

Step by step instructions for how to locate the full text version of the article - Kim and Mauborgne, "Fair Process: Managing in the Knowledge Economy," Harvard Business Review, July-August 1997

Step 1 – Go to library’s website (<http://resources.library.lemoyne.edu/library>)

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The catalog finds more than just books. Search the **Library Catalog** to find videos, audio recordings, journals, and more.

- **Circulation Policies** – Check for information about borrowing privileges and loan periods.
- **Library Account** – Login to see what you have borrowed and to make renewals.
- **Interlibrary Loan** – Request items not available from either Le Moyne or Connect NY.
- **Suggest a Purchase** for the Library collection.
- **New Titles** – Check the monthly listing of new books and videos.

J-Mester: January 2 – 19, 2014

Monday – Thursday:	8:00 am – 6:00 pm
Friday:	8:00 am – 4:30 pm
Saturday:	9:00 am – 1:00 pm (except closed Jan. 18)
Sunday:	6:00 pm – 9:00 pm (except closed Jan. 19)

See [complete hours listing](#) or call (315)445-4153, option 1 for a recording of the week's hours.

Le Moyne Book Club: February 19

Come join the Le Moyne College Book Club on Wednesday, February 19 as we discuss *Year of Wonders: A Novel of the Plague* by Geraldine Brooks.

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Step 2 – Click on the tab labeled “Find Articles”

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Step 3 – Click on the button labeled “Journal Finder”

The screenshot shows the library's homepage with a navigation menu at the top: Home, Find Books, Find Articles, Research Guides, Course Reserves, About Us, and Ask Us! Below the navigation is a banner image of the library interior. A secondary navigation bar contains buttons for Find Books, Find Articles, Research Guides, Course Reserves, and About Us. The main content area features three radio buttons: "Databases By Name", "Journal Finder" (which is circled in red), and "Need Help?". Below these buttons is a search instruction: "Search for a journal by the first few words in the title (title begins with), any word in the journal title, by exact title, or ISSN." There is a text input field labeled "Title begins with" and a "Go" button. Below the input field is a list of characters: "0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other". Further down is a dropdown menu for subject categories and another "Go" button. At the bottom of the search section, there are two bullet points: "Journal Finder – Search or browse online and print journals that the library subscribes to." and "Interlibrary Loan – Request articles that are not available in the Le Moyne collection." On the right side of the page, there is a vertical "Ask Us" button and a section titled "J-Mester: January 2 – 19, 2014" with a list of hours for Monday through Sunday. Below that is a "Thanks from CNY SPCA" section with a photo of three people and a thank-you message.

Step 4 – Enter the title of the journal (Harvard Business Review) in the text box and click “Go”

This screenshot is similar to the previous one, but the "Journal Finder" radio button is now selected. The text "Harvard Business Review" has been entered into the "Title begins with" search box. The "Go" button next to the search box is circled in red. The rest of the page content, including the navigation menus, banner, and right-side information, remains the same as in the previous screenshot.

Step 5 – Click on the link for Business Source Elite

The screenshot shows the library's search interface. At the top, there's a navigation bar with 'NOREEN REALE FALCONE LIBRARY' and 'LE MOYNE' logos. Below it are menu items: Home, Find Books, Find Articles, Research Guides, Course Reserves, About Us, and Ask Us!. A search bar is present with a dropdown for 'Title begins with' and a 'Search' button. Below the search bar, it says '1 record retrieved for the search: Title begins with "Harvard Business Review"'. The search results show 'Harvard business review (0017-8012)' with a red circle around the text 'from 01/01/1985 to present in Business Source Elite'. Other text includes 'from 1922 to present in Le Moyne College Print Titles' and 'from 01/01/1997 to 03/31/2009 in Academic OneFile, Business Insights: Essentials and General OneFile'. A 'Back to top' link is visible. At the bottom, there's contact information for the library and a footer with the date 'Last Updated on 01/15/2014 © 2000-14 Serials Solutions, Inc.'

Step 6 – Click on the year of publication for the article (1997)

The screenshot shows the 'Publication Details For "Harvard Business Review"' page. The page is divided into two columns. The left column contains metadata: Title (Harvard Business Review), ISSN (0017-8012), Publisher Information (Harvard Business School Publication Corp., 60 Harvard Way, Boston MA 02163, United States of America), Bibliographic Records (10/01/1922 to present), Full Text (01/01/1985 to present), Publication Type (Periodical), Subjects (Management; Strategic Planning), Description (Written for upper level management. Presents analysis of management problems and helpful commentary on advanced thinking and practice in all fields of management and administration.), Publisher URL (http://www.hbr.org), Frequency (12), and Peer Reviewed (No). The right column is a vertical list of years from 2013 down to 1993, with a red circle around the year 1997. At the bottom, there's a logo for 'HARVARD BUSINESS SCHOOL PUBLISHING'.

Step 7 – Click on the volume and issue number of the article (Vol. 75 Issue 4 - July-August)

The screenshot shows a web browser window with the URL 0-web.ebscohost.com/library/lemoyne.edu/ehost/detail?sid=309b4249-63dd-4374-b77e-603610b60eaf%40sessionmgr4001&vid=18hid=4206&bdata=JnNpdGU9ZWhvc3Q. The page displays metadata for a journal, including the Publisher URL (<http://www.hbr.org>), Frequency (12), and Peer Reviewed status (No). Below this is the Harvard Business School Publishing logo. On the right side, there is a vertical list of issues. The issue 'Vol. 75 Issue 4 - Jul/Aug1997' is circled in red. Other visible issues include 'Vol. 75 Issue 6 - Now/Dec97', 'Vol. 75 Issue 5 - Sep/Oct97 Supplement', 'Vol. 75 Issue 5 - Sep/Oct97', 'Vol. 75 Issue 3 - May/Jun97', 'Vol. 75 Issue 2 - Mar/Apr97', and 'Vol. 75 Issue 1 - Jan/Feb1997'.

Step 8 – Scroll down to result number 11 and click on the link labeled “Fair Process: Managing in the Knowledge Economy”

The screenshot shows a search results page in a web browser. The URL is 0-web.ebscohost.com/library/lemoyne.edu/ehost/results?sid=309b4249-63dd-4374-b77e-603610b60eaf%40sessionmgr4001&vid=28hid=4206&bquery=JN+Harvar. The page displays a list of search results. The 11th result is circled in red. It is titled '11. Fair Process: Managing in the Knowledge Economy. (cover story)'. The author is listed as 'By: Waddock, David; Kiesler, W.' and the publication is 'Harvard Business Review, Jul/Aug1997, Vol. 75 Issue 4, p65-75. 11'. The article is described as '1 Color Photograph, 1 Diagram'. The subjects listed are: KNOWLEDGE management; ORGANIZATIONAL change; MANUFACTURING industries; PERFORMANCE standards; WORK environment; CORPORATE culture; OFFICE management; PERFORMANCE management; INDUSTRIAL sociology; INTELLECTUAL capital; Office Administrative Services; TRUST. There is a 'PDF Full Text (5.8MB)' link. The 10th result is '10. The Journey to Kyosei: Reminiscences of Ryuzaburo Kaku.' by Kaku, Ryuzaburo, published in Harvard Business Review, Jul/Aug1997, Vol. 75 Issue 4, p58-59. 2p. 1 Color Photograph. The subjects listed are: EXECUTIVES; SOCIAL responsibility of business; CORPORATE culture; CORPORATIONS -- Finance; BUSINESS planning; CORPORATIONS -- Growth; COST accounting; INDUSTRIAL management; CANON Inc.; Consumer Lending; FIRST person narrative. There are 'HTML Full Text' and 'PDF Full Text (1.2MB)' links. The 12th result is '12. HOW MANAGEMENT TEAMS CAN HAVE A GOOD FIGHT.' by Eisenhardt, Kathleen M.; Kahwajy, Jean L.; Bourgeois III, L. J., published in Harvard Business Review, Jul/Aug1997, Vol. 75 Issue 4, p77-85. 9p. 1 Chart. The subjects listed are: CONFLICT; TEAMS; MANAGEMENT; PROBLEM; INTERPERSONAL.

Step 9 – Click on the link that says PDF Full Text

The screenshot shows a web browser window with the address bar displaying a URL from EBSCOhost. The search results page includes a search bar with the query "JN 'Harvard Business Review' AND DT 199", search buttons, and navigation links for "Basic Search", "Advanced Search", and "Search History".

On the left sidebar, under "Detailed Record", the "PDF Full Text (5.8MB)" link is circled in red. Below it is a "Find Similar Results using SmartText Searching." button.

The main content area shows the article title "Fair Process: Managing in the Knowledge Economy. (cover story)" and a yellow warning box: "The publisher offers limited access to this article. The full text cannot be printed or saved." Below the title, the following metadata is displayed:

- Authors:** Mauborgne, Renée¹
Chan Kim, W.²
- Source:** Harvard Business Review. Jul/Aug1997, Vol. 75 Issue 4, p65-75. 11p. 1
Color Photograph, 1 Diagram.
- Document Type:** Article
- Subject Terms:** *KNOWLEDGE management
*ORGANIZATIONAL change
*MANUFACTURING industries
*PERFORMANCE standards
*WORK environment
*CORPORATE culture
*OFFICE management
*PERFORMANCE management

On the right side, there is a "Tools" menu with options like Add, Print, E-mail, Save, Cite, Export, Create, Permissions, and Bookmarks.

The full text version of the article will then load as a PDF.