



Duke University Medical Center Library News

August 2000

Issue #271

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

The Medical Center Library is pleased to announce that **Patricia L. Thibodeau**, who has served as Associate Director of the Duke Medical Center Library for the past seven years, has been appointed as Associate Dean for Library Services at the Duke University School of Medicine. The appointment was made by Duke University School of Medicine Dean, Dr. Edward Holmes, and Vice Dean for Education, Dr. Russel Kaufman. Pat, who succeeds Susan Feinglos, has served as Acting Director of the Library since Feinglos stepped down from the directorship in January, 1999.




“Pat is an outstanding leader and has great vision for the role of library services in all phases of medical education,” Kaufman said. “Additionally, she has developed plans for expanding the integration of electronic media services with distance learning...” In her new role, she will oversee the operations of the Library’s traditional functions, as well as develop strategies for taking advantage of the great promise of the Internet and other electronic media for use in medical education.

Before coming to Duke in 1993, Pat spent ten years at the Mountain Area Health Education Center (MAHEC) in Asheville, N.C., as Director of Information Services. From 1977-1983, she served as Director of the Health Sciences Information Center and Research Administration at the Women and Infants Hospital of Rhode Island in Providence.

Message from the Associate Dean

I am very pleased and honored to be chosen as the new leader of the Duke Medical Center Library. Our Library has a strong tradition of outstanding resources and services. New technologies have allowed us to extend our collections and services beyond the walls of the Library and into the research, patient care, and learning environments. We have also built an outstanding educational program that provides training in informatics at the point of need. With the team of talented and creative Library staff, I plan to further integrate our information resources into the daily operations of the schools, health system and medical center.

I encourage you to take advantage of the wonderful resources and services available to you through our Library. As we begin a major strategic planning process this fall, I also urge you to send me your ideas about what we need to be doing in the future and how we can make the Library more responsive to your needs. I look forward to developing stronger partnerships with departments and programs and continuing my work with the faculty, staff, and students.

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DUMCL General Information

Hours of Operation

Monday - Thurs.	8:00	am	-	12:00	midnight
Friday	8:00	am	-	8:00	pm
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

• Information 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

Circulation Services 660-1100

• Borrowing Policies

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

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.

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

Information Services 660-1111

• 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.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: [ducatolog.lib.duke.edu](telnet://ducatolog.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](telnet://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>

Continued on page 3

ABBREVIATED LIBRARY DIRECTORY

General Information, continued from page 2

- **Ovid Databases** - MEDLINE, AIDSLINE, BioethicsLine, CancerLit, Current Contents Search, Evidence Based Medicine Reviews, HealthSTAR, International Pharmaceutical Abstracts, Journals@Ovid, Nursing & Allied Health (CINAHL), PsycINFO, and SPORTDiscus.
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: Community of Science (COS), SPIN and IRIS
Consumer Health: Health Source Plus
Citation Databases: ISI Web of Science
Access these databases and many others via the Website at <http://www.mc.duke.edu/mclibrary/respub/collections/databases.html>.

Classes 660-1111

- Internet, Ovid MEDLINE, Basics of Library Use, Grant Information on the Web, Sources for Health Statistics, EndNote, and Reference Manager.
- 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 Gateway Pentium II PCs, Internet and database access, multimedia and microcomputer software/workstations.
View the Classroom schedule at <http://www.mc.duke.edu/mclibrary/services/mleccal.html>. To schedule the Classroom, call 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 Area** - Reserve Reading Room.

Special Collections

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

- **A-to-Z Information Express**, 660-1135
Artura Goods, Manager, goods004@mc.duke.edu
- **Acquisitions**, 660-1115
Millie Walke, Head, walke002@mc.duke.edu
- **Administration**, 660-1150, fax 681-7599
Patricia Thibodeau, Associate Dean for Library Services
thibo001@mc.duke.edu
- **Audiovisuals** *see Education Services*
- **Cataloging**, 660-1120
Jane Trumbull, Head, trumb001@mc.duke.edu
- **Circulation Services**, 660-1100
Maurice Reece, Day Manager, reece001@mc.duke.edu
Louis Wieth, Night Manager, wieth002@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
- **Education Services**, 660-1157
Julie Garrison, Manager, 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
- **In-house Photocopy Service/Document Delivery**
see A-to-Z Information Express
- **Information Services**, 660-1111
Eric Albright, Head, albri008@mc.duke.edu
- **Information Technology Services**
Sally Wardell, Head, 660-1195, 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, Head, murph005@mc.duke.edu
- **Medical Library Education Center (MLEC)**, 660-1190
- **MEDLINE** *see Information Services*
- **Public Services**, 660-1130
Eric Albright, Head, albri008@mc.duke.edu
- **Reserve Collection** *see Circulation Services*
- **Stacks Services**, 660-1166
George Stephens, Manager, steph005@mc.duke.edu
- **Website**
Scott Garrison, 660-1197, garri002@mc.duke.edu
Beverly Murphy, 660-1127, murph005@mc.duke.edu

Selected Reference Resources At Your Desktop

Hattie Vines, Information Services

Do you sometimes need resources that cannot be checked out of the Library? Have you ever wondered how to locate Duke faculty research interests, or wanted a publisher's address or the correct journal abbreviation? Choose from our continually growing list of topics by visiting our **Selected Reference Resources** main page at <http://www.mc.duke.edu/mclibrary/respub/refres/>, and explore the time-saving selections we have gathered for you. Every attempt has been made to link selections to the full text where available.

The screenshot shows the top of the Duke University Medical Center Library website. At the top left is the library logo and name. To the right is a navigation bar with buttons for Search, Main, MEDLINE, Classes, and Catalog. A dark green box on the right contains the text 'Resources & Publications'. Below this is the title 'Selected Reference Resources' in a large, bold, black font. Underneath the title is a grid of three columns of blue hyperlinks. The first column includes links for Alternative & Complementary Therapies, Biographies, Consumer/Patient Health Information, Diagnosis and Therapy, Directories, Dictionaries, Drugs and Chemicals, and Evidence Based Medicine. The second column includes Geography and Travel, Grants Information, Health and Nutrition, Legal/Government Resources, Licenses & Board Reviews, List of Medical Lists, Meetings, and Nomenclature/Coded Systems. The third column includes Nursing, Publishers and Vendors, Rankings, Reference Duke, Statistics, Style Manuals/Publishing, Tests, and Weights and Measures. Below the grid is a search bar with the text 'Search our site:' and a 'Search' button. Underneath the search bar are four buttons: 'Top of Page', 'Help/Comments', 'Duke Libraries', and 'DUMC'. At the bottom left is a small icon of a book. To its right is contact information: 'Questions? (919) 660-1125 vines001@mc.duke.edu', the URL 'http://www.mc.duke.edu/mclibrary/respub/refres/index.html', and the text 'Last modified: 25-April-00 © 2000 Duke University Medical Center'.

Selections include an **Alternative & Complementary Therapies** page (with sections devoted to herbs) and a **Consumer/Patient Health** resources page. The **Diagnosis and Therapy** page has a link to the *Merck Manual of Diagnosis and Therapy*, *Mendelian Inheritance in Man*, and the *ICD-9-CM*. Need physician verification and address information? The **Directories** section offers links to physician addresses and certification, hospitals, medical schools, medical boards, and health organizations. Other sources on this page include the *ATCC Catalog*, indexes to medical equipment and products, campus telephone directories (Duke, UNC and NCSU), college locator, and email directories. A section for **Drugs and Chemicals** contains the FDA's drug approval process (written for the consumer), new drug approvals, *The Orange Book*, clinical alerts, clinical trials, chemical look-ups, and Material Safety Data Sheets (MSDS). A list of the Top 200 drugs is also included.

There are additional resource pages for **Evidence Based Medicine**, **Grants Information** databases (Community of Science, IRIS and SPIN), and links to other funding sources. Check out the pages for **Health and Nutrition**, **Meetings** (both national and foreign), hospital and college **Rankings**, and **Style Manuals/Publishing**, which includes instructions to authors, *APA Style Manual*, and links to other citation formats. Need a psychological test evaluation? From the **Tests** page, click on the ERIC Test Locator, and the link will also take you to other sources like the *Buros Institute of Mental Measurements* and the Educational Testing Service.

Legal Resources of note include the NC Nursing Practice Act, the *US Code*, *Code of Federal Regulations*, *Federal Register*, and patents in full text. The **Reference Duke** section includes links to the *Duke Physician Referral Directory*, DUMC faculty research interests, how to request patient records, whole body donations information, patient appointments, a list of DUAPs, and information on the Rice Diet program.

The **Statistics** resources page has links to the full text of *Health, United States; Statistical Abstract of the United States; Vital and Health Statistics; MMWR; Weekly Epidemiological Record; Emerging Infectious Diseases*; and various other links to NC statistics (including a page for Durham County demographics).

Other topics currently under development include **Electronic Books**, **Health Topics A- Z**, and **Newspapers**. So, the next time you need reference information, check out our Web page first. It just might save you a trip to the library!

The Users Have Spoken (and We've Listened!)

Scott Garrison, Information Technology Services

Neither Websites nor digital libraries should ever be conceived, developed, and maintained in a vacuum. When building a digital manifestation, it's important to consider how others have succeeded and failed. Benchmarking against peer sites can yield good information on how to (and how *not* to) establish a site that serves user needs. You may also ask yourself what you like and dislike about sites you use often (or don't use). Collecting anecdotal evidence from users and analyzing Web server log data are two additional means of gauging how people use sites. But many Web workers now understand that the best way to find out how their sites have helped and failed their users is to measure **usability**.

For years, cognitive scientists have studied how to make it easy for people to interact with everyday objects like automobiles and toasters. Information scientists and librarians study how people seek, evaluate, and use information, focusing these days on networked information systems such as the Web. We might consider Web usability as a blend of these two disciplines. If you create your Web presence around a preconceived notion of how a user should use it, your notion should be grounded in empirical data gathered from your users in a scientific way.

The Medical Center Library has recently completed a two-week usability study of our digital library's entry page (<http://www.mc.duke.edu/mclibrary/>). We devised a set of fifteen exercises that twenty-two volunteer participants completed within thirty-minute sessions. Library staff served as proctors for the study, observing how each participant went about finding the information requested. Participants were kept on track by reminding them to read each exercise carefully, and rewarding them with information if their seeking strategy was very "hot" or "cold." We observed some very interesting trends that will influence the next edition of our entry page (to be released later this year).

- Users liked drop-down menus as a way to compact many options within a part of a page
- Users saw a great blurring of traditional library objects in this digital age, like books and journals, and they don't necessarily classify these new digital objects in the same way that librarians do
- Users liked multiple paths to the same information
- Users looked for "economy of text" within our digital library, and only read through text-intensive descriptions of databases and other resources when they couldn't quickly scan and find the answer

Web usability goes hand-in-hand with the relatively new concept of **information architecture**. Librarians have understood for a long time how to organize collections of things and have begun to lead a growing movement to rigorously develop navigation, labeling, and searching systems for finding more usable Websites. We at the Medical Center Library have learned that it's not easy to translate library concepts into the Web environment, which is partly why we plan to incorporate our usability data into our next architectural cycle. For more information on usability and information architecture, please consult the following selected resources:

1. Rosenfeld, Louis and Peter Morville. *Information Architecture for the World Wide Web*. 1998. O'Reilly and Associates. Sebastopol, CA. Description available at <http://www.oreilly.com/catalog/infotecture/index.html>.
2. Nielsen, Jakob. *Designing Web Usability: The Practice of Simplicity*. 2000. New Riders Publishing. Indianapolis, IN. Description available at <http://www.useit.com/jakob/webusability/>.

More Web of Science Backfiles Available

ISI Web of Science (WOS) has been updated to include an additional 5-year backfile of its citation databases. Coverage now goes back to 1978. Another enhancement to WOS is the addition of an email feature, allowing you to automatically send your search results electronically. Marked records can now be emailed using the new button on the "Marked Records" page. A notes field has also been provided for attaching text to your emailed records. To access Web of Science, connect to our main page at <http://www.mc.duke.edu/mclibrary/> and choose the option from the "Databases and Resources" drop-down menu. Please note: Use of this database is restricted to Duke IP addresses.

Staff News



Effective July 1, 2000, **Artura D. Goods**, Public Services Assistant, has assumed the position of Manager, A-to-Z Information Express Services.

Suzanne Jessup, A-to-Z Information Express Services Manager, has assumed the position of Public Services Assistant, effective July 1, 2000.

Pat Thibodeau co-authored an article on "Medical Research for the Legal World" published in the American Association of Law Librarians' *SPECTRUM* (2000 June 4(9):10-11, 17).

The following people participated at the joint meeting of the **Medical Library Association and the Canadian Health Libraries Association/Association des bibliothèques de la santé du Canada (CHLA-ABSC)**, held in Vancouver, British Columbia, Canada, May 5-11, 2000:

Eric Albright, Steve Melamut (UNC Law Library), and **Scott Garrison** presented a paper entitled "Are Electronic Reserves an Invitation to a Lawsuit?"

Pat Thibodeau participated in the panel presentation "You Never Stop Learning: Developing Skills Throughout Your Career."

Coming This Fall - New Copy Fees

Because we understood that even a slight increase in copy costs would affect our patrons, we have waited as long as possible to change our fees. Although we have been able to hold copy costs for the last 4 years, the time has come to raise the cost by one cent - from 6 cents to 7 cents a copy, effective September 1. Even at 7 cents, we are still offering one of the lowest copy costs in the area for Duke patrons!

Summer Hours To Continue!

A review of our library's use on Friday nights has revealed that staying open until midnight is not cost effective or very useful to our patrons. Therefore, the Library will continue throughout the academic year to close at 8:00 pm on Fridays instead of midnight, observing the following schedule:

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

Electronic Journals

Judy Woodburn, Head, Journals Department

The Library has arranged for full text access to a rapidly growing number of electronic journals, some 850 titles at present. They are linked on our Website -- just click on the **E-Journal bar** in the upper right corner of the main page (<http://www.mc.duke.edu/mclibrary/>), or go directly to <http://www.mc.duke.edu/mclibrary/respub/collections/ejrn.html>. Check this page often, as additional titles are added every week or so. The links are also included in the journal entries in the online catalog.

Electronic publishing is a new field, and there is a great variety in fees and licensing which affects our ability to offer some titles. Online access is usually free to personal print subscribers, but there is often an additional charge, sometimes quite substantial, for institutional access. Some publishers require libraries to subscribe to all the titles they publish, not to individual titles, even though many in the package would be out of scope. License criteria are often unacceptable, as for instance, when the license restricts access to particular workstations or buildings, and won't allow access from offices and labs.

Consortial agreements with the University Library and with libraries in the Triangle Research Libraries Network (TRLN) have been very advantageous in negotiating fees and licenses; Elsevier's ScienceDirect package and access to Science are two recent examples. Arrangements with other publishers are being negotiated now, and we hope to have their journals available soon.

If you have questions about availability, problems with access, or suggestions for additions, contact **Judy Woodburn** (j.woodburn@duke.edu; 660-1140).

PreMEDLINE Now Available via Ovid

Hattie Vines, Information Services

PreMEDLINE provides basic citation information and abstracts for the most recent articles, before they are fully indexed and put into MEDLINE. Coverage includes all languages and all citations currently "in-process" for MEDLINE. These citations, which do not go through NLM's quality control process, remain in PreMEDLINE until *MeSH* terms and other indexing data are added. Once completed, the indexed records are added to the weekly MEDLINE update and the PreMEDLINE records are deleted. **Please note that Ovid's version of PreMEDLINE is updated weekly.** If currency is an issue, you may want to search PubMed, which contains **daily** updates of PreMEDLINE records.



Library Educational Offerings



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

Database Classes

MEDLINE: Using the Web Gateway (Registration not required)

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

11:00 am - 12:30 pm

Tuesday, August 22

Thursday, September 21

3:00 pm - 4:30 pm

Wednesday, August 9 & September 6

Information Management Classes

Basics of Library Use

(Individual and Group Sessions)

Call Betsy Adams, 660-1131

Grant Information on the Web

~ COS, SPIN and Other Resources ~

(Individual and Group Sessions)

Call Anne Powers, 660-1126

Introduction to Reference Manager/EndNote

(Individual and Group Sessions)

Call Andy Eisan, 660-1128

EndNote Tutorial Now Available! *(see Self-Instruction)*

Introduction to Sources for Health Statistics

(Individual and Group Sessions)

Call Hattie Vines, 660-1125

Internet Classes

Registration is required by phone (660-1124), via the Web at <http://www.mc.duke.edu/mclibrary/services/regform.html> or via email sent to Connie Schardt, Education Services, at schar005@mc.duke.edu.

Gathering Information from the World Wide Web

10:00 am - 12:00 pm

Tuesday, September 26

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.mc.duke.edu/mclibrary/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.mc.duke.edu/mclibrary/respub/guides/endnote/>

Internet Tutorial

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

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

Virtual Tour of the Library

This online tour provides you with information about the Medical Center Library, its collections and services, and where to find them within the building

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

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

Duke University Medical Center Library News is published bimonthly.

Pat Thibodeau, Associate Dean

Beverly Murphy, Editor

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Julie Garrison

Maurice Reece

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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>**.

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