

DUKE UNIVERSITY MEDICAL CENTER LIBRARY

NEWSLETTER #256

DECEMBER 1997

LIBRARY HOURS

Monday - Friday 8:00 am - 12:00 midnight
Saturday 10:00 am - 6:00 pm
Sunday 12:00 noon - 12:00 midnight

PHONE NUMBERS

A-to-Z Information Express	660-1135
Acquisitions	660-1115
Administration	660-1150
Cataloging	660-1120
Circulation	660-1100
Collection Development/Gifts	660-1122
Electronic Classroom (MLEC)	660-1190
History of Medicine	660-1144
Information & Education Services	660-1111
Interlibrary Loan	660-1135
Journals	660-1110
Learning Resources	660-1160
Marketing and Publications	660-1127
Systems	660-1195

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FROM THE DIRECTOR

Recent Improvements in the Library

Six New Photocopiers Installed

Even in this high-tech age, our patrons still need to photocopy materials while in the Library, especially from reliable machines which make quality copies! Recently, the Library became the recipient of six Ricoh 6750 copiers from Ikon Office Solutions of Raleigh, as part of their special corporate philanthropic program.

With a total of 11 Library copiers, these six copiers replaced our aging IBM machines. All copiers are now capable of a wide range of functions, including enlarging, reducing, and two-sided and two-page copying.

New Furniture On First and Second Stack Areas

Nearing its 22nd anniversary in the Seeley G. Mudd Building, the Library continues to be a heavily-used facility. However, some of its original furniture reflects its age. A Library staff committee, chaired by Virginia Carden and Duane Lookingbill, provided input into the selection of new chairs and sofas. The committee chose styles and fabric that would work well with the 1970's striped carpet, as well as with any future replacements of the floor coverings.

An obvious sign that wise choices were made was a medical student falling asleep on one of the new sofas, as soon as it was delivered to the stacks!

Susan Feinglos

660-1150

feing001@mc.duke.edu

MEDICAL CENTER LIBRARY FACTS & FIGURES: 1996-1997

Founded: 1930; Seeley G. Mudd Building completed in 1975

Budget 1996/97: 3.2 million

Staff: 52 FTE including 16 professional librarians

Staffing: Open 100 hours per week; Information and Education Services staffed 59 hours per week

Collection: 282,468 volumes including 2,470 current subscriptions and an outstanding Trent Collection in the History of Medicine; 1,073 audiovisual items

Total items added to collection: 6,412

Total number of primary clients: 13,023

Seating capacity: 470

Lending of items (external circulation): 53,390

Gate count: 260,955

Photocopies made by clients: 2,284,608

Net assignable square feet: 47,526

Triangle Research Libraries Network (TRLN): The libraries of Duke, UNC-Chapel Hill, NC State and NC Central are cooperative partners in the operation of our present online public access catalog, DRA.

SERVICES

Self-service computerized databases -- Free access is available to the Ovid databases MEDLINE, BioethicsLine, CancerLit, Core Biomedical Collection (CBC), Current Contents Search, HealthSTAR, International Pharmaceutical Abstracts (IPA), Nursing & Allied Health (CINAHL), and PsycINFO. Presently, over 5,000 Medical Center password holders are registered to access this data through terminals in the Library, modem dial-in, telnet (TCP/IP Protocol), MCIS/MS (DHIS), and the Web. AMA-FREIDA, Health Reference Center, HIM (Historical Images in Medicine), SPIN (Sponsored Programs Information Network), and IRIS (Illinois Researcher Information Service) are also available for use via our Website.

Mediated online searches -- 1,140 searches were run on Knight-Ridder, NLM, Ovid and other systems. MEDLINE was searched the most frequently. 109 SDI updates were run monthly.

Reference services -- 59,660 questions were answered at the Information Desk and other service points.

Interlibrary loan -- 2,694 items were borrowed; 53,505 items were lent to others (filled requests).

Document delivery for items on campus -- 190 items requested for Medical Center clients from other Duke libraries; 22 items requested from the Medical Center Library for other Duke clients.

In-house photocopy services -- 3,373 articles copied.

User education -- 1,294 clients attended 219 orientations and instructional teaching sessions.

Need to Ask a Reference Question?

Contact Information and Education Services at **660-1111**, send email to mclref@mc.duke.edu, or complete the Web form at <http://www.mc.duke.edu/mclibrary/ref/forms/refform.html>.

NEW CONSUMER HEALTH REFERENCE SECTION

Consumer health information resources, formerly a part of **Reference section 7**, have been moved to a newly-created section in the Reference Collection called **REF. CONSUMER HEALTH**.

This new section includes items such as *The New Cancer Sourcebook*, *Diabetes Sourcebook*, *Consumer Health USA*, *Merck Manual of Medical Information - Home Edition*, *Alternative Medicine*, *Informed Decisions*, and the *Johns Hopkins Medical Handbook*.

The REF. CONSUMER HEALTH Collection is located on the top shelf of the first Reference counter, as you come up the stairs into the Reference Area.

Betsy Adams
Information and Education Services

REFERENCE GEMS



The Global Burden of Disease and Injury Series is a landmark, ten-volume, statistical reference resource focusing on changes in the health care needs of the world's population. These changes are ones in which non-communicable diseases are replacing communicable diseases, as the leading causes of disability and premature deaths. The series, based on 1990 data with projections to the year 2020, provides researchers with a comprehensive, internally-consistent, and comparable set of estimates for all regions of the world. Datasets have been provided by the World Health Organization and the World Bank, in addition to several scientific organizations, government research institutions, and non-governmental organizations. Variables include:

- cause of death
- incidence & prevalence of disease and injuries
- measures & projections of disease burden
- measures of risk factor burden

To achieve these results, over 200 diseases and injuries have been subjected to rigorous analysis, using 483 separate sequelae and 14 million death certificates. Causes of death have been taken from several categories including communicable, maternal, perinatal, nutritional conditions, noncommunicable diseases, injuries, and disabilities. Disease burden refers to the number of deaths by cause. *The Global Burden of Disease* uses an internationally standardized form of time measures called **DALYs (Disability Adjusted Life Years)**. In brief, one DALY represents one lost year of healthy life. When using these data, keep in mind that calculations must be performed by the user.

Volumes I and II of this series have already arrived and are shelved in **Ref. 29 WA16 G51**. The remaining eight volumes will be added to the collection as they become available. *The Global Burden of Disease and Injury Series* includes:

- Vol.I Global burden of disease
- Vol.II Global health statistics
- Vol.III Health dimensions of sex and reproduction
- Vol.IV Global epidemiology of infectious diseases
- Vol.V Global perspectives on non-communicable diseases
- Vol.VI Neuro-psychiatric disorders and global health
- Vol.VII Global burden of injuries
- Vol.VIII Malnutrition and the burden of disease
- Vol.IX Quantifying global health risks
- Vol.X Health priorities and burden of disease analysis

Hattie Vines

Information and Education Services

EVIDENCE-BASED MEDICINE

Earlier this year, Duke University was awarded a five-year contract by the Agency for Health Care Policy and Research to serve as an **Evidence-Based Practice Center**. According to HHS Secretary Donna E. Shalala, this is a new program designed to assist clinicians and health providers in improving the quality of health care by giving them state-of-the-art, scientific information on common, costly medical conditions and new health care technologies. Also earlier this year, Duke sent a team of clinicians to McMaster University in Canada to attend a week long training seminar on evidence-based medicine (EBM). In addition, medical residents are rotating through an eight-week course on evidence-based medicine coordinated by Dr. Sheri Keitz. So what is EBM?

When used in making decisions about the care of individual patients, evidence-based medicine combines individual clinical expertise with the best available clinical evidence from systematic research. Clinical expertise is the proficiency and judgment that individual clinicians acquire through clinical experience and practice. Clinical evidence comes from patient-centered clinical research, which investigates the accuracy and precision of diagnostic tests, the efficacy and safety of therapeutic regimes, and the reliability of prognostic indicators. The powerful combination of clinical expertise and documented evidence results in safer, more efficacious, and accurate care of the patient.

The practice of EBM is a 5-step process:

1. Construct a pertinent answerable question from a clinical case
2. Plan and conduct a search of the clinical literature that filters out irrelevant information
3. Critically appraise the literature for validity and usefulness
4. Answer the clinical question and apply it to patient care
5. Evaluate your performance

The challenge is to create an environment and promote an attitude that can allow this process to occur within the normal flow of clinical activities. Issues to consider in this challenge are:

- Convenient and reliable access to the clinical research through databases such as MEDLINE, the Cochrane Library, and the ACP Journal Club
- Education of clinical staff in developing effective strategies for optimizing retrieval of information from the MEDLINE database

Continued on page 7

Net.work

One of the most common questions that Internet users ask is "How can I distinguish between *good* and *bad* information on the Internet?" The answer varies, depending on whom you ask, but the question is especially important when you're searching for Internet-based health and life science information. You can begin to find an answer at the Library's class on **Searching and Evaluating Information on the World Wide Web**. (See the class schedule at <http://www.mc.duke.edu/mclibrary/ed/schedule.html>)

One good document that can be used to evaluate what you find on the Internet is a white paper entitled "*Criteria for Assessing the Quality of Health Information on the Internet*," published by the Mitretek Health Information Technology Institute (<http://www.mitretek.org/hiti/showcase/documents/criteria.html>). The current version of this paper is a draft (October 14, 1997), but it contains a very rigorously developed set of criteria for all information consumers, health care professionals and laypersons alike.

Unlike some sets of Internet evaluation criteria, the Mitretek white paper includes input from many groups, including physicians (AMA, AAMC); nurses (ANA); allied health professionals (NYU School of Social Work); accrediting bodies (JCAHO); government and consumer organizations (NIH, National Consumers' League); and the pharmaceutical industry (*U.S. Pharmacopoeia*). The Association of Academic Health Sciences Libraries (AAHSL) is also represented, as it has become a part of the librarian's role to help information seekers filter what they retrieve.

The white paper describes a scientific approach to defining the issues of information quality on the Internet, and includes detailed sections on the major criteria that its contributors have identified including credibility, content, disclosure, links, design, and interactivity. Within each criterion, the authors define facets, which are also further defined. Additionally, the paper includes survey data gathered to determine the relative importance of the overall criteria and their various facets, i.e. whether each criterion or subcriterion is essential, important, or desirable.

The paper also includes example checklists for its various criteria that you can use to rate Internet sites you find. One table includes information on the current *hot topic*, evidence-based medicine, which can be used for any type of literature filtering, including the Internet. In addition to survey data on the importance of various criteria, the paper contains a table to rate the difficulty of applying the criteria the paper defines. Because the paper is still in draft form, the authors encourage feedback from both health care professionals and laypersons.

Other approaches used to rate sites are considered in this paper, including rating systems from Lycos, Magellan, and other commercial interests. An excellent bibliography of

some recent resources in this area (most of which are available via the Web) is also included.

If you're concerned about the quality of what you find on the Internet but aren't sure how to define your own criteria, this paper is a great place to start.

Scott Garrison, DUMC Webmaster
DUMCL Systems Librarian

SPOTLIGHTED SOFTWARE & VIDEOTAPES

Highlighted below are a few of the many audiovisual and multimedia programs available in the Learning Resources Services collection.

VIDEOTAPES

The Promise of Recovery: A Psychiatric Illness Guide for Consumers and their Families - This series of eleven videos is designed to support professional mental health treatment programs. Although it provides education and guidance on the subject of psychiatric illness for consumers and their families, it may also be helpful for staff training situations.

Families Coping with Mental Illness - Ten people discuss having a relative with schizophrenia or bipolar disorder.

Specialty Review in General Surgery Part II - This is a 35-videocassette course from CMEVideo, Inc. offering a comprehensive review of all aspects of general surgery, current approaches to complex clinical surgical problems, as well as a review and Q & A session.

Neonatal Infectious Disease - A three-part video series designed to provide the essential knowledge needed to assess neonatal infectious disease. Up-to-date treatments and diagnostic tests are reviewed and demonstrated.

MULTIMEDIA

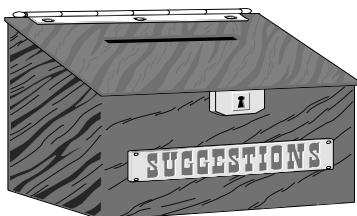
The Physiological Origins of Heart Sounds and Murmurs: The Unique Interactive Guide to Cardiac Diagnosis - This interactive CD-ROM makes it possible to see dynamic images of normal and diseased hearts, as you listen to their characteristic sounds and murmurs. *Heart Sounds and Murmurs* integrates functional anatomy with cardiac auscultation to portray the causation of bedside clinical findings.

Learning Resources Services staff are constantly working towards improving the audiovisual and multimedia collections and services. For questions and information, please contact Alveria Pugh (660-1160; beeper 970-2783; pugh0001@mc.duke.edu) or Julie VanDyke (660-1157; vandy005@mc.duke.edu).

Please Update Your Rolodex Today!

It has been over a year now since our phone numbers were changed, but patrons are continuing to call our old numbers! Our current numbers are listed on the cover of this issue, but for those of you who would like updated rolodex or pocket cards, they are available at the Library.

The Medical Center Library staff welcomes your suggestions and comments. Please feel free to drop them in the Suggestion Box located on the Entrance Level across from the Circulation Desk.



The Administration Office still has quite a few **unclaimed copy cards**. If you have lost your card, please call 660-1150 or stop by Room 103 on the Lower Level.

NOW ACCEPTING MASTERCARD AND VISA

You can now pay for Library services with the Duke procurement card or with your personal MasterCard or Visa. Credit cards can be used to pay for the following services: computer searches provided by Information and Education Services; photocopies and Interlibrary Loans through A-to-Z Information Express; copy cards available from Administration; and Circulation fees for overdue and lost books. Since the Library must pay a service charge for every transaction, there will be a minimum charge of \$5.00 to use your card.

Duke departments who regularly use our services will be contacted about changing from the traditional IRI form to the Duke procurement card.

Credit cards will be accepted when you pay in person or if you fax us a request. When you are in the Library, you may ask to have services charged to your credit card, upon placing your request, or you may use your card when you pick up your items.

We are sorry but credit card numbers will *not* be accepted over the phone. And, American Express and Discover Card are not accepted here...

LIBRARY NEWSLETTER GOES ELECTRONIC

As you may have noticed, current issues of our *Library Newsletter* are available on our Website at <http://www.mc.duke.edu/mclibrary/news/newsletter.html>. The electronic version is published around the same time the paper copy gets mailed, so there is no delay in getting the latest Library news. In fact, you can now be added to our listserv which notifies you by email when the next issue of the *Newsletter* is available on the Web.

If you would like to have less paper delivered to your office, just fill out the **Mailing List Form** on our Website (<http://www.mc.duke.edu/mclibrary/forms/maillist.html>) or return the form which appears on the back page of this issue.

SCHEDULE THE MLEC CLASSROOM VIA THE WEB

The Medical Library Education Center (MLEC) Classroom is available to Duke faculty, staff, and DUMC students for educational and training programs utilizing computer technology and/or hands-on training. You may reserve the classroom by completing the MLEC Classroom Reservation Form available on the Web (<http://www.mc.duke.edu/mclibrary/lrs/lrsform.html>). Learning Resources Services staff will confirm your reservation within 24 hours of receipt, Monday-Friday.

Are you receiving duplicate copies of this newsletter?

If so, please let us know by sending an email message to mcnews@mc.duke.edu or drop a note to the Medical Center Library, DUMC Box 3702.

Visit

the

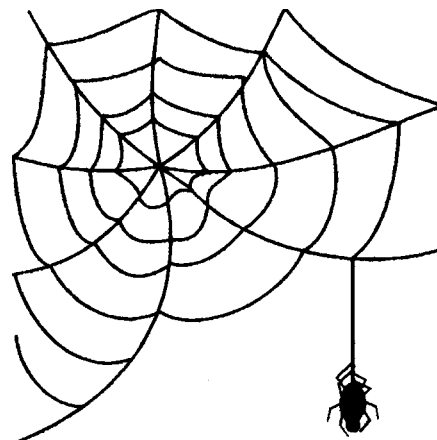
Medical

Center

Library

on the

Internet at:



<http://www.mc.duke.edu/mclibrary>

GIFTS AND DONATIONS

The Medical Center Library receives numerous gifts and donations from faculty, staff, and students. We greatly appreciate these gifts and would like to acknowledge the following individuals who donated books/materials to the Medical Center Library from July, 1996 - June, 1997.

Dr. R. Rand Allingham	Dr. Wei-Hsung Lin
Dr. John Baillie	Ms. Joan Lynch
Dr. John C. Barefoot	Dr. Robert Machemer
Ms. Joanne S. Beckman	Dr. Akitomo Matsuki
Dr. Dan G. Blazer	Dr. J. Alexander McMahon
Dr. Joanna Branick	Dr. Michael R. McVaugh
Dr. John C. S. Breitner	Mr. Chris Meyer
Mr. David M. Bronstein	Dr. Richard Moon
Dr. Robert Brown	Ms. Jackie Moore
Mr. Grey B. Brown	Dr. Blaine S. Nashold, Jr.
Ms. Barbara Busse	Dr. Keith T. Oldham
Dr. Ewald W. Busse	Mr. Grant Pair
Dr. Andrew T. Canada	Dr. Charles Y. C. Pak
Mr. G. S. T. Cavanagh	Dr. George R. Parkerson
Dr. Colin Darcel	Mr. William W. Pickard
Dr. David E. Drake	Ms. Suzanne Porter
Dr. David L. Epstein	Dr. Dale Purves
Dr. Eugene S. Flamm	Dr. Charles E. Putman
Dr. Michael M. Frank	Dr. Barbara K. Rimer
Dr. William E. Garrett, Jr.	Dr. Stanley J. Robboy
Dr. Gregory S. Georgiade	Dr. Lewis Siegel
Ms. Carlan T. Graves	Dr. Ralph Snyderman
Ms. Karen E. Gray	Dr. Jonathan S. Stamler
Ms. Dorene Harrison	Mr. Wallace R. Turnbull
Dr. George T. Harrell	Ms. Deborah Turner
Dr. Clyde A. Helms	Dr. Steven Vogel
Dr. Terence Hines	Dr. Andrew Wang
Dr. William Jurgelski	Dr. Calvin L. Ward
Dr. Frank F. Katz	Dr. Stanley W. Weitzner

We welcome and encourage your donations. Please contact Mary Ann Brown, Collection Development Librarian, at 660-1122 or send email to brown050@mc.duke.edu.

WORKING TOGETHER: SOLVING THE SHELVING PROBLEM

The "*Working Together*" reshelfing system was created by **Randy Marsh**, a new member of the Library's Circulation/Stacks staff. After working in the journal stacks for several months, he realized that getting materials back on the shelves was taking longer than it should. Randy's first step involved sharing his ideas about improving turn-around time with his supervisor and co-workers for their input and approval.

Step two involved reorganizing the reshelfing area on the second stack level where most of the journals are kept. The shelves in the reshelfing area were divided up and labeled alphabetically so the journals could be quickly pre-sorted before going to the book trucks. Our patrons, students, and staff were asked to start returning journals to the correct shelf, instead of just leaving them on trucks, copiers, and the floor.

This reorganization has made the reshelfing process faster and easier. As a result, the Stacks staff are able to shelve materials back into the main collection in record time. Our patrons are finding more items on the main shelves and spending a lot less time hunting through the piles of materials left throughout the Library.

In the past, when there were so many items to reshelve that it was too much for the Stacks staff to handle alone, "book alerts" were called. In these crisis situations, all Library staff members were asked to help reshelve journals so that materials would be accessible. Since this new system has been implemented, we have not had a need for any book alerts, and staff no longer have to be pulled away from other duties to handle shelving crises.

In order for the "Working Together" system to be successful, everyone has to do their part. When you are finished copying, we ask for your cooperation in returning items to the reshelfing area and in emptying your book truck so someone else can use it. The Stacks staff thanks all of you who have taken the time to do these things. By working together, this new system benefits both patrons and staff.

Randy Marsh
Circulation Services

Has Your Name or Address Changed?

Name and address changes for our newsletter may be sent to **DUMC Box 3702**, our email address at **mcnews@mc.duke.edu**, or you may complete the Mailing List Web Form at **<http://www.mc.duke.edu/mclibrary/forms/mailist.html>**. Our online mailbox will be checked daily, Monday-Friday.

- Development and utilization of “expert strategies” and EBM tools that can efficiently filter the literature and produce sound clinical research
- Viewing EBM as a life-long, self-directed learning process that may require a change in habits for reviewing the current literature

The Medical Center Library is currently working with **Drs. Sheri Keitz** and **Larry Greenblatt** to support education of medical residents in EBM practices. We have loaded selected EBM “expert strategies” onto our Ovid system to assist with filtering the literature and are developing Web-based documentation to assist in using these strategies.

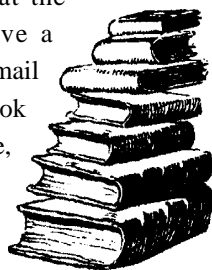
The Medical Center Library is particularly interested in working with the various departments within the Medical Center to enhance use of the Ovid system for searching MEDLINE and other databases. For further information or support, please contact **Eric Albright**, Head, Information and Education Services, at **660-1130**, or **Connie Schardt**, Education Coordinator, at **660-1124**.

Sackett, D.L. *Evidence-based Medicine: How to Practice & Teach EBM*, Churchill-Livingstone, 1997.

For Websites devoted to evidence-based medicine, see <http://www.mc.duke.edu/mclibrary/practice/ebm.html>.

WOULD YOU LIKE TO RECOMMEND A BOOK FOR THE LIBRARY?

Book request cards are available at the Information Desk. You may leave a request card at the Information Desk, mail it to Box 3702 DUMC, or use the Book Request form via the Library’s Website, <http://www.mc.duke.edu/mclibrary/collections.html>. The Book Request form is under the *New Book List*.



Please supply as much information as possible. Your request will be reviewed and you will be notified whether or not the item can be purchased.

If you have questions or would like to discuss any particular items or subject areas, please contact the Collection Development Librarian, Mary Ann Brown, at 660-1122 or send email to brown050@mc.duke.edu.

NEED SLIDES MADE FROM JOURNAL ARTICLES?

Because of the Library’s one-day checkout policy for journals, some patrons have occasionally encountered problems in getting slides and photos made from journal articles. Here are a few hints on how to make the most of the checkout period when taking journals to AV (Audiovisual) Services for photographic copying.

First, plan ahead and check out early in the day. A journal checked out on Monday at 9 a.m., for example, is not due back until midnight on Tuesday. This gives AV Services almost two full days to process your requests. If convenient, a patron may pull the needed journals in the evening hours and leave them at the Circulation Desk for pickup the following morning. (If they are not picked up by 10 a.m., they will be returned to the stacks.) When checking out journals to take to AV Services, patrons should notify the Circulation Desk of their intentions.

Problems can arise if a journal is taken to AV Services late on a Thursday afternoon or on Friday. Since AV Services closes for the weekend at 5 p.m. on Friday, patrons should make certain that their requests can be processed and the journals picked up before 5 p.m.

The Library is open Saturday and Sunday, and **overdue fines of \$1.00 per hour** will be incurred if items are not returned on time. Planning ahead will prevent this painful and unprofitable result.

Patrons who need to have something copied from current (unbound) journal issues should call AV Services and arrange for an appointment, because **current journal issues can only be checked out for a maximum period of 2 hours**.

In a rush situation, it is recommended that Library patrons contact AV Services *before* taking Library materials. Lewis Parrish, who is in charge of AV Services, may be contacted at 684-6159. AV Services is located in Room 4314 in the Orange Zone of Hospital South. (Take the Orange Elevator B to the fourth floor.)

We all know, however, that the best laid plans can go amiss. A slide copy might have to be reshot or the borrower could get stuck in surgery or clinic with no one to pick up and return the journals to the Library. If this happens to you, call the Circulation Desk staff and explain your situation. They will help you work something out.

Believe it or not, they do have a heart!!

Maurice Reece
Circulation Services

STAFF NEWS

Kelly Ahlfeld, previously employed at the Library in Information and Education Services, is returning as our new Sunday Reference Librarian. Kelly is replacing **Irene Vollbrecht**, who has covered Sunday Reference services for the past year.

Eric Albright, Head, Information and Education Services, and co-author, Sara Knight, Ph.D., Northwestern University, have published a review of the new journal, *Psychology, Health and Medicine*, in the August 13, 1997 issue of *JAMA* (v. 278, no. 6).

The Library and the Office of Grants and Contracts have hired **Argie Burnette** as the new Duke University Medical Center (DUMC) Web Assistant. Argie will maintain Web services for Grants and Contracts and assist in the maintenance of the DUMC Website.

Virginia Carden, Head, Circulation Services, has been appointed Chair of the Membership Committee for the Mid-Atlantic Chapter of the Medical Library Association (MAC/MLA).

Information and Education Services has a new intern, **Jennifer Cessna**, who will be working 15 hours a week in the department. Jennifer is a library school student at North Carolina Central University.

Scott Garrison, Systems Librarian, presented a paper at the 1997 Annual Meeting of MAC/MLA in Arlington, Virginia, entitled "From Projects to Partnerships: The Importance of Forging Alliances." Scott also presented a two-day workshop in October at the University of Puerto Rico Medical Sciences Campus Library, entitled "Be a Spider, Not a Fly: How to Successfully Navigate and Spin the Web."

Connie Schardt, Education Coordinator, was named "MAC Librarian of the Year" by MAC/MLA at their Annual Meeting in Arlington, Virginia.

Janie Trumbull, Head, Cataloging, has been appointed Chair of the Professional Development Committee for MAC/MLA.

Julie VanDyke, Head, Learning Resources, has been appointed Publications Committee Chair for MAC/MLA.

Amy Wood, a library school student at North Carolina Central University, is our new evening Reading Room attendant in the History of Medicine. In addition to her other duties, Amy will be designing a Web page for History.

Iris Gale
Administration



"MUM" IS ALWAYS THE WORD!

In late September you may have noticed all the pots of mums throughout the Medical Center, which were a visual reminder to everyone of the importance of respecting patients' rights. The "Mums the Word" campaign was designed to make all Medical Center employees aware that they put themselves and the Medical Center at risk of legal liability, if they disclose information inappropriately. Public places and spaces, such as the Medical Center Library, are definitely inappropriate areas for disclosing information.

As part of the on-going campaign to protect patients' privacy, the Library has posted 1998 calendars and mini-posters throughout the building with "Mums the Word" reminders. In the hectic daily schedule faced by the physicians and staff who treat patients, it is all too easy to forget that the Library is a public place, where members of a patient's family could be browsing through the book shelves a few feet away and easily overhear a conversation dealing with very personal information about a patient.

"Mums the Word" reminders have been placed near all the telephones in the Library, where literally hundreds of passersby can't help but overhear conversations. Here is where it is easiest to forget that the "walls have big ears." Although the pots of mums may not be around as a visual prompt, hopefully their message will be a reminder to every Medical Center employee that guarding patients' privacy is one of our most important responsibilities throughout the year. "Mum is Always the Word."

Maurice Reece
Circulation Services

Thank you

We would like to thank everyone who took the time to complete our recent Library survey. If you haven't returned that survey yet, there's still time - so send it in! If you never received a copy but would like to complete one, please contact Beverly Murphy, Head, Marketing and Publications (660-1127; murph005@mc.duke.edu).

"NEWSBRIEF"

Maurice Reece, Senior Library Assistant, Circulation Services, was one of ten finalists from 1,000 entries in HBO's contest for memorable New York subway stories. His story, "Sax Cantor Riff," described a musical encounter between a rabbi and a jazz musician. The 1997 movie, "Subway Stories," was featured on HBO in August and September and may be shown again in the coming months.



LIBRARY EDUCATIONAL OFFERINGS

*The following classes will be held in the Medical Library
Education Center (MLEC), Room 104 on the Lower Level of the Library.*



DATABASE CLASSES

OVID MEDLINE SYSTEM

Ovid Basics: Telnet

Participants are not expected to have used Ovid

11:00 am - 12:00 noon

Tuesday - January 6, 1998

Ovid Basics: Web Gateway

*Participants are not expected to have used Ovid but
should be familiar with the Internet and Netscape*

3:00 pm - 4:00 pm

Wednesday - December 10, 1997; January 21, 1998

Ovid Advanced Search Techniques

Participants are expected to have experience using Ovid

11:00 am - 12:00 noon

Tuesday - December 16, 1997; January 13, 1998

3:00 pm - 4:00 pm

Thursday - January 29, 1998

BASICS OF LIBRARY USE

1:00 pm - 2:30 pm

Tuesday, January 6, 1998

Tuesday, February 3, 1998

Tuesday, March 3, 1998

Classes include the use of the DRA online catalog to determine book and journal holdings, followed by a brief discussion of Library services and a tour of the Library.

SPIN (SPONSORED PROGRAMS INFORMATION NETWORK)

Grants Database via the Web

9:00 am - 10:00 am

Tuesday, December 16, 1997

INTERNET ACCESS AND PUBLISHING CLASSES

Hands-on time will be included. Registration is required and space is limited. Sign-ups will be accepted by phone at 660-1124, via email sent to Connie Schardt at schar005@mc.duke.edu, or via the Web at <http://www.mc.duke.edu/mclibrary/classes/reg.html>.

HTML Basics

9:00 am - 12:00 pm

Thursday, January 8, 1998

HTML Advanced

9:00 am - 12:00 pm

Thursday, January 22, 1998

Introduction to the World Wide Web Using Netscape

10:00 am - 12:00 pm

Tuesday, December 9, 1997

Wednesday, January 14, 1998

Searching and Evaluating Information on the World Wide Web

10:00 am - 12:30 pm

Wednesday, December 17, 1997

Wednesday, January 28, 1998

Images on the Web

10:00 am - 12:00 pm

Thursday, January 29, 1998



*Registration is not required for the
Database Classes*



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