books to trace them easily in the library.

Users may further **narrow down their search** by using **Refine results** option given at the Right side of the search results using following options-

Shelving Location, Author, Subject, Nature of Publications, etc.

To know the real time availability of the desired learning material and its location, see the 'Available At' and 'Availability'.

Note:

Accession number: Unique Identification Number of a book/document.

Status: If a document is available it will show Available.

Location: If a book is available in the Arts Library, it will show



Arts Library in location.

Other locations are –

Science Library and different **Seminar Libraries.**

Virtual bookshelf:

The 'Other Books in the rack' is the virtual bookshelf that will inform the users about *other related books* available in the Library based on the 'Title' selected.

Holdings		For Librarians (MARC Record View and Download)			
Presidency University Library					
Bar code	Accession number	Status	Location	Material type	
S24153	S24153 E 541 C161M	Available	Main Library -> Science Library 	Book (Print, Microform, Electronic, etc.)	Request this item for check- out
S24187	S24187 E 541 C161M	Available	Main Library -> Science Library 	Book (Print, Microform, Electronic, etc.)	Request this item for check- out

Other books in the rack



Physical
Chemistry /
R. Stephen
Berry, Stuart
A. Rice and
Ross Jhon



Physical
Chemistry : a
molecular
approach /
Donald A.
McQuarrie
and John D.
Simon



Concepts of
physical
chemistry /
Jyotirmay
Lahiri



Physical
chemistry :
quanta,
matter, and
change /
Peter Atkins,
Julio de
Paula and
Ronald
Friedman



A mathcad
primer for
physical
chemistry / M.
P. Cady and
C. A. Trapp



Physical
chemistry /
Gilbert W.
Castellan ;
with a
foreword and
suggested
exercises by
V. M. Khanna,
M. M. Kapoor
and V. P.
Sharma



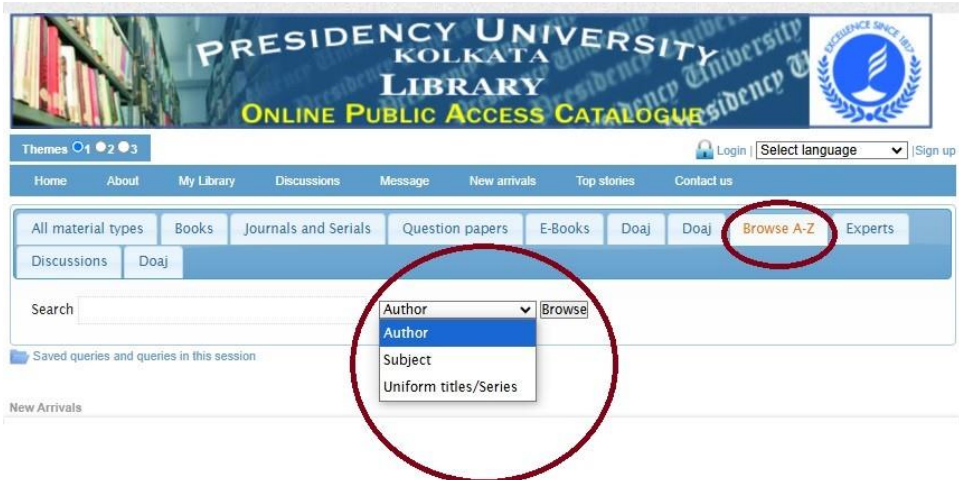
Elementary
physical
chemistry / S.
R. Palit



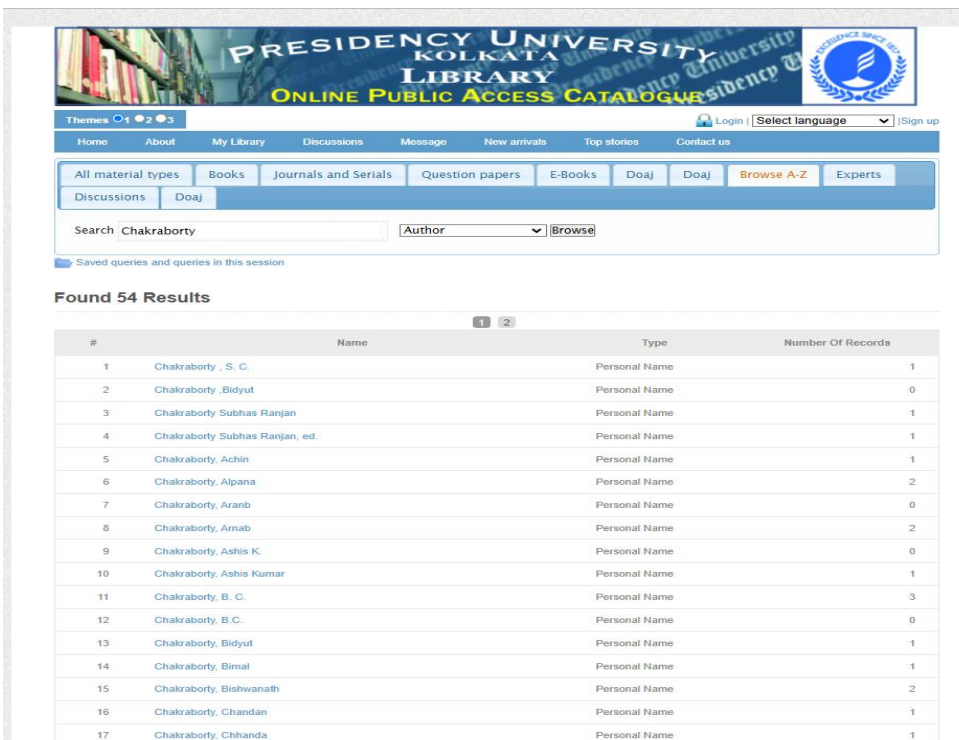
Introduction
to physical
chemistry /
Mark Ladd

c) Browsing

When a user **doesn't** know the particular 'Title' or 'Author' of the learning resources or if the user wants to explore the different resources available, he/she **may browse the whole database with Subject, Author and Title as shown** below



Example of browsing with the Last name – Chakraborty

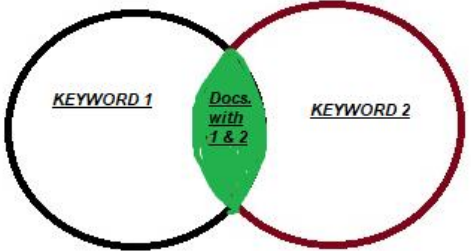
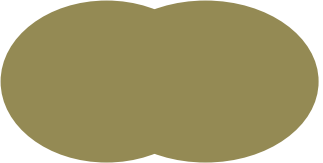
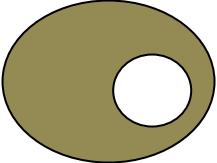


4.2 Advanced Search Strategies:

In an advanced search strategy, some techniques are used to broaden or to shorten the searches. Advanced search techniques include Boolean Search, Proximity Search, etc.

- a) **Boolean Search** - Besides the aforementioned simple search options, one can use Boolean Search Operators by clicking on the + sign

Boolean Operators are – AND, OR and NOT

AND (Narrows a search. Green Area)	OR (Broaden a search. All the coloured area)	NOT (Narrows a search. Area excluding white part)
		
AND – retrieves documents with all the keywords included	OR - retrieves documents with all the keywords included either separately or together	NOT -retrieves documents with the keywords given excluding the keyword with NOT

And – when documents with two or more keywords are to be retrieved

For ex. Organic AND Chemistry in Title (Advanced Search)– will retrieve all the books having both the keywords in their title

Search **Organic** **Chemistry** **Title** **Title**

AND Search Search

Search


Saved queries and queries in this session

Resort results by: Title | Author | Date(Ascending) | Date(Descending)

Found 268 Results

Save This Query Subscribe To RSS Feed

1 2 3 4 5 6 7 8 9 10 11



3000 solved problems in organic chemistry/Estelle K. Meislich, Herbert Meislich and Joseph Sharefkin

Author(s): Meislich, Estelle K.;
Meislich, Herbert; Sharefkin, Joseph;
Subjects: Chemistry, Organic --Problems, exercises, etc; Organic chemistry;
Publisher: New Delhi : Tata McGraw-Hill Education , 1994 ;
ISBN: 9780070085268 ;
Call number: E 540 G564S;
Type: Book
Available At: Main Library -> Science Library
Availability: ● (Item Available)View Details
Reviews: ★★★★★ (0 reviews) [View/Add reviews](#)

It is to be noted that- if 'Organic Chemistry' is written together in one box only (Simple Search), books with Organic Chemistry with these words exactly in the order given will be retrieved.

Home About My Library Discussions Message New arrivals Top stories

All material types Books Journals and Serials Question papers E-Books Doaj

Discussions Doaj

Search **Organic Chemistry** **Title**

Search


Saved queries and queries in this session

Resort results by: Title | Author | Date(Ascending) | Date(Descending)

Found 244 Results

Save This Query Subscribe To RSS Feed

1 2 3 4 5 6 7 8 9 10



3000 solved problems in organic chemistry/Estelle K. Meislich, Herbert Meislich and Joseph Sharefkin

Author(s): Meislich, Estelle K.;
Meislich, Herbert; Sharefkin, Joseph;
Subjects: Chemistry, Organic --Problems, exercises, etc; Organic chemistry;
Publisher: New Delhi : Tata McGraw-Hill Education , 1994 ;
ISBN: 9780070085268 ;
Call number: E 540 G564S;
Type: Book
Available At: Main Library -> Science Library
Availability: ● (Item Available)View Details
Reviews: ★★★★★ (0 reviews) [View/Add reviews](#)

OR- When OR is used, documents with either of the terms or both the terms will be retrieved.

Search Sociology | Title | +
 OR Search Philosophy | Title | + -
 Search

Save This Query | Subscribe To RSS Feed

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20
 21 22 23 24 25 ... 79

9250 objective type (multiple-choice) expected question on Sociology/Gopal K. Puri and Shailaja Wanchoo
 Author(s): Puri, Gopal K.; Wanchoo, Shailaja;
 Edition: 8th ed. ;
 Subjects: Objective type question -Sociology;
 Publisher: New Delhi : IIMS Publications , 2004-2005 ;
 ISBN: 8176030570 ;
 Call number: CG/E 301 P973N;
 Type: Book
 Available At: Main Library -> Arts Library
 Availability: (Item Available)/View Details
 Reviews: ★★★★★ (0 reviews) [View/Add reviews](#)

Quick view | Tag This Record | Add To Favourites | Reserve This Item
 Print Record | Email Record | Add Record To Buffer(You can print all records in buffer)

A brief history of analytic philosophy from Russell to Rawls/Stephen P. Schwartz
 Author(s): Schwartz, Stephen P;
 Subjects: Analysis ; Philosophy; Analytische Philosophie;
 Publisher: Chichester : Wiley-Blackwell , 2012 ;
 ISBN: 9780470672082 ;
 Call number: E 146.409 Sch9B;
 Type: Book
 Available At: Main Library -> Arts Library
 Availability: View Details
 Reviews: ★★★★★ (0 reviews) [View/Add reviews](#)

Quick view | Tag This Record | Add To Favourites | Reserve This Item
 Print Record | Email Record | Add Record To Buffer(You can print all records in buffer)

Discover

Google Books (3743)

Springer Online documents

Springer Open Access documents

IEEE

IEEE Open Access documents

Refine results by

Sub location

Main Library (1,955)

Shelving location

Arts Library (1,486)

Science Library (413)

Access from University Campus Only (59)

2nd Campus (New Town) - Tower 2 (24)

Seminar Library - English (18)

Seminar Library - History (15)

Seminar Library - Political Science (13)

Seminar Library - Philosophy (10)

Seminar Library - Sociology (8)

(3)

Author

Gliddens, Anthony (13)

Copleston, Frederick (10)

Weber, Max (10)

Indian Council of Social Science Research (2)

NOT- is used to exclude the documents with a term not required

Search English Literature Title +
 +
 Search Rogers, Pat Author + -
 + -

Saved queries and queries in this session

Resort results by: Title | Author | Date(Ascending) | Date(Descending)

Found 137 Results

Save This Query | Subscribe To RSS Feed

1 2 3 4 5 6



A chronology of English literature/Martin Gray

Author(s): Gray, Martin;
 Subjects: English literature - Chronology;
 Publisher: Essex : Longman , 1989 ;
 ISBN: 058205141X ;
 Call number: R/E 820.9 G791C;
 Type: Book
 Available At: Main Library -> Arts Library
 Availability: ● (Item Available)View Details
 Reviews: ★★★★★ (0 reviews) [View/Add reviews](#)

Quick view | Tag This Record | Add To Favourites | Reserve This Item
 Print Record | Email Record | Add Record To Buffer(You can print all records in buffer)



A companion to history of english literature/Avik Gangopadhyay

Author(s): Gangopadhyay, Avik;
 Subjects: English literature - History;
 Publisher: : Shreya pub Kolkata , 2000 ;
 Call number: E 820.09 G155C;
 Type: Book



Google Books (5867)

Springer Online documents

Springer Open Access documents

IEEE

IEEE Open Access documents

Refine results by

Sub location

Main Library (137)

Shelving location

Arts Library (100)

Seminar Library - English (16)

Science Library (10)

2nd Campus (New Town) - Tower 2 (7)

Access from University Campus Only (5)

Seminar Library - Bengali (1)

1/1

Here books on English literature will be retrieved excluding the books by the author Rogers, Pat.

b) Truncation search:

A truncation search is a search technique that finds in which, the search is conducted for different forms of a word having the same common root.

Example: Catalogue / Catalog/Cataloguing– documents with both the spelling can be retrieved using “catalog”

The screenshot displays a library search interface. At the top, a search bar contains the word "catalog" and a dropdown menu is set to "Title". Below the search bar, the results are sorted by "Title" and show "Found 18 Results".

The first result is "A.L.A. cataloging rules for author and title entries: prepared by the Division of cataloging and classification of the American Library Association/edited by Clara Beetle". The author is Clara Beetle, and it is a 2nd edition book published by the American Library Association in 1949. The call number is R/E 025.32 B393A. It is available at the Main Library -> Arts Library.

The second result is "Cataloging and classification: an introduction/Lois Mai Chan". The author is Lois Mai Chan, and it is a book published by McGraw-Hill in 1981. The ISBN is 0070104960. The call number is E 025.3 C36C-P. It is available at the Main Library -> Science Library.

The third result is "Catalogue and hand-book of the archaeological collections in the Indian Museum/John Anderson". The author is John Anderson, and it is a book published by the Indological Book Corp. in 1977. The call number is E 934.00740954. It is available at the Main Library -> Arts Library.

On the right side of the interface, there is a "Discover" section with links to Google Books (4009), Springer Online documents, Springer Open Access documents, IEEE, and IEEE Open Access documents. Below this is a "Refine results by" section with filters for Sub location (Main Library (16)), Shelving location (Arts Library (10), Science Library (6), Seminar Library - History (3)), Author (Sehgal, R. L. (2), Indian Museum (1), Allan, John (1), Datta, K. K. (1)), Subject (Cataloging (6), Cataloguing (3), Library and information science (2), Descriptive cataloging - Rules (2), MARC formats (2)), Geographic Names (Inda-Antiquities-Catalogs (1)), and Nature Of Contents.

Exercises:

- a) What will be the search strategy to retrieve documents with-
- 1) Keywords: Dictionary, Statistics both in Title
 - 2) program, programme, programming anywhere
 - 3) Bengali Literature by Rabindranath Tagore excluding the poem
 - 4) Search books on हिन्दी कविता by सरस्वती भल्ला
- b) Browse and find what books by the author William Shakespeare are available.

References:

1. <https://egyankosh.ac.in/bitstream/123456789/26257/1/Unit-3.pdf>
 2. <https://library.adhl.africa/bitstream/handle/123456789/2145/module3.pdf?sequence=7&isAllowed=y>
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