



# Duke University Medical Center Library News

February 2004

Issue #292

## Budgets, Contracts, and E-Journals!

Pat Thibodeau, Associate Dean for Library Services

Good news! The decision has been made not to make any additional cuts in the Medical Center Library's budget over the next fiscal year! This means that for the next few years the Library will be able to make better decisions about its electronic journals and databases. However, it will not prevent additional cancellations from occurring. Electronic journal and database prices are still rising at a rate of 5% to 16% or more, per year. In some cases they are even doubling, which is a much higher rate than the standard inflationary costs for other materials and far faster than institutional budgets can keep up with. In addition, the use of electronic formats is drastically reducing revenues from photocopies and interlibrary loans, which support the Library's operating expenses. The Library must continue to be resourceful and find opportunities to reduce costs whenever possible to meet annual budget goals and ensure that core resources are available.

More good news! The journal review process is almost complete, and I want to thank all the faculty, departments and divisions who have participated in this major review of our collection. Your input was very valuable in helping us to sort priorities and make the difficult decisions as to what should be cut. The comments we received about the proposed cancellation list were very helpful as well. We could not have accomplished such a thorough review without your support.

This year the journal review process was further complicated by late announcements of increased prices and new contract terms from publishers. Usually all our subscription decisions are made by September, but this year many of the negotiations for electronic licenses only started then and took months of offers and counteroffers to complete. As we received announcements for new increased pricing structures for *NEJM*, *JAMA*, and *Science*, we realized our journal cuts would have to be deeper than estimated to offset the new costs. Unexpected price increases and long negotiations made the job of balancing our journal budget even more difficult since we had no idea what the final total of all the contracts would be. Even now we are finalizing two more contracts and expect more changes in the future.

The big deal contracts that offer access to a "bundle" of titles also posed problems. Like many libraries across the country, we faced tight budget constraints and needed to take control of our journal collection, with contracts that allowed the purchase of only those titles that support Duke programs, at reasonable prices. However, the publishers preferred to bundle a large number of titles over a three to five-year contract period and greatly limit how many titles

*Continued on page 2*



Duke University Medical Center Library  
<http://www.mclibrary.duke.edu/>

Monday - Thurs.	8:00 am - 11:00 pm
Friday	8:00 am - 6:00 pm
Saturday	10:00 am - 6:00 pm
Sunday	2:00 pm - 10:00 pm
Administration	660-1150
Library Service Desk	660-1100
Document Delivery/ILL	660-1136

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could be canceled. Publishers also demanded that we base our contract on the list of journal titles that we held in previous years, and they did not want to consider cancellations. Using this approach, the publisher with the big deal is guaranteed a certain income and minimal cancellations over several years. However, this would force the Library to cancel society and smaller publishers' journals to balance the budget consumed by the big deal. Along with our Duke and TRLN library colleagues, we said *no* to this policy and demanded that we be allowed to cancel titles and base our contracts on what our institutions needed, and not on what the publishers wanted to sell. In the case of Kluwer, they agreed to our terms, but in the case of Elsevier, we had to walk away from their big deal.

The good news is — if you like electronic journals, you will like our collection! Whenever feasible we have dropped the paper format and moved to electronic access only. For numerous subscriptions, this has resulted in a savings and helped balance the budget. In some cases, we have decided to pay higher fees to support remote access from office, home, and work areas. However, by paying the higher e-journal rates for *NEJM*, *Nature*, *Science*, *JAMA*, and others, it has meant canceling other journal subscriptions. The outcome is fewer overall titles at Duke (i.e., a shrinking journal collection), but more of the remaining titles are in electronic format.

Over the course of the coming year, I am sure there will be disagreements about which titles were kept and those that were canceled, but a number of data points were used to assist us with our decisions. In addition to faculty rankings of titles, we studied how often Duke cited and published in the journals, the actual use of the electronic and paper versions of the journals, and the overall impact factor ratings within the field. But even then, it was difficult to decide among similar journal titles. Often the decision came down to cost, especially if keeping one high-priced title meant cutting five or six more moderately-priced titles.

I hope you will continue to provide us with feedback as you work with our redefined and primarily electronic journal collection. Let us know which essential titles are missing or which journals have become less relevant to your work at Duke. The Library staff will continue to monitor journal use and interlibrary loan requests, and explore efficient and cost-effective ways to provide access to materials not available at Duke. The addition of new features to our interlibrary loan and document delivery service (<http://illiad.mclibrary.duke.edu/>) will help you work more efficiently and provide immediate access to biomedical information. To learn more about this service, see the article on page 5 of this issue.

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## Book Drop Locations and Schedules

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The main book drop slot for the Medical Center Library is located near the main lobby entrance. A 24-hour book drop is located near one of the entrance doors of the Library on the walkway between the South Clinics and Duke Hospital North. Materials deposited in the 24-hour book drop are picked up three or more times each day.

**Duke South Clinics:** Green Zone, Davison Building, Basement level underneath the stairway to the First Floor.  
Pickup: Monday through Friday at 9:30 a.m.

**Duke Hospital North:** PRT Lobby, Lower Level near the walkway to Parking Garage II.  
Pickup: Monday, Wednesday, and Friday ONLY at 9:30 a.m.

**Sands Building:** Sands Building, on the Jones Building side near the rear exit door.  
Pickup: Monday, Wednesday, and Friday ONLY at 9:30 a.m.

To avoid overdue fines, please pay particular attention to the pickup schedules, or return all journals, books, and interlibrary loan items directly to the Library. Audiovisuals should be returned to the Library Service Desk to avoid damaging them.

## Did You Know?

The following excerpts from the publication, *Libraries: How They Stack Up*, provide a snapshot of the economic impact of libraries. The complete report is available for downloading from OCLC Online Computer Library Center at <http://www5.oclc.org/downloads/community/librariesstackup.pdf>.



- ▶ **U.S. libraries circulate 1,947,600,000 items a year.**
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- ▶ **U.S. public library cardholders outnumber Amazon customers by almost 5 to 1.**

*Amazon has 30,000,000 customers. U.S. public libraries have 148,000,000 library cardholders.*

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- ▶ **U.S. libraries circulate about the same number of items as FedEx ships per day.**

*FedEx ships more than 5.3 million items per day.*

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- ▶ **One out of every six people in the world is a registered library user.**

*Total number of worldwide registered library users: 1.1 billion. Population of the world: 6.2 billion.*

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- ▶ **Total number of library volumes worldwide is 2½ times the total population of the world.**

*Population of the world: 6.2 billion.*

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- ▶ **Five times more people visit U.S. public libraries each year than attend U.S. professional and college football, basketball, baseball and hockey games combined.**

*U.S. public library visits: 1,116,000,000. U.S. sports attendance: 203,700,000.*

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- ▶ **There are 1 million libraries worldwide and 139,800 libraries in the United States.**
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- ▶ **Total number of librarians worldwide: 690,000. Total number of U.S. librarians: 203,000.**

*This is roughly equivalent to the number of pharmacists and architects, but more than the number of athletes, actors, airline pilots, dentists, or musicians.*

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OCLC Online Computer Library Center is a nonprofit, membership, computer library service and research organization dedicated to furthering access to the world's information and reducing information costs.

## Spotlight on ... Access Services

### Maurice Reece, Access Services

Before the advent of new technological advances, most library patrons regarded the Circulation Desk as the heart of the library. But computers and the Internet have automated circulation and information delivery services, causing the Library to rethink organizational concepts with the goal of “finding the best way to the best information.” No matter how extensive a library’s collection may be, it is only valuable if its patrons can get to the materials and services. The key word here is *access*.



*(l. to r.) George Stephens, Maurice Reece, Suzanne Jessup, Louis Wiethe, Artura Goods, Lee Bowers*

Last year the Circulation Desk was renovated and changes were made in the organization of the staff. With this renovation, the once separate Reference and Circulation Desks were merged into a single service point, the Library Service Desk (LSD). The newly-formed Access Services department, along with staff from Information and Education Services and other departments, now provide service at the new desk. Robert James, Associate Director of Public Services, oversees the activities of the LSD. Lana Michelizzi is Access Services Manager and reports to James.

The Access Services department was created by the merger of three distinct work groups (Circulation, Stacks, and Document Delivery/Interlibrary Loan), which resulted in many changes for the staff. After some cross training, staff now work shifts in all three of these areas.

Circulation Services is responsible for facilitating hands-on access to the Library collection. Acting as the custodial eyes for the facility, opening and closing procedures are a crucial function for this group. In addition to safeguarding the collection and securing the building, staff are responsible for handling overdue notices, collecting fines, informing patrons about items being held, as well as warning them about books that are extremely overdue. At night, these staffers have the added challenge of providing basic reference services.



*Access Services Staff*

Everyone in Access Services does a certain amount of shelving and shelf-reading to keep books and journals in order, but this work is primarily the domain of the Stacks Manager, who also works periodically at the LSD and in Document Delivery/Interlibrary Loan. Keeping the photocopiers in working order and dealing with paper jams and stuck copy cards is often a recurring task for Stacks Services. Periodically a section of books or journals will run out of space, necessitating the challenging job of “shifting” to make room for new arrivals.



*(l. to r.) Rodney Hunter, Randy Marsh, Lana Michelizzi, Michael Campbell*

The Document Delivery/Interlibrary Loan Service provides copies of articles from our journal collection, as well as procuring articles and books that the DUMC Library does not own. A lesser known function of this unit is the document delivery and lending service to non-Duke patrons and libraries. Because of the extent and depth of the Medical Center Library collection, we receive hundreds of requests for copies of journal articles each week. Access Services staff photocopy and electronically scan, fax and mail these requests to educational and medical institutions throughout the world. This service also requires many staff hours for detailed record keeping and billing procedures. The resulting income is an important source of revenue for the DUMC Library, as it faces ongoing budget cuts and increasing costs.

## Delivery Service Offers More in 2004

**Robert James, Associate Director, Public Services**

Most of the health sciences literature produced before the emergence of the Internet is still only available in paper format. However, these “legacy knowledge collections” of books and journals contain significant clinical and research information. The Library has added new features to its interlibrary loan and document delivery service which will expedite retrieval of journal articles and books for faculty, staff, and students. In many cases, journal requests can be delivered right to your desktop.

To use the new system, you must first complete the online registration form at <http://illiad.mclibrary.duke.edu/>. Choose the “First Time Users” option and then enter your personal information including name, address, and Duke Unique ID number. To protect the privacy of your account, you will also be asked to create a username and password, which should follow the security guidelines established by the Medical Center.

The screenshot shows the 'New User Registration' form. It includes fields for First Name, Last Name, Duke Unique ID Number, Preferred Communication Method, E-Mail Address, Daytime Phone, and a checkbox for Electronic Delivery. There are also fields for Mailing Address, City, State, and Zip, and a dropdown for State. A Department dropdown is present, along with a section for Authorized Users. At the bottom, there are fields for Username, Password, and Confirm Password, each with a 'Show/Hide' link.

After you register online, you may begin submitting requests. From our Website (<http://www.mclibrary.duke.edu>), select “request article or book” using the *Services & Facilities* dropdown menu or go directly to <http://illiad.mclibrary.duke.edu/>. Once you login with your username and password, you may choose the request type from the ILL Main Menu.

You can facilitate the delivery process by providing as much information as possible about the requested item including title, author, date, volume, page numbers, etc. Access Services staff in the Medical Center Library will receive your requests, locate the material, and process the requests for internal or external retrieval. If electronic delivery is possible,

a link to the file will be sent directly to your desktop via email. To view, edit, and track the status of your requests, login to your account with your username and password. If you forget your password, call the Library Service Desk at 660-1100 and staff will reset it for you.

The screenshot shows the 'Main Menu' with three main sections: Request Types, Review Requests, and Review Personal Information. Each section has several buttons and descriptive text. The Request Types section includes buttons for 'Request a Photocopy' and 'Request a Book'. The Review Requests section includes buttons for 'View/Modify Outstanding Requests', 'View/Cancel Electronically Received Articles', 'View/Cancel Checked Out Items', 'View Request History', and 'View/Cancel Cancelled Requests'. The Review Personal Information section includes buttons for 'Change User Information', 'Edit User Account', and 'Change Password'.

Our standard document delivery charges apply for the new service. Journal articles or book chapters will be delivered for a fee of \$5.00 per item for those obtained from Duke libraries and \$11.00 for those obtained from non-Duke libraries, plus 10 cents per page over thirty pages. Books from non-Duke libraries will be assessed a \$5.00 fee. The rush service, which costs an additional \$3.00 per item, will attempt to provide materials within 24 hours. Payment for the delivery service may be made with cash, credit card, or Interdepartmental Request Invoice. There is no additional fee for desktop delivery.

We would like your feedback on this new service. Please feel free to tell us what works well and how we can improve the system. You may send your questions and suggestions to **Lana Michelizzi**, Access Services Manager (**DUMC Box 3702; 660-1136; miche013@mc.duke.edu**).

## Recent Additions to DUMCL Online

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

### EndNote Tutorial Revised REVISED

<http://www.mclibrary.duke.edu/respub/guides/endnote/>

The EndNote Tutorial has recently been updated to reflect changes for EndNote version 6. Included are instructions on how to “directly export” citations from Ovid MEDLINE into EndNote.

### Virtual Tour Redesigned REVISED

[http://www.mclibrary.duke.edu:8080/virtual\\_tour/](http://www.mclibrary.duke.edu:8080/virtual_tour/)

This completely revised version offers a visual tour of the Medical Center Library, highlighting its facilities, collections and services. The tour also features panoramic views of several areas in the Library.

## Celebrating Black History Month

Did you know that Dr. Daniel Hale Williams (1856-1931) performed the first successful open heart surgery in 1893 or that Mary Eliza Mahoney (1845-1926) was the first Black professional nurse in the United States? In honor of Black History Month, the Medical Center Library revisits “Black History Month: A Medical Perspective,” a popular display first exhibited in 1999.

This virtual exhibit (<http://www.mclibrary.duke.edu/hot/blkhist.html>) contains a wealth of information including a chronology of achievements of African Americans in medicine, a section on folk medicine, and a selective bibliography.

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# DUMC News Moves to Online Only

Beginning with the October 2004 issue, The *Medical Center Library News* will no longer be distributed in print and mailed to subscribers. For your convenience, we will continue to offer an HTML version and a portable document format for printing at <http://www.mclibrary.duke.edu/about/news>. Current subscribers will continue to receive the print version of the newsletter until the transition takes place. If you want to be notified by email when the electronic versions are available, you may send an email message to [mclnews@mc.duke.edu](mailto:mclnews@mc.duke.edu) or complete the Mailing List Form at <http://www.mclibrary.duke.edu/about/news/mailform.html>.





## Library Educational Offerings

*The Medical Library Education Center (MLEC) is located  
in Room 104 on the Lower Level of the Library.*



### **Individual and Group Sessions**

*Please contact the topic instructor  
to arrange for a session*

#### **MEDLINE**

##### **Using the Ovid Web Gateway**

Call Library Service Desk

919-660-1100

##### **PubMed**

Anne Powers, 919-660-1128

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##### **Basics of Library Use**

Hattie Vines, 919-660-1125

##### **Grant Information on the Web**

~ COS and Other Resources ~

Anne Powers, 919-660-1128

##### **Introduction to EndNote**

Ginger Carden, 919-660-1184

##### **Introduction to Reference Manager**

Ginger Carden, 919-660-1184

##### **Introduction to Sources for Health Statistics**

Hattie Vines, 919-660-1125

##### **Searching the Internet**

Connie Schardt, 919-660-1124

### **Self-Instruction**

#### **Ovid Web Tutorial**

*Interactive, 40-minute tutorial designed to show  
you step-by-step the basic components of a  
MEDLINE search using the Ovid Web Gateway*

*<http://www.mclibrary.duke.edu/respub/guides/ovidtut/>*

#### **EndNote Tutorial**

*Tutorial designed to assist users who have completed  
a search in the Ovid Web version of MEDLINE and  
would like to import citations into EndNote*

*<http://www.mclibrary.duke.edu/respub/guides/endnote/>*

#### **EBM Tutorial**

*Tutorial which identifies the steps in the EBM  
process and key issues related to critical appraisal*

*<http://www.hsl.unc.edu/lm/EBM/index.htm>*

#### **Internet Tutorial**

*Web-based tutorial designed to introduce you to the  
Internet and searching for information on the Web*

*<http://www.mclibrary.duke.edu/respub/guides/intertut/>*

#### **Electronic Resources Tutorial**

*Tutorial designed to familiarize users with some  
of the electronic resources offered through  
DUMCL Online, the Library's Website.*

*<http://www.mclibrary.duke.edu/respub/guides/elecres/>*

#### **Virtual Tour of the Library**

*Online tour which provides information about the  
Medical Center Library, its collections and  
services, and where to find them within the building*

*[http://www.mclibrary.duke.edu:8080/virtual\\_tour/](http://www.mclibrary.duke.edu:8080/virtual_tour/)*

***For more information about these offerings, connect to the Library's Website at  
<http://www.mclibrary.duke.edu/services/schedule.html>.***

***Duke University Medical Center Library News is published bimonthly.***

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To receive notification by email when the electronic version of the ***Medical Center Library News*** is available, please complete the information below and return this sheet to the **Medical Center Library, Box 3702, DUMC**. You may also send email to [mclnews@mc.duke.edu](mailto:mclnews@mc.duke.edu) or complete the Mailing List Form at <http://www.mclibrary.duke.edu/about/news/mailform.html>.

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