



Duke University  
**Medical Center Library News**

---

**February 2003**

**Issue #286**

**LibQUAL+ Survey To Return in 2003**

**Rick Peterson, Deputy Director**




This spring the Medical Center Library will again administer a survey instrument called LibQUAL+. Developed collaboratively by the Association of Research Libraries and Texas A&M University, LibQUAL+ is a research and development project that provides a method to define and measure library service quality across institutions. It also offers a model to create useful quality assessment tools for local planning. The survey was conducted successfully at the Library for the first time last year and the results summarized in the October issue of the *Medical Center Library News* (<http://www.mclibrary.duke.edu/about/news/ln10-02.html#QUALITY>).

Based on the principles of the SERVQUAL business model, LibQUAL+ is a tool to measure library users' perceptions of service quality and identify gaps between desired, perceived, and minimum expectations of service. LibQUAL+ will identify service dimensions that are most important to our users and help determine how well we are meeting their expectations. With over 316 academic and health sciences libraries planning to participate in this fourth year of the research project, the results will continue to provide valuable benchmarking data and help identify best practices.

Last year we sent out survey announcements to all Library users affiliated with the Schools of Medicine and Nursing, the Medical Center, and the Hospital. This year, email notices will be sent to smaller, more defined groups. Once users are connected to the LibQUAL+ survey Website at Texas A&M, they will be asked to enter demographic data and respond to 30 questions related to service quality. The survey should take approximately 10 minutes to complete. Confidentiality is ensured since email and network addresses are separated from the survey responses.

We are very excited about conducting this survey again in 2003, as it will provide additional outcomes-based, qualitative data for use in the Library's strategic planning and budgeting. For the survey to be a successful, we need your help. When you receive the survey announcement, please take the time to respond. As an added incentive, everyone completing the survey will have the option to be included in random drawings for a PDA and other prizes.

Additional information on the LibQUAL+ program is available at <http://www.mclibrary.duke.edu/limited/libqual.pdf>. You may also contact **Rick Peterson** at [peter073@mc.duke.edu](mailto:peter073@mc.duke.edu) or **919-660-1147**.

 <b>Duke University Medical Center Library</b> <a href="http://www.mclibrary.duke.edu/">http://www.mclibrary.duke.edu/</a>		LibQUAL+ Survey Returns..... 1	Celebrating Black History Month..... 4
Monday - Thurs.	8:00 am - 11:00 pm	DUMC Archives.....2	Introducing Walter Campbell..... 4
Friday	8:00 am - 6:00 pm	Tough Decisions..... 2	It's Time to Review and Renew!..... 5
Saturday	10:00 am - 6:00 pm	Exporting References Via Ovid..... 3	Library Educational Offerings..... 7
Sunday	2:00 pm - 10:00 pm	StaffNews..... 4	To Subscribe..... 8
Administration	660-1150		
Circulation/Reference Services	660-1100		
Document Delivery/ILL	660-1135		

## Archives: Capturing the Present, Preserving the Past

### Pat Thibodeau, Associate Dean for Library Services

Since the 1970's, Duke University Medical Center (DUMC) Archives has played a vital and important role in capturing institutional records and documents for DUMC and the Health System and ensuring their future availability for administrators, researchers, and scholars. Traditionally, the job of DUMC Archives has been securing and storing documents from key administrative offices, collecting papers from department chairs and chiefs, and organizing hundreds of photographs, reports, and other artifacts.

In January 2003, **Russell "Rusty" Koonts** became the new Director of DUMC Archives. Rusty brings many years of experience in state and university archives to Duke, including skills in traditional archival management and expertise in making these materials accessible electronically. He has worked on statewide digital initiatives that brought historical collections to the Internet. In his position at Duke, Rusty will be exploring how new digital techniques, such as metadata standards and programs for translating those standards to Web format, can be applied to the wealth of materials within the DUMC Archives.



Rusty is only the second person to officially fulfill the role of DUMC Archivist. While Elon Clark and others gathered together the records of Dr. Davison and many of the first Duke leaders, it was Dr. James Gifford who started the first formal archives and records management program. When Dr. Gifford stepped down as archivist, his assistant, Charles Rutt, kept the program running and helped administrators and researchers retrieve information until the new archivist arrived.

As the new DUMC Archivist, Rusty will help refine policies for keeping departmental records, identify institutional records that must be preserved for the future, and set up new systems and access points for retrieving information from the many historical records already available in the Medical Center Archives. Through his collaboration with Tim Pyatt in Duke University Archives, administrators and scholars will have access to a wealth of information about Duke and its history and role in society.





Rusty will be setting up meetings with each department to discuss the archives program. In the interim, if you have questions about records that should go to DUMC Archives or need assistance making decisions about old documents and files, contact Rusty at **919-383-2653** (DUMC Archives), **919-660-1315** (Archives office within the Medical Center Library), or **koont004@mc.duke.edu**.

---

### TOUGH Decisions - Cell Press Journals

---

The Medical Center Library realizes that many faculty and researchers are eager for us to subscribe to the electronic versions of journals published by Cell Press. However, we are facing some steep challenges in providing this resource.

-  Current subscriptions: Four titles in print cost \$2,507 (\$300-\$800 range per title)
-  Electronic version: Same four titles would cost more than \$15,000 for Duke (almost six times the cost of the paper subscription)
-  Two new titles available in print: \$876
-  Two new titles in electronic format: If purchased with above offer, would cost more than \$2,000 (almost three times the cost of the paper copy)

Although electronic resources provide quick, reliable, and easy access to important information, we cannot cut twenty or more subscriptions to obtain only four electronic titles from this publisher. Given our current budget reductions and the extreme pricing of these journals, it is impossible for the Library to make them available at this time. Nevertheless, we are continuing to work with our local consortium and the Perkins Library system to negotiate better prices.

# Exporting References Via Ovid: Direct Export Versus Direct Connection

## Virginia Carden, Information Services

Are you using *EndNote* or *Reference Manager*? If so, there are two ways to export citations for loading into your bibliographic management databases. Please direct any questions to Virginia Carden at **919-660-1184**.

### Direct Export

**We recommend that you use Ovid's Direct Export option to import your citations.** To use this feature, the citation management software must be loaded on your hard drive in the installation default location. (If the software is not installed in the default location or if it is a networked version, you cannot use Direct Export, but you may still save your results to a text file and then import them into your management software). To use Direct Export:

- Complete your Ovid search and select your references
- From the Ovid *Citation Manager*, select the Citation Format you want (We recommend you use "Complete Reference" as this will import the most data into either program)
- Choose **Direct Export** under Format (NOT Ovid or Reprint/Medlars format) and click *Save*

Direct Export will then open your EndNote or Reference Manager program, give you the option to select the library or database you wish to import the citations into, and then import them for you.

### Direct Connection

References can also be exported by accessing Ovid via Direct Connection, using the EndNote or Reference Manager search interface. For this access, you will need to have an Ovid ID and password issued by the Library. Since this Z39.50 connection **will not allow you to use the Ovid search engine**, we suggest that you limit its use for doing simple searches.

Before using Direct Connection, you must have your User ID and password converted by using the Ovid Telnet option at the bottom of the Ovid logon page on our Website (<http://www.mclibrary.duke.edu/ovidweb/ovidweb.cgi>). Once you have entered your Ovid ID and password, click continue and then write down the ID and password information that appears on the next page. These translations of your ID and password are what you need to input when using the connection files with your management software. Below are the steps for using **EndNote 6.0** or **Reference Manager 10**.

<p>Open <b>EndNote</b> - Click Tools - Click Connect Select desired site (eg. Medline Ovid) - Click Connect Enter User ID and Password - Type in Search Change fields as needed and select "And, Or, Not" - Click Search At Confirm Remote Search window with # references - Click OK References are input into a temporary Library Click All # References To If you select specific references - Click # References To Select: New Library     Choose Library     Listed Open Library (IF a Library is open) EndNote copies references to designated Library Minimize the designated Library - Close Search box Close the temporary Library window Click OK to discard the temporary retrieval CANCEL if there are still citations wanted Maximize the designated Library if more work is needed Close the Library Close EndNote</p>	<p>Open <b>Reference Manager</b> - Open Database - Click References Click Internet Search - Select Z39.50 sites from dropdown Click on Hosts icon - Select desired site (eg. Ovid Medline) Type in search - Click binoculars to run search Enter Username (ID) and Password Program will run search and present imported reference list Close the Internet Search Status Message Log window Select the references to save - Click References Click Copy Between Databases For Source Reference List - Select one of the following:     Highlighted References     Marked References     Unmarked References     All References in List Under Destination Database - Click Mark Copied References Click Copy - Click Yes or Yes to All References are then copied to Destination Database Close Search Database and Destination Database Close Reference Manager</p>
---	---

## Staff News

**Julie Garrison**, formerly Associate Director, Public Services, has accepted the position of Director of Off-Campus Library Services for Central Michigan University's College of Extended Learning, Mount Pleasant, MI. Julie had worked at the DUMC Library since September, 1995.



**Patricia L. Thibodeau**, Associate Dean for Library Services, participated in a reactor panel to the teleconference presentation “*Safeguarding Our Patrons’ Privacy: What Every Librarian Needs to Know About the USA Patriot Act.*” The Triangle Research Libraries Network (TRLN) sponsored the teleconference and panel discussion on December 11, 2002, at the Friday Center in Chapel Hill.

## 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.

**Erratum:** In the October 2002 issue of *Medical Center Library News*, Suzanne Porter, History of Medicine Curator, was incorrectly listed as receiving a five-year service award. It should have been for ten years.

## Introducing Walter Campbell

### Maurice Reece, Circulation Services

As the new Medical Center Historian, **Walter Campbell**, PhD, has been given the job of bringing the institution's history up to date for the 75<sup>th</sup> anniversary in 2005, carrying the story forward from the point where the late Dr. James F. Gifford, Jr. left off in his *The Evolution of a Medical Center: A History of Medicine at Duke University to 1941*.

Born and raised in history-laden Savannah, GA, Walter developed an early interest in studying history. At Armstrong Atlantic University, he majored in European history and went on to graduate school at the University of North Carolina at Greensboro (UNC-G), taking a double major in European and Latin American history. The University of North Carolina at Chapel Hill (UNC-CH) was his next stop where he received his doctorate in American history in 1991. Author of the award-winning book, *Across Fortune's Tracks: A Biography of William Rand Kenan, Jr.*, he has worked with the Southern Oral History program at UNC-CH and with Duke's Center for Documentary Studies on “Behind the Veil: Documenting African American Life in the Jim Crow South.”



Walter has researched, written, and produced a number of documentaries for television and educational films, including “Bull City Blues,” which dealt with the history of blues music in Durham. He says he has a special interest in the study and comparison of social elite and working class history and is fascinated with the prospect of discovering more about the founding of the Duke School of Medicine and how it grew into such a prestigious institution in such a short time.

Walter is no stranger to the field of medicine in more ways than one. While studying for his master's degree at UNC-G, he worked at Moses Cone Hospital in Greensboro as a laboratory computer clerk, phlebotomist, EKG technician, and third shift emergency room clerk. He continued as a phlebotomist at UNC Memorial Hospital while working on his PhD. And just to round out the picture, he is married to Mary Lee Campbell, Clinical Coordinator for Transfusion Services, here at Duke Medical Center.

If anyone has information they would like to share about the history of the Duke Medical Center and Health System, please contact Walter at (919) 660-1197 or [campb082@mc.duke.edu](mailto:campb082@mc.duke.edu).



## It's Time To Review!

## It's Time To Renew!

To help us update our mailing list, please complete the appropriate information on this form, then remove, fold, and return to the address listed on the reverse side (page 6). Thank You!

- My mailing address is correct. Leave me on your mailing list.
- Remove my name from your mailing list.
- Change my mailing address to:

---

---

---

---

---

- Do not send me a paper copy, but notify me by email when the Web version is available. My email address is:

---

---

---

---

Michael Davidson  
Duke University Medical Center Library  
Box 3702  
Durham, NC 27710

[FOLD HERE]



## 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

---

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

Betsy Adams, 919-660-1131

##### **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/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:*

*Betsy Adams*

*Mary Ann Brown*

*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