Duke University
Medical Center Library News

August 1998   **Issue #259**

FROM THE DIRECTOR
WELCOME NEW AND RETURNING LIBRARY USERS

Duke University Medical Center Library (DUMCL) is pleased to offer state-of-the-art technology; tailored educational programs; networked resources; an excellent collection of print and electronic resources; unique History of Medicine collections; well-trained, customer service-oriented library staff; and access to information when and where you need it.

This issue of *Medical Center Library News* includes a "General Information Guide" which provides basic information about hours of operation, our Website address (***http://www.mc.duke.edu/mclibrary***), borrowing policies, fines, document delivery services, etc.

Please do not hesitate to contact me or our staff with any questions or comments.

Susan Feinglos
660-1150; 681-7599 (fax)
feing001@mc.duke.edu

Net.work - DUMCL Website Redesign

The successful June release of the latest Library Website has prompted some of our patrons to ask, "This Website looks different -- how do I locate the same information upon which I've come to rely, and what's new?" This article **highlights the four main sections of our new site, featuring some old and new resources contained in each**.

About the Library

Within the *About the Library* section, you'll find information about the Library and everything we provide to our users. There's *general information* about our staff, facility, and hours, as well as a variety of other "facts and figures." Be sure to also review our newsletter, which is now being produced bimonthly. Users may follow the "General Information" link to our circulation policies for the different types of items in our collection (whether current, historical, or audiovisual materials); information about book renewals, holds, recalls, and fines; and borrowing capabilities at other Triangle Research Libraries Network (TRLN) institutions. Whether you're accessing our resources via dialup or network connection, telnet or Web browser, the General Information page provides quick help with settings and URLs to the databases you need. Need a search or document delivery? Would you like to learn to search the Web effectively and efficiently? Information on all these topics and more is at your fingertips within our General Information page.

About the Library also contains one of the most useful new additions to our Website, very detailed directions information. Whether you're walking from West Campus, or driving from any area freeway, consult the "Directions and Maps" page. We've also made available the latest floor plan maps for our building, so that you can easily find your way around once you get here.

WELCOME ISSUE

Duke University Medical Center Library

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

Administration	660-1150
Circulation	660-1100
Information Desk	660-1111
Interlibrary Loan/Document Delivery	660-1135

Library Services

Library Services contains information on *what our staff can do for you*. We invite you to "make us work" by requesting services quickly and easily over the Web via a drop-down menu: ask reference questions, sign up for classes, join our newsletter mailing list, request searches or document deliveries, suggest that we add a new item to our collections, find out how to request a consult, or most important, comment on how we can improve our Website! If you need a quick summary of who on our staff offers which types of consulting services, check the "Consultation Services" page. Or, if your department needs a computer training facility for an upcoming workshop or class, follow the MLEC link in ***Library Services*** to find out how to schedule our classroom.

Resources & Publications

If you're unable to attend the Library's ever-expanding variety of classes, you'll find helpful class materials on subjects ranging from how to publish on the Web to evidence-based medicine, via our "Information/Class Guides" page. The "Collections" page features lists of our latest acquisitions, by collection, medium, and subject area. If you used our Med-WebURLs list of selected Web resources in the past, try our new "Selected Reference Resources" pages. We've expanded the scope of our resource listings to include both Web-based and print items in our collections, so that you may augment that trip to the Reference Area with accessible Web-based information.

In addition to a drop-down menu featuring direct access to our most popular databases (and a link above it to useful database help documents), you'll notice a new presence on our site in ***Resources and Publications***: the **History of Medicine Collections**. Take a virtual stroll through our herb garden, review the guide to sources in the History of Medicine, search the 3,000-plus items in the *Historical Images in Medicine (HIM) Database*, or view our online exhibits. Once you've seen some of our fascinating historical materials on the Web, you'll want to come in and examine them in person!

What's Hot?

What's Hot? features the latest news on what our Library offers to its patrons, in addition to some of the *most popular health news sources* on the Web. If you have suggestions for this section of our site, we'll consider adding them to our *hot topics* area, the bottom link in this section. ***What's Hot?*** will change often, so be sure to visit our main page frequently to access current health sciences news from the Duke University Medical Center and elsewhere.

As you navigate our site, you may notice multiple facets to some of our collections, resources, and services. For example, A-to-Z Information Express is a service (*Library Services*), but the document that explains the service is a publication (*Resources and Publications*). We've designed our new interface to be somewhat redundant – you may easily jump between given points in our site's architecture and traverse multiple logical sections. Every page has one or more links back to the main page, and from the main page you may jump right back to the information you need most. (Don't forget, the small blue Library symbol will always get you back to the main page.)

Our URL hasn't changed (***http://www.mc.duke.edu/mclibrary/***), but our Website certainly has. We're happy to hear your suggestions on how we may continually improve our site, as well as the collections, resources, and services we offer.

If you have any questions about our design, architecture, servers, or other elements of our site, don't hesitate to contact the Library's co-Webmasters, Scott Garrison (**garri002@mc.duke.edu**) and Beverly Murphy (**murph005@mc.duke.edu**).

MEDICAL CENTER LIBRARY
GENERAL INFORMATION

Hours of Operation
  Monday - Friday   8:00   am - 12:00 midnight
  Saturday   10:00   am - 6:00 pm
  Sunday   12:00 noon - 12:00 midnight
- **History of Medicine Collections**
  Monday - Friday   8:00   am - 5:00 pm
  Evening hours as announced.
- **Information & Education Services** (during semesters)
  Monday - Thurs.   8:00   am - 7:00 pm
  Friday   8:00   am - 5:00 pm
  Sunday   1:00   pm - 5:00 pm

Website: *http://www.mc.duke.edu/mclibrary*

Circulation Services *660-1100*
- **Borrowing Policies**

  Books — 4 weeks with one renewal. *History* — 2 weeks.

  Audiovisuals — 1 week with two renewals.

  Unbound journals — 2 hours. No renewals.

  Bound journals — 1 day. No renewals.

  Holds may be placed on materials which are signed out. Materials signed out may be recalled after two weeks.
- **Fines**

  Books and Audiovisuals — 50 cents a day.

  Journals — $1.00 per hour, with no grace period.

  Reserves or noncirculating items — 50 cents per hour, with no grace period.

  There is a three-day grace period for books and audio-visuals. If not returned within the grace period, fines accrue from the due date. Failure to return materials or pay fees may result in suspension of privileges.
- **TRLN Borrower's Card**

  Permits borrowing of books at UNC, NCCU and NCSU. Available at the Library's Circulation Desk.
- **Campus-wide Borrower's Card**

  For library users not currently affiliated with the University. $100 annual fee. Available at the Library's Circulation Desk. Various restrictions may apply.

Interlibrary Loan/Photocopy Services *660-1135*
- **A-to-Z Information Express -** Fee-based, in-house photocopying and/or document delivery for DUMC faculty, staff, and students.

Books/Audiovisuals	Free
Photocopies per article	
Up to 30 pages	$3.00*
Over 30 pages	10 cents per page
Additional fees	
Fax	$3.00 per request
Rush	$3.00 per request

* ***Interlibrary loan fees over $12.00 per article will also be billed to the patron***.

ILL and photocopy requests may be submitted in person or via the Website at ***http://www.mc.duke.edu/mclibrary/ services/atozform.html***

Self-service Photocopiers/Printer Workstations
- Duke faculty, staff, and students - 6 cents per copy
- Non-Duke users/Commercial vendors - 11 cents per copy
- *Free printing at search stations in the Reference Area.*

Information & Education Services *660-1111*
- **Mediated Online Search Requests (performed by Library staff)**
  Ovid Databases
  Duke-affiliated personnel - $20 minimum (25 free refs.) Additional references are charged at the rate of 15 cents per citation (without abstract) or 20 cents per citation (with abstract).
  Non-Duke personnel - $30 minimum (25 free refs.) Additional references are charged at the same rate as above.
  Duke/non-Duke students - $10 minimum (25 free refs.) Additional references are charged at the same rate as above.
  Other Databases
  NLM Databases: Minimum charge (as stated above) and online costs plus 10% service charge
  Non-NLM Databases: Minimum charge (as stated above) and online costs plus 15% service charge
  Faxing Fees
  Local phone numbers - $5.00
  Long distance phone numbers - $8.00
  Maximum number of pages: 25
  Search requests may be submitted in person, by phone, or via the Website at ***http://www.mc.duke.edu/mclibrary/ services/srchform.html***
- **Regular Tours and Orientations -** Call 660-1111 for more information.

Database Access
- **DRA Online Catalog** - Electronic catalog of collections at Duke, NC State University, UNC-Chapel Hill, and North Carolina Central University.
  Web access: *http://www.lib.duke.edu/online_catalog.html*
  Telnet address: ducatalog.lib.duke.edu *or* 152.3.100.60 Username=>library
  Modem: 681-4900; Full Duplex; No Parity; Databits 8; Stopbits 1.
  The Online Catalog menu lists other databases provided by main campus.
- **Innovacq (Current Journals) -** Information on current journal subscriptions and issues. *Telnet access only.*
  Telnet address: iii.lib.duke.edu *or* 152.3.190.146
  Login name = med (No password required)
  Telnet via the Web: *http://www.lib.duke.edu/databases*

- **Ovid Databases -** Access to MEDLINE, AIDSLINE, BioethicsLine, CancerLit, Core Biomedical Collection, Current Contents Search, HealthSTAR, International Pharmaceutical Abstracts (IPA), Nursing & Allied Health (CINAHL), and PsycINFO.

  Ovid Web Gateway - Access via the Website at ***http://www.mc.duke.edu/ovidweb/ovidweb.cgi***. An individual account is NOT required for ***Generic Access***, but users must connect from a Duke IP address and will not be able to permanently save search strategies. ***Personal Accounts*** are available for Duke faculty, graduate students, and DUMC staff and students. Contact 660-1100 for registration information and help with passwords. Note: Passwords may be created or changed ONLY via the Telnet version.

  Telnet address: dumclib *or* dumclib.mc.duke.edu *or* 152.3.64.222 (Individual account required)

  Modem: 681-8281; Full Duplex; No Parity; Databits 8; Stopbits 1.

  MCIS Help Desk: 684-2243

- **Other Databases**

  Grants: SPIN and IRIS

  Consumer Health: Health Reference Center

  Access these databases via terminals in the Library or via the Website at ***http://www.mc.duke.edu/mclibrary/respub/collections/databases.html***.

  Fellowship and Residency: FREIDA. Access is only available via the Website at ***http://www.mc.duke.edu/mclibrary/respub/collections/databases.html***.

Classes *660-1111*

- The Library offers a variety of classes including the Ovid databases, SPIN, Basics of Library Use, Internet, and HTML (HyperText Markup Language)
- Call for more information or see the Web page at ***http://www.mc.duke.edu/mclibrary/services/schedule.html***.

Computer/Equipment Resources

- **Medical Library Education Center (MLEC)**

  16 Power Macs with DOS boards, Internet and database access, multimedia and microcomputer software/workstations. You may view the Classroom schedule at ***http://www.mc.duke.edu/mclibrary/services/mleccal.html***. To schedule the Classroom, call 660-1158 or 660-1157.

- **Reserve Reading Room -** Networked PCs and Macs, application software, Internet and database access.
- **Online Catalog Terminals -** Reference Area, Stacks Levels, Current Serials Area.
- **Audiovisual Equipment/Viewing Areas** - Reserve Reading Room and Room 418.

Special Collections

- History of Medicine
- Reserve Reading Room
- Reference
- Engel (leisure reading)

- **Administration**, 660-1150, fax 681-7599
  Susan J. Feinglos, Director
    feing001@mc.duke.edu
  Patricia Thibodeau, Associate Director
    thibo001@mc.duke.edu
- **A-to-Z Information Express**, 660-1135
- **Audiovisuals** *see Learning Resources*
- **Circulation Services**, 660-1100
  Virginia Carden, Manager, carde009@mc.duke.edu
- **Collection Development**
  Books: Mary Ann Brown, Collection Development Librarian, 660-1122, brown050@mc.duke.edu
  Journals: Judy Woodburn, Serials Librarian 660-1110, woodb001@mc.duke.edu
- **Fax**, 684-5906 or 681-7599 (Administration)
- **Gifts**, 660-1122
- **History of Medicine**, 660-1144
  Suzanne Porter, Curator, porte004@mc.duke.edu
- **Information and Education Services**, 660-1111
  Eric Albright, Head, albri008@mc.duke.edu
- **In-house Photocopy Service/Document Delivery** *see A-to-Z Information Express*
- **Interlibrary Loan**, 660-1135, 684-5906 (fax)
  Suzanne Jessup, Manager, jessu001@mc.duke.edu
- **Journals**, 660-1110
  Judy Woodburn, Serials Lib., woodb001@mc.duke.edu
- **Learning Resources**, 660-1160
  Julie Garrison, Head, vandy005@mc.duke.edu
  Alveria Pugh, pugh0001@mc.duke.edu
- **Marketing and Publications**, 660-1127
  Beverly Murphy, Head, murph005@mc.duke.edu
- **Medical Library Education Center**, 660-1190
  Julie Garrison, vandy005@mc.duke.edu
  Derrick Vines, vines004@mc.duke.edu
- **MEDLINE** *see Information and Education Services*
- **MLEC** *see Medical Library Education Center*
- **Multimedia** *see Medical Library Education Center*
- **Reference Services** *see Information and Education Services*
- **Reserve Collection** *see Circulation Services*
- **Systems/Network Assistance**
  Sally Wardell, Systems Manager, 660-1195
    warde001@mc.duke.edu
  Linwood Webster, Network Admin., 660-1196
    webst010@mc.duke.edu
  Scott Garrison, Systems Librarian, 660-1197
    garri002@mc.duke.edu

ACCESS TO MEDLINE
AND OTHER OVID DATABASES

One of the most valuable resources for clinicians, researchers, students, and staff at the Medical Center is the Library's Ovid Database System. This system provides powerful online searching capabilities and access to a broad range of important health-related databases: MEDLINE; AIDSLINE; BioethicsLine; CancerLit; Core Biomedical Collection; Current Contents Search; HealthSTAR; International Pharmaceutical Abstracts (IPA); Nursing & Allied Health (CINAHL); and PsycINFO. In the near future, the Library will be adding the Evidence Based Medicine Reviews (EBMR) database and full text access to a number of additional prominent biomedical journals.

Patrons may use either of two interfaces to search the Ovid databases - the original **Telnet version**, which is accessible via direct telnet connection or modem, and the newer WWW version, available through the **Ovid Web Gateway** using Netscape. (*See page 4 under "Ovid Databases" for access parameters*.) The Telnet version may be used at designated computers in the Medical Center Library without a personal user ID and password, though remote access does require a personal account. The Ovid Web Gateway is also accessible without a personal ID and password, as long as the connection is made from a computer with a Duke IP (Internet Protocol) address. This **Generic Access** route is also available to individuals using a SLIP (Serial Line Internet Protocol) or PPP (Point-to-Point Protocol) modem connection through a Duke "**acpub**" account, which can be obtained from the Office of Information Technology (OIT). Duke users who access the Internet through commercial Internet service providers may register for an acpub account and then connect to OIT's proxy servers in order to gain generic access to Ovid and other databases that are limited to Duke users. Though generic access means one less password to remember and does offer basic database searching capabilities, a personal account is necessary if one wishes to take full advantage of the Ovid system's many special features.

Personal Accounts are available to Duke faculty, graduate students, and DUMC staff and students. This authorized user ID (also called a "username" or "login name") and password will allow patrons to use the Ovid Web Gateway or telnet connection from on or off campus. A personal account also permits users to save search strategies on a permanent basis, customize system defaults (such as changing the Email default to your own Internet address), or use Ovid's current awareness and document ordering services. The current awareness service, also known as "selective dissemination of information (SDI)" or "autoalert," allows you to save a search strategy in an Ovid database and have it run automatically whenever the database is updated. Information on your topic from the latest update will then be sent to you by email. The A-to-Z Document Delivery Service through Ovid makes it possible to place an electronic order for articles retrieved during a search from within the Ovid system itself.

Personal accounts for the Library's Ovid system are not set up automatically; registration is required. To apply for a personal account, stop by the Circulation Desk in the Medical Center Library or call 660-1100. Within a few days of registration, you will receive a letter which includes your authorized user ID and instructions for creating your own security password, which you will do the first time you connect to the system with your authorized ID. (In many cases your Ovid user ID will be the same as the login name you use on other systems within the Medical Center. This is generally the first five letters of your last name followed by a series of numbers, totaling eight characters.)

Creating Your Password - *Please note that passwords may be created or changed ONLY via the Telnet version of Ovid*. If you try to create your password using the Ovid Web Gateway, the process will fail and you will see a message that the Ovid Web Gateway is unavailable. The structure of your password is also very important. **It must be 6 to 8 characters long, begin with a letter, and contain at least two letters and one number or special character** (examples: *fido25* or *jpgetty$*). Since the login process is "case sensitive," it is recommended that you use all lowercase letters when creating your password, to avoid confusion later on. The password must differ from your user ID and from any reverse or circular shift of that username. It is advisable that you login and create your password as soon as you receive your user ID authorization. If you do not create a password within a month, your account will be locked. Individuals whose accounts have been locked, or users who cannot remember their passwords, should contact Circulation Services (660-1100) for information about how to regain access.

The Medical Center Library does not provide access to other DUMC systems, which are completely separate entities with their own access procedures. For more information about getting a Medical Center email account or using the patient information network from Medical Center Information Systems (MCIS), contact your departmental LAN (Local Area Network) administrator or business manager. For information about "acpub" accounts and accessing the Duke proxy servers, contact the Office of Information Technology (OIT) Help Desk (**684-2200**; **help@oit.duke.edu**; *http://www.oit.duke.edu/helpdesk*).

Additional information about using Ovid and other databases is available from the Library's Information and Education Services staff at 660-1111 or on the Library's Website at *http://www.mc.duke.edu/mclibrary*.

Anne Powers
Information and Education Services

New ID Cards For DUMC Employees

Duke University Medical Center personnel began receiving the new *Duke Card* in July. This multi-purpose identification card/badge is encoded with an ID number and will serve as the Library Card for all DUMC personnel. When presented at the Circulation Desk, it will only take a few seconds to replace the old badge barcode number on a patron's computer record with the new ID barcode.

The Duke Card can also be programmed to serve as a departmental copy card. However, this feature will not work with the Medical Center Library photocopiers and printers, and patrons must continue to use their old copy cards.

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.
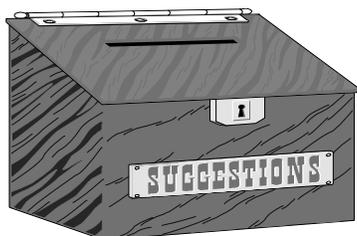
AV & ELECTRONIC RESOURCES

In addition to our extensive book and journal collections, there are a variety of **audiovisual and multimedia resources** available for use. Our collections include CD-ROM programs, computer-assisted instruction programs, videodiscs, videocassettes, slides, and audiocassettes on a variety of topics. Audiovisual programs may be checked out for up to one week. Items may also be put on reserve and/or held for specific group viewing. Multimedia programs may be used in the Multimedia Area of the Medical Library Education Center (MLEC).

For a full listing of our multimedia programs, check out our multimedia bibliography on the Library's Website at *http://www.mc.duke.edu/mclibrary/respub/collections/ mmbiblio.html*. To help you determine what materials are available in your area(s) of interest, subject-specific audiovisual bibliographies are located in the MLEC.

Electronic Resource Services (formerly known as Learning Resources Services) is 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 Garrison (660-1157; vandy005@mc.duke.edu).

PUBLIC SERVICES - DEPARTMENT MERGER

Circulation and Information & Education Services (I&ES) were combined effective July 1, 1998 into one new unit called Public Services. Under this new organization, the Library will cross train staff to more effectively meet the shifting demands of Circulation, Information Services, and Interlibrary Loan. The new department is headed by **Eric Albright**, former Head of Information and Education Services. **Virginia Carden**, Manager of Circulation Services, and **George Stephens**, Manager of Stacks Services, will report to the Head of Public Services. **Suzanne Jessup**, Manager of A-to-Z Information Express Services (an interlibrary loan processing unit already under I&ES), will continue to report to the Head of Public Services.

This new organization will permit better use of staff and their expertise in all the units. There will be increased backup for the Information and Circulation Desks, more efficient handling of interlibrary loan requests, and more staff available to handle peak work loads in any of the units. This should result in improved and faster services for our Library users. Staff will have more variety in their jobs and learn new skills. The new organizational structure will also give the Library more flexibility in meeting future needs and responding to new opportunities.

LEXIS-NEXIS ACADEMIC UNIVERSE is a multi-disciplinary database available to Duke University faculty, staff, and students, which provides access to a wide range of legal, news, business, and medical and health information sources. Though it is particularly strong in legislative, government, financial, and company information, searching the "General Medical & Health Topics" section will produce the full text of selected medical journals and newsletters on a variety of subjects. A spotlight on this database will appear in the next issue of *Medical Center Library News*. For more information, contact Information and Education Services at 660-1111.

Visit the Medical Center Library on the Internet at:

http://www.mc.duke.edu/mclibrary
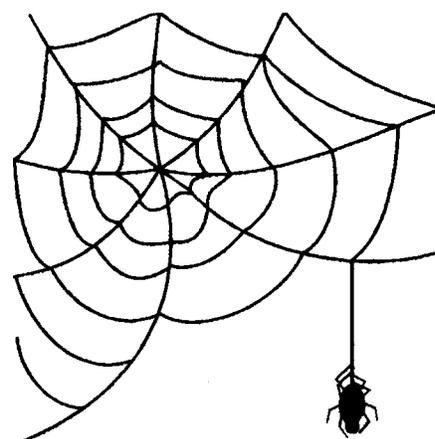
LIBRARY EDUCATIONAL OFFERINGS

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
(Registration not required)

Ovid Part I: Basics Using Telnet

Participants are not expected to have used Ovid

11:00 am - 12:30 pm

Tuesday, August 11

Ovid Part I: Basics Using Web Gateway

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

3:00 pm - 4:30 pm

Wednesday, August 12

Ovid Part II: Advanced Strategies

Participants are expected to have experience using Ovid

11:00 am - 12:00 pm

Tuesday, August 18

3:00 pm - 4:00 pm

Thursday, August 27

GRANT INFORMATION ON THE WEB
~ SPIN Database ~

9:00 am - 10:00 am

Tuesday, August 18

BASICS OF LIBRARY USE
(Registration not required)

1:00 pm - 2:30 pm

Tuesday, August 4; September 1; October 6

INTRODUCTION TO REFERENCE MANAGER
(By Appointment Only)

Call Andy Eisan

660-1128

INTERNET ACCESS AND PUBLISHING CLASSES

Registration is required. Sign-ups will be accepted by phone at 660-1124, via email sent to Connie Schardt, Education Coordinator, at schar005@mc.duke.edu, or via the Web at *http://www.mc.duke.edu/mclibrary/services/regform.html*.

Introduction to the World Wide Web Using Netscape

10:00 am - 12:00 pm

Wednesday, August 5

Searching and Evaluating Information on the World Wide Web

10:00 am - 12:30 pm

Wednesday, August 26

Managing Bookmarks

1:00 pm - 2:00 pm

Thursday, August 6

Adding Plug-Ins & Helper Apps to Netscape

9:00 am - 10:30 am

Thursday, August 20

HTML Basics	**HTML Advanced**
1:00 pm - 4:30 pm	1:00 pm - 4:30 pm
Thursday, August 13	Wednesday, August 26

Introduction to Sources for Health Statistics

10:00 am - 11:30 am

Thursday, August 27

For the most current class schedule, connect to the Library's Website at http://www.mc.duke.edu/mclibrary/services/schedule.html.

To subscribe to *Medical Center Library News* or to receive notification by email when the Web version 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**, or complete the Mailing List Form at **http://www.mc.duke.edu/mclibrary/about/news/mailform.html**.

Name _____

Department _____

Box Number _____

Email Address_____
(*Must include if email notification is being requested*)

Email notification only? Yes_____   No_____
Paper copy only?   Yes_____   No_____
Both?   Yes_____   No_____

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   First Class