



Duke University Medical Center Library News

June 1999

Issue #264

History Goes Digital!



Duke University Medical Center Library

*To study the phenomena of disease without books is to sail
an uncharted sea*

Dr. William Osler

WELCOME

to the

HISTORY OF MEDICINE COLLECTIONS

Discover the history of medicine in over 20,000 monographs and 4,000 manuscripts, as well as photographs, illustrations, medical instruments, stamps, medals, and a variety of medical realia.

The History of Medicine Collections house many rare and significant works and an extensive circulating collection documenting medical practices and thought, and medicine's relationship to society through time.

The History of Medicine Collections is located in room 102 of the Medical Center Library. All are welcome to visit. Instruction and guidance in using or viewing the collections is available from Library staff.

Check out our

- [Information Sources](#)
- [Medical Herb Garden](#)
- [Newsletter](#)
- [History](#)

Last exhibit



New exhibit



Collections	HIM Database	Exhibits	Treat Room
Information and Policies		Medical Center Library	

Search our site:

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Questions? (919) 660-1144 portal@mc.duke.edu
<http://www.mc.duke.edu/mclibrary/publications/index.html> Last modified: 15-Apr-99
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DUMC Library's **History of Medicine Collections** (HMC) contain many fascinating objects which document medical practices and thought, and medicine's relationship to society through time. Included are items from around the world, as well as those very close to home. The Duke Authors Collection, for example, was created to preserve a copy of materials authored or edited by individuals and departments at Duke. Although you can access our great wealth of historical materials at the Library, you can also see an excellent selection of what we have to offer via the History of Medicine Collections section of the Library Website at <http://www.mc.duke.edu/mclibrary/hmc/>.

You can use HMC's Web-based information to plan your next trip to the physical collections. Need to write a paper on a historical topic and want to identify some useful references prior to visiting the Library? The HMC "Information Sources" page contains citations for the best in literature guides, histories, reference materials, biographies, portrait and illustration catalogs, statistics, journals, and manuscripts. Because of the rare and fragile nature of many of our historical materials, please be sure to familiarize yourself with HMC's circulation policies and other restrictions before your visit, using our "Information and Policies" page. Individual impromptu visits to the collections are welcome. To schedule group tours in advance, please call History of Medicine at 660-1142.

Are you looking for historical images to use in a paper or presentation? Consult the **Historical Images in Medicine (HIM) Database** at <http://www.mc.duke.edu/mclibrary/respub/hmc/him.html>. The HIM Collections encompass over

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

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3,000 photographs, illustrations, engravings, and bookplates from the history of the health and life sciences. You may search all of the HIM images at once or choose to search some of our individual collections, including: slides of Bartisch's *Ophthalmodouleia; Das ist Augendienst*; the Stewart Album of 19th century physician photographs; and a set of 504 slides of an extremely rare flap anatomy copperplate engraving entitled *The Four Seasons*. You can use the HIM Database to view items that are difficult for us to show you physically, whether they are here or not! Since our copy of *The Four Seasons* was part of a travelling exhibit across North America during most of last year, the only way that HMC's local patrons could view the piece was by using the HIM Database. Should you see HIM images that you'd like to use in the future, please refer to the HIM pages for copyright and contact information.

If your interests are more therapeutic in nature, you can read about our **Medicinal Herb Garden** at http://www.mc.duke.edu/mclibrary/respub/hmc/herb_garden.html. Perhaps you've heard a lot about St. John's wort, but have you ever seen the plant itself? Interested in learning about how the common culinary herb, rosemary, has been used in medicine? Stop by History of Medicine to see and learn more.

The Library has monthly exhibits in the beautiful new HMC exhibit cases, located on the Library's Lower Level. If you don't frequent the Lower Level, check out the Web versions of available exhibits by linking from the HMC main page. Many of our exhibited books, photographs, and other objects belong to the History of Medicine Collections. Of special interest are the "realia" (historical objects such as anatomical manikins and physician instruments and kits) contained in the Trent Collections, which will be on exhibit in June and July.

No matter what your particular interests are, the History of Medicine Collections have something of interest for you. We invite you to visit our informative Website, so that you may identify areas of the collections for further exploration.

Scott Garrison, Head, Systems Interface Services _____

The Digital Library: Licensing Electronic Resources

As more information becomes available electronically, we at the Medical Center Library increasingly find ourselves negotiating access to information through licenses. Though we still purchase a wealth of print books and journals each year, we also acquire a growing number of electronic databases and other texts. While electronic access may make retrieving information easier for our users, providing that access can often be complicated for the Library.

What causes the process of licensing electronic resources to be so complicated? When we talk in electronic terms, *access* takes on whole new dimensions. With books, the Medical Center Library makes a purchase, puts the book on the shelf, and anyone who comes into the Library can use it. When we license access to electronic information, we have many other issues to resolve before getting to the point of "putting the item on the shelf."

First, we must decide who may access the information. This may sound simple, but in reality, defining our "Authorized Users" can be extremely complex. Of course, all of our information needs to be available to the Duke University Medical Center faculty, staff, and students, but we also serve other groups - Duke University Health System, Duke University, area health professionals, and, within the Library, the public. When we negotiate a license with a vendor, we need to make sure we can provide adequate access to all of our Authorized Users.

Once we decide who will have access to the information, we need to determine how to provide that access. Most often, we license access to information that is stored remotely, meaning, our Authorized Users get access over the Internet. So, how does the vendor know who should and should not be allowed to access the information? In most cases, the Library provides the vendor with the network numbers of all Duke networked computers. In this manner, the Medical Center Library can minimize the requirement of IDs and passwords, creating a more seamless link to available resources.

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“The Best Way to the Best Information”

A year ago, the Library crafted this simple statement of our vision for the future: *The best way to the best information*. This vision encompasses and defines our resources, services, and projects for each year. It also includes many underlying principles, such as support of the DUMC mission, education of our patrons, easy access to resources, and the support of leading-edge technologies.

An increasingly important Library principle is to *deliver proactive, innovative and flexible customer-oriented services* -- the emphasis being on *customer-oriented*. This basic principle can be found throughout our activities over the past year and our plans for the coming year. And these plans involve YOU, our Library customers and patrons.

This past year, the Library began working on two new initiatives that looked at improving customer-service. The first project involved investigating the concept of a single-service point -- one place that patrons could go for all services. However, our Single Service Point Task Force turned the concept around and began to look at you, our patron, as the single service point. Their final recommendation was that all Library staff should be trained to help patrons with basic questions and services wherever the patron is located. The Task Force will develop minimum standards of service and organize a training program for our staff.

Our Customer Service Committee was established to investigate ways of improving our services and creating a more customer-oriented environment. This Committee reviews suggestions and complaints received from our patrons, analyzes results of surveys, and identifies ways to improve existing services. Their latest project has been to examine the feasibility of increasing library hours, in response to a request from the medical students for more early morning hours.

As we begin our planning for 1999/2000 and beyond, we realize that we need a lot more input from you about what our services, resources, facilities and educational programs need to be, now and in the future. During the next year, the Library will not only assess what is currently being done, but we will also start identifying what we need to be doing over the next several years. We will be asking our patrons to help with our needs assessment by participating in focus groups, answering brief survey questions, and telling us how you use our Library.

We hope that you participate in these important activities, because your ideas, suggestions and information needs will help us define the “best way to the best information.”

If you are interested in participating in any of our assessment activities or would like to share your ideas about the future of the Library, you may contact me at thibo001@mc.duke.edu, 660-1150, or DUMC Box 3702.

Pat Thibodeau, Acting Director

The Digital Library, continued from page 2



Since the information we are providing access to is not stored at the Medical Center Library, our control over what happens to it is limited. If we choose not to renew our license, most likely, we lose access to all of the information. Being a research library, we must be careful to ensure that we have archival access to these electronic materials. Most often, the archival material is the print equivalent of the electronic. One of the main reasons for this is that we are often still required to purchase the print equivalent if we want electronic access.

This article has touched on just a few of the myriad of issues the Library considers when negotiating licenses for electronic resources. As our Digital Library continues to grow, we learn new strategies for providing our users with the best possible access to these resources. Access to our existing electronic resources is available from our Website at <http://www.mc.duke.edu/mclibrary/>.

Julie Garrison, Head, Electronic Resource Services

New "Lost Items" Policy In Effect

In hope of decreasing the number of long overdue or lost library items, the Medical Center Library has implemented a new policy to encourage more prompt return and/or replacement.

As of **May 1, 1999**, the processing fee increased from \$25.00 to \$35.00 and the maximum fine from \$12.00 to \$15.00 for each item declared lost. A patron's privileges may be suspended if the item is not returned and the fees and fines are not paid promptly, upon receipt of a notice stating that the item has been declared lost.

This new policy does not change the existing overdue notification procedure, which includes a three (3) day grace period and a fine of \$0.50 per day/per item. The first and final overdue notices will still be mailed on the fourth and fourteenth day past due. At twenty-three (23) days past due, a new "Warning Notice" will be generated, and the Circulation staff will search for the item again. If it is not found, an attempt will be made to call the patron informing him/her that the material needs to be returned within seven (7) days to avoid suspension. This notice will then be mailed out the next business day.

At thirty (30) days past due, the material is assumed lost by the Library, generating a "Lost Item Notice" and another search by the Circulation staff. If the item is not found, a "Lost Item Bill" will be prepared and mailed to the patron. This bill will include the replacement cost of each item, a processing fee of \$35.00 for each item (\$10.00 non-refundable), and an overdue fine of \$15.00 per item. All Library privileges will be suspended until the items are returned or replaced and all costs, fines, and fees are paid. **Suspension of privileges means no further checkouts or renewals, locking of personal Ovid login ID, no mediated literature searches, and no document delivery or Interlibrary Loan services.**

Once privileges have been suspended, the patron has ten (10) days to either pay the total bill, return the item and pay fees and fines, or replace the item and pay a \$20.00 processing fee plus the \$15.00 overdue fine per item.

An alternative return or payment plan may also be established with a Circulation staff member. The total of the "Lost Item Bill" is subject to collection by the Bursar or Payroll Office if these actions are not followed. After accounts have been transferred to the appropriate agency, all fines and fees are non-refundable.

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Staff News



Ken Davis, ILL Library Assistant, transferred in April to an Accounting Assistant position in the University Graduate School Office. Ken had worked in the Library since June 1986.

Julie Garrison has been elected Vice President/President-Elect of the Duke Librarians Assembly.

Pat Thibodeau, along with three other colleagues from the Triangle Research Libraries Network, participated in a panel presentation on "Document Delivery in a Consortial Environment" at the Association of College and Research Libraries 9th Annual Conference, held in Detroit, April 9, 1999.

Pat Thibodeau, Anne Powers, and Eric Albright had a contributed paper, "Partners in Distance Learning," accepted by the National Organization of Nurse Practitioner Faculties, which was presented at their Annual Meeting in San Francisco, April 17, 1999.

The following people participated at the **Medical Library Association Annual Meeting**, held in Chicago, Illinois, May 14-19, 1999:

Eric Albright, Anne Powers, Pat Thibodeau, Janet Bangma (East Carolina University), and **Russet Hambrick** (Southern Regional AHEC) presented a poster, "Partners in Distance Learning," based on the Library's work with the Duke-ECU Partnerships for Training Program.

Julie Garrison was elected Electronic Media and Technologies Section Treasurer and appointed to the 2001 National Program Committee as the Continuing Education Liaison.

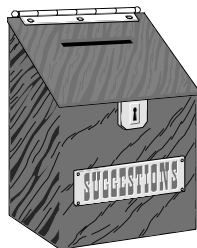
Julie Garrison, Connie Schardt, and Julia Kochi (UCSF), presented a paper on "Developing a Web-based Continuing Education Course."

Beverly Murphy and Scott Garrison presented a poster entitled "Old Site, New Site, How to Rebuild a More Useful Site: Redesigning a Tense Past For a More Perfect Future." The poster was based on the Medical Center Library's Website redesign project.

Mary Ann Brown
Collection Development Librarian

ISI CITATION DATABASES (WEB OF SCIENCE) ARE NOW AVAILABLE FOR SEARCHING BACK TO 1988

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.



From the Suggestion Box

Question: *I request a lot of articles from your A-to-Z service. It seems like a waste of my time to fill out the form over and over again. Is there another way this can be done?*

Copyright law specifies that only a certain number of requests can come from one non-subscribing user over a set period of time, without being in excess of "fair use," a policy governing the usage rights of those who do not own or subscribe to a copyrighted item. Therefore, each article request must stand on its own. To avoid copyright infringement on behalf of the Library and to ensure proper authorization of all requests, each must be made and authorized individually.

To avoid continually writing down the same personal information at the top of the request, feel free to photocopy our request form with that information inserted. The requestor must sign each request. If you have a printout from MEDLINE, CINAHL, or another database, you can save additional time by cutting and pasting the citation onto the request form.

We also provide an online request service accessible from our Website at <http://www.mc.duke.edu/mclibrary/>. To "Request an Item," use the *Online Forms* drop-down menu under Library Services. In place of a signature, your authorization is given by acknowledging that you have read our copyright notice. **Your request cannot be processed if you do not click this button.** Easier still, when you find the article you want in your favorite Ovid database (while using your personal account), just select it and click the "Order" button on the right side of the Citation Manager screen!

Artura D. Goods, Information and Education Services

DUMC Library Web Hosting Services

The DUMC Library is renewing its commitment to provide high quality Web hosting services to the Duke community. When our service debuted in 1995, we set out to offer temporary Web hosting for Duke units that had not yet acquired Web hosting hardware and software. Currently, we host sites for approximately thirty Duke departments, divisions, centers, offices, and other units, including DUMC's main Website. In the beginning, we offered a directory on our server, links on the DUMC pages, and Web construction consultation. Over time, we have added ftp access to server directories, quarterly log analysis, periodic link checking and a search engine service. And we've offered all of these useful services and resources for an excellent price: no price at all!

To keep pace with the rapidly changing Web marketplace and work to accommodate our users' requests for additional services, we will institute a \$500 per year Web hosting service fee, effective July 1, 1999. This new fee will include: Website consultation; two ftp accounts per unit on the server; one unique DNS alias per unit on the server (i.e. <yourdepartment.mc.duke.edu>, depending on availability); M-F, 8am-8pm operational failure support coverage; critical system components including robust server backup and restoration; search engine service including weekly indexing of your site; quarterly statistics reports; and monthly link check reports.

In addition to a very competitive service fee, there are several other benefits to using our hosting services. If you'd like more information about the Library's Web hosting services, please contact **Scott Garrison** in Systems Interface Services (**660-1197**; garri002@mc.duke.edu).

New Policy for Lost Items, continued from page 4

Since we recognize that things do get lost sometimes, there is a less painful (and cheaper) option for those who readily admit they have lost the material and want to replace it. If the patron has a replacement in-hand, he/she is responsible for paying a \$10.00 processing fee (for handling of the incoming item) and any accrued overdue fines within the ten (10) days. If the Library has to generate a "Lost Item Bill," the processing fee will be \$20.00 (rather than \$35.00), even if the patron personally replaces the item. Should the lost item show up after the Library has replaced it with a new copy of the same edition, the "lost" copy becomes the property of the patron.

Maurice Reece, Circulation Services

Resources for Working With Spanish-Speaking Patients

The Library is adding a number of videotapes, books, and other materials to help health care providers and students who are working with Spanish-speaking patients. The **North Carolina AHEC Spanish Language and Cultural Training Initiative** has provided the funds to purchase materials about the Spanish language and culture. Below is a list of some of the items that will be available through our Library.

The North Carolina AHEC Initiative is a statewide collaborative effort to promote increased Spanish fluency and related cultural competencies among North Carolina health professionals. The project, funded by The Duke Endowment, is providing multilevel language and cultural competency training and establishing immigrant health information resources at the AHEC libraries across the state. In addition to the Library's role, the Duke AHEC program and the School of Nursing are involved in various training initiatives and in the production of a Spanish translation CD-ROM.

The Spanish Language and Cultural Training Initiative has received additional funding to extend the project over the next three years. A Website has been set up that lists additional sources of Hispanic health information and Latino cultural resources. To access these materials, connect to <http://www.med.unc.edu/ahec/spanpgm.htm> and choose "resources," or connect directly to <http://members.aol.com/jackrube/hhcrindex.html>.

TITLE: *English and Spanish medical words and phrases.* 2nd ed.
PUBLISHER: Springhouse Corp., 1999
LOCATION: **Med Ctr Stacks W15 En36**

TITLE: *English-Spanish, Spanish-English medical dictionary*
AUTHOR: Rogers, Glenn T.
PUBLISHER: McGraw-Hill, Health Professions Division, 1997
LOCATION: **Med Ctr Reference 2.5 W13 Sp24r**

TITLE: *Medical Spanish: interviewing the Latino patient: a cross-cultural perspective* (book & audiocassettes)
AUTHOR: González-Lee, Teresa
PUBLISHER: Prentice Hall, 1990
LOCATION: **Med Ctr AV Col./Reserve Room W15 G58m**

TITLE: *Medical Spanish: Learn while you drive cassette course, module 1/audiocassettes*
PUBLISHER: AMR Educational Systems, 1989
LOCATION: **Med Ctr AV Col./Reserve Room W15 M36m**

TITLE: *Spanish for healthcare professionals: a practical guide for hospital and medical personnel* (with audiocassette)
AUTHOR: Connor, Barry C.
PUBLISHER: Academy 2000, Publishers, 1994
LOCATION: **Med Ctr AV Col./Reserve Room W15 C76s**

TITLE: *Spanish for pediatric medicine: a practical communication guide*
AUTHOR: Machtinger, Edward
PUBLISHER: American Academy of Pediatrics, 1997
LOCATION: **Med Ctr Stacks WS13 M18s**

TITLE: *Speedy Spanish for medical personnel/Speedy Spanish for nursing personnel* (books & audiocassette)
PUBLISHER: Baja Books, 1988
LOCATION: **Med Ctr AV Col./Reserve Room W15 Sp32**

TITLE: *Cómo controlar mi diabetes de la cabeza a los pies* (videocassette)
PUBLISHER: Altschul Group, 1994
LOCATION: **Med Ctr AV Col./Reserve Room WK850 C732**

TITLE: *Cómo controlar mi diabetes: guía detallada para vigilar la glucosa e inyectar la insulina* (videocassette)
PUBLISHER: Altschul Group, 1994
LOCATION: **Med Ctr AV Col./Reserve Room WK850 C73**

TITLE: *Cómo estar en control: la diabetes en adultos* (videocassette)
PUBLISHER: Altschul Group, 1994
LOCATION: **Med Ctr AV Col./Reserve Room WK850 C733**

————— Mary Ann Brown —————
Collection Development Librarian



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

OID MEDLINE SYSTEM (Registration not required)

MEDLINE: The Basics Using the Web

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

11:00 am - 12:30 pm
Tuesday, June 1 & 15

MEDLINE: Advanced Strategies (Web Gateway)

Participants are expected to have experience using Ovid

11:00 am - 12:30 pm
Wednesday, June 9
3:00 pm - 4:30 pm
Thursday, June 24

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/>

Virtual Tour of the Library

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

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

Internet 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>.

Searching and Evaluating Information on the World Wide Web

10:00 am - 12:30 pm
Wednesday, June 30

Information Management Classes

Basics of Library Use

(Individual and Group Sessions)

Call Betsy Adams, 660-1131

Grant Information on the Web

~ SPIN Database and Others ~

(Individual and Group Sessions)

Call Anne Powers, 660-1126

Introduction to Reference Manager/EndNote

(Individual and Group Sessions)

Call Andy Eisan, 660-1128

Introduction to Sources for Health Statistics

Call Hattie Vines to register, 660-1125

10:00 am - 11:30 am
Thursday, June 17

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, Acting Director

Beverly Murphy, Editor

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Mary Ann Brown

Julie Garrison

Maurice Reece

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First Class