



Duke University
Medical Center Library News

August 2002

Issue #283

W E L C O M E I S S U E

New Common Services Desk

Rick Peterson, Deputy Director


The Medical Center Library recently merged the Information Services and Circulation Services desks to a single desk, which is conveniently located adjacent to the front doors on the main level of the Library. Patrons are now able to ask reference questions, as well as conduct circulation transactions, at the same desk. This service model, which has been successfully implemented at other libraries, has been under consideration for implementation at the Medical Center Library for a number of years. Several issues were factored into the decision to proceed with the model at this time, including the following:

- Recent staff reductions due to budget cuts and threats of additional cuts for 2003/04 require that we make the most efficient use of our staff
- Consolidated staffing will help balance the demands of the two service areas and provide additional coverage during unexpected absences and vacations
- The expertise and knowledge of circulation and reference staff will be available at one service point
- One service desk and phone number will provide better customer service for our patrons

Staff previously responsible for covering the reference and circulation desks have been cross-trained on basic reference service and routine circulation transactions, and will initially share responsibility for covering the common services desk. Later this year, additional staff will be trained to assist with desk coverage.

Reference librarians will continue to observe the following schedule: Monday – Friday, 9:00 am – 5:00 pm (during the summer); Monday – Thursday, 9:00 am – 7:00 pm and Friday, 9:00 am – 5:00 pm (during semesters). In addition to being available in person, service desk staff may be contacted by phone at **919-660-1100** or through email at **mc1ref@mc.duke.edu**. The former reference desk phone number (919-660-1111) has been changed to a voice message with general information.

Continued on page 6

 Duke University Medical Center Library http://www.mc1library.duke.edu/	Monday - Thurs. 8:00 am - 12:00 am	New Common Services Desk..... 1	Hours for Fall..... 6
	Friday 8:00 am - 6:00 pm	Welcome To Your Library.....2	ILL/Document Delivery Fees Increase... 6
	Saturday 10:00 am - 6:00 pm	DUMCL Online: It's All Here..... 3	Recent Additions to DUMCL Online... 6
	Sunday 2:00 pm - 10:00 pm	General Information.....4	Library Educational Offerings..... 7
	Administration 660-1150	StaffNews..... 6	To Subscribe..... 8
	Circulation/Reference Services 660-1100		
Document Delivery/ILL 660-1135			
General Information 660-1111			

Welcome To Your Library!

Pat Thibodeau, Associate Dean for Library Services

The staff of the Medical Center Library welcomes the newest members of the Duke community to our Library and resources! Because our services and resources reflect the dynamic environment around us, we also encourage returning students, faculty and staff to review this issue and take a fresh look at our Website. We are constantly making modifications as new resources become available, services are improved or updated, and changes are made to accommodate the budget cuts taking place over the next two years.

The biggest and most recent change is the new common services desk described in the cover article. Our goal is to provide you with one place to access our services and obtain assistance from staff. While we have named it the Circulation/Reference Desk during the transition period, we hope that you will give us some suggestions for its final name. Also, let us know how you like the change.

There have been renovations and physical changes in the Library as well, especially on the main and lower levels. New carpeting and upholstery have given our facility a very different look. We have also relocated some of our collections, in particular, reference materials and audiovisuals. Additional changes will be made when our new service desk arrives and the carpeting is completed in what used to be the Reserve Reading Room. Unfortunately, we were not able to replace everyone's favorite striped carpeting on the upper levels at the same time, but we are planning to upgrade those areas in future years. Visit our Website for more details about the changes.

For many of you, DUMCL Online (<http://www.mclibrary.duke.edu/>), our Website and digital version of the Library, may be more convenient than coming to the Library in person. The site contains links to a wide range of electronic databases and journals, lists of Internet resources, and tutorials on how to use databases, the library, and new technologies. Many services can be requested online as well. If you want to connect to our resources from home or from a computer not in the Duke Internet domain, be sure to go to the Website's "Learn About..." section and read the instructions for using the University's proxy server, which allows access to all resources available from Duke's libraries. For more details on DUMCL Online, see the article featured on page 3 of this issue.

One of our most valuable resources is the expertise of our Library staff, so be sure to ask for their assistance. They are committed to helping you – with research queries, finding books and journals, and answering questions about searching our databases.

Whether you plan to visit us in person or via the Web, be sure to take time to find out what is available to you as a member of the DUMC/DUHS community.



DUMCL Online: It's All Here!

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

Need to print the full text of a journal article from your office? Or are you looking for the electronic version of a medical textbook? Perhaps you need an image to use in a presentation. Or maybe you're leaving Duke and need to know what resources are available for use in your private practice. Well **DUMCL Online**, the Medical Center Library's Website, has it all! And it's only mouseclicks away. Take a look at some *samples* of what we have to offer.



Easy Navigation

Tabular menu

Drop-down menu

News & Announcements

Databases

Citation Indexes
 Clinical Pharmacology
 Comm. of Science
 EBM Reviews
 GenBank
 Harrison's Online
 MD Consult
 Ovid databases
 PubMed
 SAM Online

Collections

Audiovisuals
 Clinical Tools
 E-Books
 E-Journals
 E-Reserves
 For Medical Students
 History of Medicine
 New Titles
 Reference
 Selected Websites

Learn About...

Citation formatting
 EBM PDA Toolkit
 EndNote
 Grant resources
 Internet
 Library basics
 Life after Duke
 Remote access
 Residency application
 Tutorials

Services & Facilities

Ask a question
 Computer Classroom
 Consultation
 Copy cards
 Get an article or book
 Get an Ovid ID
 Get our newsletter
 Multimedia Studio
 Request a search
 Suggest a purchase

Subject Guides

Bioterrorism
 Board Reviews
 Consumer/Patient Health
 Diagnosis & Therapy
 Latino Health
 Licensure
 Medical Errors
 Medical Images
 PDAs
 Practice Guidelines

Questions or comments about our Website?
 Contact **Beverly Murphy**, Webmaster
murph005@mc.duke.edu; 919-660-1127

DUMCL General Information

Hours of Operation 660-1111

Monday - Thurs.	8:00	am	-	12:00	midnight
Friday	8:00	am	-	6:00	pm
Saturday	10:00	am	-	6:00	pm
Sunday	2:00	pm	-	10:00	pm

• History of Medicine Collections

Monday	Closed
Tuesday - Friday	9:30 am - 4:00 pm
Saturday - Sunday	Closed

• Information Services (during semesters)

Monday - Thurs.	9:00	am	-	7:00	pm
Friday	9:00	am	-	5:00	pm
Saturday-Sunday	Closed				

Circulation Services 660-1100

• Borrowing Policies

Books - 4 weeks/2 renewals. *History* - 4 weeks/1 renewal.

Audiovisuals - 1 week. 2 renewals.

Unbound journals - 2 hours. No renewals.

Bound journals - 1 day. No renewals.

Holds may be placed on materials which are signed out.

• 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 Borrowing Privileges

Your Duke University ID card permits borrowing of books at UNC, NCCU and NCSU.

• 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.

Document Delivery/Interlibrary Loan 660-1135

- 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	\$5.00*
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.*

Document delivery and ILL requests may be submitted in person or via the Website at <http://www.mclibrary.duke.edu/services/atozform.html>.

Self-service Photocopiers/Printer Workstations

- Duke faculty, staff, and students - 7 cents per copy
- Non-Duke users/Commercial vendors - 12 cents per copy

Information Services 660-1100

- **Mediated Online Search Requests (performed by 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).

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) plus 10% service charge

Non-NLM Databases: Minimum charge (as stated above) 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.mclibrary.duke.edu/services/srchform.html>.

- **Tours and Orientations** - Call 660-1100 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: ducatolog.lib.duke.edu or 152.3.100.60

Username=>library

The Online Catalog lists other databases provided by main campus.

- **Innovacq (Current Journals)** - Information on current journal subscriptions and issues.

Web access: <http://iii.lib.duke.edu/>

Telnet address: iii.lib.duke.edu or 152.16.191.209

Login name = med (No password required)

Continued on page 5

General Information, continued from page 4

- **Ovid Databases** - MEDLINE, Books@Ovid, CancerLit, Evidence Based Medicine Reviews, International Pharmaceutical Abstracts, Journals@Ovid Full Text, Nursing & Allied Health (CINAHL), PsycINFO, and SPORTDiscus. AIDSLine, BioethicsLine, and HealthSTAR data have been incorporated into MEDLINE. Ovid Web Gateway - Access via the Website at <http://www.mclibrary.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/DUHS staff and students. Contact 660-1100 for registration information and help with passwords. *MCIS Help Desk*: 684-2243
- **Other Databases**
Grants: Community of Science (COS), SPIN and IRIS
Consumer Health: Health Source - Consumer Edition
Citation Databases: ISI Web of Science
Access these databases and many others via the Website at <http://www.mclibrary.duke.edu/respub/collections/dbdesc.html>.

Classes, Instruction, Consultation 660-1100

- Internet, Ovid MEDLINE, PubMed, EBM, Basics of Library Use, Grant Information on the Web, Sources for Health Statistics, EndNote, Reference Manager, and PDAs.
- Call for more information or see the Web page at <http://www.mclibrary.duke.edu/services/schedule.html>.

Computer/Equipment Resources

- **Medical Library Education Center (MLEC)**
16 Gateway Pentium II PCs, Internet and database access, multimedia and microcomputer software/workstations. To schedule the Classroom call 660-1150 or use the Web form at <http://www.mclibrary.duke.edu/services/mlecform.html>.
- **Mezzanine Level** - Networked PCs and Macs, Internet and database access, application software.
- **Multimedia Studio (Room 104)** - Gateway PC, flatbed scanner, CD recordable/rewritable drive, DVD drive, zip drive, and application software. See <http://www.mclibrary.duke.edu/services/multimedia-studio.html> for more information.
- **Online Catalog Terminals** - Reference Area (New), Current Serials Area, Stacks Levels.
- **Audiovisual Equipment/Viewing Area** - Mezzanine Level.

Special Collections

- History of Medicine
- Reserves
- Reference
- Engel (leisure reading)

ABBREVIATED LIBRARY DIRECTORY

- **A-to-Z Information Express**
see Document Delivery/Interlibrary Loan
- **Acquisitions**, 660-1115
Jennifer Glasier, Manager, glasi001@mc.duke.edu
- **Administration**, 660-1150, 681-7599 (fax)
Patricia Thibodeau, Associate Dean for Library Services
thibo001@mc.duke.edu
Rick Peterson, Deputy Director, peter073@mc.duke.edu
- **Audiovisuals** *see Reference Services*
- **Cataloging**, 660-1120
Charlie Lackey, Head, lacke003@mc.duke.edu
- **Circulation Services**, 660-1100
Maurice Reece, Day Manager, reece001@mc.duke.edu
Louis Wiethe, Night Manager, wie002@mc.duke.edu
- **Collection Development**
Books: Mary Ann Brown, Head, Collection Development
660-1122, brown050@mc.duke.edu
Journals: Judy Woodburn, Head, Journals Department
660-1110, woodb001@mc.duke.edu
- **Document Delivery/Interlibrary Loan**, 660-1135
- **Education Services**, 660-1157
Julie Garrison, Assoc. Director, garri008@mc.duke.edu
- **Electronic Resource Services** *see Education Services*
- **Fax**, 684-5906 or 681-7599 (Administration)
- **Gifts**, 660-1122
- **History of Medicine**, 660-1144
Suzanne Porter, Curator, porte004@mc.duke.edu
- **Information Services**, 660-1100, 684-5906 (fax)
Julie Garrison, Assoc. Director, garri008@mc.duke.edu
- **Information Technology Services**, 660-1195
Sally Wardell, Asst. Director, warde001@mc.duke.edu
- **Interlibrary Loan**, 660-1135, 684-5906 (fax)
- **Journals**, 660-1110
Judy Woodburn, Head, woodb001@mc.duke.edu
- **Marketing and Publications**, 660-1127
Beverly Murphy, Asst. Director, murph005@mc.duke.edu
- **Medical Library Education Center (MLEC)**, 660-1150
- **MEDLINE** *see Information Services*
- **Public Services**, 660-1157, 684-5906 (fax)
Julie Garrison, Assoc. Director, garri008@mc.duke.edu
- **Reference Services**, 660-1100
- **Reserve Collection** *see Circulation Services*
- **Stacks Services**, 660-1166
George Stephens, Manager, steph005@mc.duke.edu
- **Website**
Beverly Murphy, 660-1127, murph005@mc.duke.edu

Staff News

Tiffany L. Anderson, Instructional Technology Librarian, has taken a position as Coordinator of Instruction at the Roy O. West Library, DePauw University, Greencastle, IN. Tiffany had worked at the Library since June, 2000.



Hours for Fall

Monday - Thurs.	8:00 am - 12:00 am
Friday	8:00 am - 6:00 pm
Saturday	10:00 am - 6:00 pm
Sunday	2:00 pm - 10:00 pm

ILL/Document Delivery Fees Increase!

Effective July 1, 2002, the cost for obtaining an article from another library, as well as the fee for photocopying articles by library staff, rose from \$3.00 to \$5.00 per article. Even though our costs have continually risen, we have not raised our fees in over five years. However, rising costs, compounded by the current and expected tight financial situation, have forced us to raise our fees. If copyright fees must be added to your charge, staff will follow the current process of calling and obtaining authorization before proceeding with the order.

Recent Additions to DUMCL Online

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

Ask a Librarian NEW

<http://www.mclibrary.duke.edu/services/reform.html>

Our front page now offers a new top link for easy access to a reference librarian. "Ask a Librarian" links to the various options for asking reference questions including via email and live chat.

Clinical Tools Page Gets Facelift REVISED

<http://www.mclibrary.duke.edu/respub/collections/clintool.html>

This newly-revised page puts our most popular clinical resources on a single, easy to use page. DUMCL licensed products, as well as important Websites, are divided into 9 broad categories (best evidence, databases, textbooks, e-journals, patient education, drug information, practice guidelines, presentation tools, and PDAs) with the top 5 or 6 resources listed for quick access to information.

NLM Databases and Electronic Sources

<http://www.nlm.nih.gov/databases/databases.html>

The National Library of Medicine (NLM) provides a wide variety of resources related to the biomedical and health sciences, including searchable databases, bibliographic citations, full text (when available), archival collections, and images.

New Common Services Desk, continued from page 1

In addition to a new service desk, the physical appearance and location of some of our resources have also been changed. The computers, books, and directories in the reference area on the mezzanine level have been moved to the main level to provide convenient access from the new desk. The general use computers for accessing email and word processing applications, along with the audiovisual collection and viewing carrels, have been shifted from the main level to the mezzanine level. Reserve materials will continue to be available on the main level. The doors and security system for what was formerly the Reserve Reading Room have been removed to enhance access to resources.

The most striking change will involve the actual desk itself, which will be replaced this fall. A new desk will be designed to integrate computer technology and improve functionality, with varying counter heights for facilitating brief and in-depth transactions. While the existing unit has served us well, its design was based on a traditional service model used prior to library automation.

As we evolve from the traditional model of separate reference and circulation desks, we are looking for a name to capture the combined functionality of these two areas. If you have a suggestion for naming the new service desk, please let us know by September 15, 2002. Suggestions may be submitted in person at the service desk or by contacting **Rick Peterson**, Deputy Director, at 919-660-1147 or peter073@mc.duke.edu.



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 Circulation/Reference Desk

919-660-1100

PubMed

Anne Powers, 919-660-1128

Basics of Library Use

Betsy Adams, 919-660-1131

Grant Information on the Web

~ COS, SPIN 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/about/vt/>

**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.

Pat Thibodeau, Associate Dean

Beverly Murphy, Editor

Editorial Board:

Mary Ann Brown

Julie Garrison

Maurice Reece

Julie Walker

Anne Powers

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.mclibrary.duke.edu/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 _____

DUKE UNIVERSITY MEDICAL CENTER
BOX 3702 MEDICAL CENTER LIBRARY
DURHAM, NORTH CAROLINA 27710

ADDRESS SERVICE REQUESTED

First Class