



Duke University  
**Medical Center Library News**

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June 2003

Issue #288

 **Big Brother Is Watching E-Resources!**  
Pat Thibodeau, Associate Dean for Library Services

Our electronic resources, such as MD Consult, are protected under both the US Copyright Law and our licensing agreements with individual vendors. As a result, companies carefully watch for misuse of their materials and report any abuses to us. They frequently track use by email, IP address, and user ID, and can quickly tell if there is unusual activity involving use of e-resources. We have had two such instances reported to the Library in the last two months!

**What is abuse or misuse?**

Downloading numerous chapters of an e-book or an entire issue of an e-journal is considered a violation of most contracts. This activity is denoted when there are repeated downloads or printing of substantial numbers of pages (more than 200), especially in a short period of time. MD Consult and others realize that users may need to look at something several times or print several sections, and their policies allow for this kind of activity. However, when there are dozens of such occurrences within a few days, that is considered abusive. You should not try to avoid buying a textbook by printing chapters, as this is easily spotted and reported by the publishers. Downloading text or files to create departmental databases or Intranet resources is also prohibited by our contracts and the copyright law.

**What's the big deal?**


Misuse of any copyrighted materials can result in cancellation of the resource for Duke. Unless we can stop the abuse, a publisher may cancel all access – immediately and without refunding money. If that happens, we may not be able to subscribe again, without stricter password requirements or paying substantially higher fees. In some cases, the publishers could bring suits against the University or the individual user. Also remember that misuse of copyrighted materials is prohibited by Duke University computer policies. Abuse of copyrighted works could result in loss of computer privileges and access to other Duke systems.

**What happens if someone misuses e-resources?**

For a system that requires an individual account, such as MD Consult, we will first ask the vendor to immediately and permanently cancel the account and block all applications for future access. We may also cancel access to Personal Ovid accounts. We will try to contact the account holder directly and copy any correspondence to the immediate supervisor or appropriate dean. We will also notify key offices within the Medical Center that handle compliance issues.

**How can misuse be prevented?**

Do not share your ID and password to any e-resource with anyone. If you are helping someone or teaching a class, do NOT give out your password, since authorized Duke users can easily obtain accounts. Remember that sharing any Duke password is a violation of the University's computer policies. The Library will hold you responsible for any misuse, even by another person, and your accounts with the Library will be cancelled.

 Duke University Medical Center Library <a href="http://www.mclibrary.duke.edu/">http://www.mclibrary.duke.edu/</a>	Monday - Thurs. 8:00 am - 11:00 pm	Big Brother Is Watching E-Resources!..... 1	Recent Additions to DUMCL Online... 6
	Friday 8:00 am - 6:00 pm	Short-Range Plan Completed..... 2	Thank You!..... 6
	Saturday 10:00 am - 6:00 pm	Search Tip of the Month..... 3	ILL Fees Will Increase In July..... 6
	Sunday 2:00 pm - 10:00 pm	Spotlight on Serials Staff..... 5	Library Educational Offerings..... 7
	Administration 660-1150	StaffNews..... 6	To Subscribe..... 8
	Circulation/Reference Services 660-1100		
	Document Delivery/ILL 660-1136		

# Library's 2003-2004 Plan Completed

**Rick Peterson, Deputy Director**

The Medical Center Library recently completed its short-range plan, which is based on the overall goals in the Library's 2002 – 2006 strategic plan. The plan was created in part at a Library-wide retreat held earlier this year, and individual planning groups have now been charged with developing specific actions and methods for assessing the effectiveness of their activities. Due to extensive overlap of the objectives, collaboration among groups will be an essential element of the process. Highlights of the plan for the next 12 – 18 months are described below.

## **Ongoing Initiatives**

- Plan alternative funding initiatives. Recruitment of a Development Officer to assist in creating and implementing an overall fundraising program has already begun.
- Conduct focused needs assessments to complement and follow up on the two recent LibQUAL+ surveys. While LibQUAL+ did a great job identifying the broad aspects of Library services that are most important, and how well we are doing in meeting patron expectations, focus groups will provide much more specific information.
- Evaluate PubMed as a viable alternative to the Ovid MEDLINE system. The Library has already started promoting PubMed and implementing its features, including Linkout to full text. The evaluation of this system is ongoing and has been assigned a high priority in response to budget cuts.
- Make decisions regarding allocation of limited resources to support existing and new services. The journal review process, with faculty input, will be implemented and completed.

## **New Objectives**

- Improve electronic access to resources. This will be accomplished primarily through redesign of our Website, increased use of database technology for managing and delivering Web content, and additional access portals offering comprehensive collections of a variety of resources.
- Make effective use of automated systems for improved delivery and access to resources. Migration to a contemporary Integrated Library System (ILS) and implementation of a new document delivery management program will significantly improve workflow and the provision of services.
- Develop new services and tools that raise awareness of library resources and services, as well as teach how to effectively utilize the resources to retrieve timely and relevant information. Initiatives will include expanded evidence-based medicine activities and development of point-of-need training modules.
- Identify opportunities for librarians to become an integral part of DUMC departmental activities to assist in meeting their missions. While continuing our existing liaison program, the Library will develop and implement alternative strategies for tailoring the delivery of our services to meet the needs of individual Medical Center departments.
- Ensure effective delivery of key services and resources by providing staff with the training necessary to make the most effective use of their skills. This objective will focus on numerous issues including staff core competencies, job enrichment, morale, and customer service.

*Continued on page 3*

## [Library's 2003-2004 Plan Completed, continued from page 2](#)

- Redefine the Access Services Department as a model for continuous improvement of workflow and customer service. By merging units, providing cross training, and redefining job duties, the versatility and depth of knowledge of our service desk staff will increase, thereby improving the level of service provided.
- Define and establish a Library-wide customer service program. Working in conjunction with the Medical Center's customer service office, appropriate training will be implemented, a staff recognition program developed, and processes put in place to help ensure that staff provide the best service possible.

As always, your comments are encouraged. For additional information, please contact **Rick Peterson**, Deputy Director (660-1147; [peter073@mc.duke.edu](mailto:peter073@mc.duke.edu)).

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## Search Tip of the Month

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### Marlyse MacDonald, Information & Education Services

*Question: I need to find an article, but I only know partial information from the citation. For example, I know the article was published in **Lancet** by **Heikkinen**. The words **common cold** were in the title.*

#### PubMed Sample Search

1. Go to PubMed at <http://pubmed.gov>
2. Select the **Single Citation Matcher**, found on the left side of the screen under the "PubMed Services" menu.
3. In the Citation Matcher form, enter information in one or more of the available fields.
4. Click the Search button to view the results.




One citation will be retrieved.

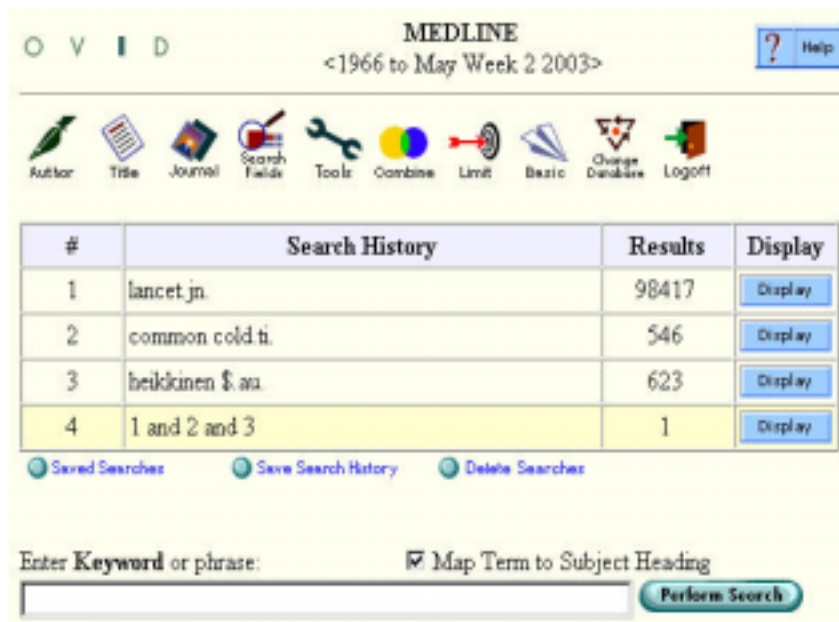
- 1: [Heikkinen T, Jarvinen A.](#)  
The common cold.  
Lancet. 2003 Jan 4;361(9351):51-9. Review.  
PMID: 12517470 [PubMed - indexed for MEDLINE]

*Continued on page 4*

## [Search Tip of the Month, continued from page 3](#)

### Ovid MEDLINE Sample Search

1. Go to DUMCL Online at <http://www.mclibrary.duke.edu/>
2. Select **Medline - no password** from the *Databases* dropdown menu.
3. Click on the **Search Fields**  icon near the top of the page.
4. Type **lancet** in the “Enter word or phrase” search box.
5. Place a check mark beside the abbreviation (**jn**) for Journal Name.
6. Click the Perform Search button. The system will return you to the Main Search page with the number of results.
7. Click on the **Search Fields** icon and type **common cold** in the search box.
8. Place a check mark beside the abbreviation (**ti**) for Title and click the Perform Search button.
9. Click on the **Search Fields** icon and type **heikkinen \$** in the search box. This will search for the author’s last name, regardless of the initials.
10. Place a check mark beside the abbreviation (**au**) for Author and click the Perform Search button.
11. Type **1 and 2 and 3** in the “Enter Keyword or phrase” box to combine all of the pieces of information.



OVID MEDLINE <1966 to May Week 2 2003> ? Help

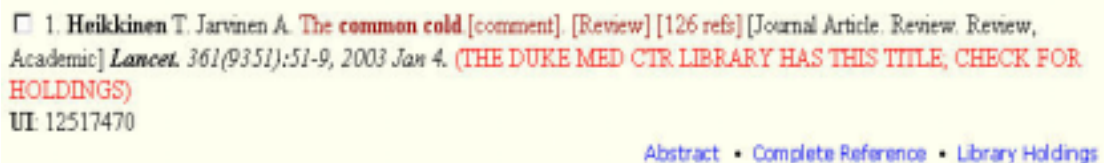
Author Title Journal Search Fields Tools Combine Limit Basic Change Database Logout

#	Search History	Results	Display
1	lancet.jn	98417	<a href="#">Display</a>
2	common cold.ti	546	<a href="#">Display</a>
3	heikkinen \$.au	623	<a href="#">Display</a>
4	1 and 2 and 3	1	<a href="#">Display</a>

Saved Searches  Save Search History  Delete Searches

Enter Keyword or phrase:  Map Term to Subject Heading [Perform Search](#)

One citation is retrieved.



1. Heikkinen T. Jarvinen A. **The common cold** [comment]. [Review] [126 refs] [Journal Article. Review. Review, Academic] *Lancet*. 361(9351):51-9, 2003 Jan 4. **(THE DUKE MED CTR LIBRARY HAS THIS TITLE, CHECK FOR HOLDINGS)**  
UI: 12517470

[Abstract](#) • [Complete Reference](#) • [Library Holdings](#)

## Spotlight on ... Serials Staff

### Maurice Reece, Access Services

Currently, there are about 6,000 Medical Center Library journal titles listed in the holdings of the online catalog. Most library patrons have probably never stopped to think of how these thousands of records have been made accessible to the public. Making it possible for researchers to access the incredible mass of journal information is the task assigned to the Serials Department staff, Judy Woodburn, Department Head, and Mary Jones, Senior Library Assistant.

Serials staff are responsible for keeping track of about 1,450 current print journal subscriptions and over 2,000 electronic journal titles. Making sure that the more than 200,000 older bound volumes are kept intact and in good condition is an ongoing concern. Missing paper issues must be located, torn out pages replaced, damages repaired, and databases constantly updated to reflect availability and location of issues.



*Judy Woodburn (standing) and Mary Jones*

Due to budgetary cutbacks, a large number of print journal subscriptions were cancelled this year and a Serials staff position eliminated. Even though fewer journals coming in each month means less data to input and fewer volumes to send to the bindery, the daily chores of the Serials staff have not substantially diminished. Since losing the position, it has been necessary to call upon staff in Access Services, Cataloging, Acquisitions, and History of Medicine to assist in keeping this important library service functioning smoothly.

Mary Jones is responsible for adding the information for each new print journal issue into the Innovac system, which keeps track of the current journals. When all issues for a volume are received, it is sent to the bindery. Upon return, a record is created for the online catalog. Extreme care and attention to detail must be used at every step of this process or else the computer records in our catalog will not concur with those that have been created by other database vendors like the National Library of Medicine or Ovid, and by the publishers of each journal title. Mary also handles much of the correspondence with publishers and subscription brokers, who offer groups of journal titles and block billing. Dealing with a broker rather than directly with several different journal publishers can save both time and money.

When browsing through the journal stacks, one can't help but notice the variety of colors of the bound volumes. At first thought, you might wonder why all the titles are not bound in handsome Duke blue covers, providing a more uniform appearance. The answer is easy. If all 6,000 titles in the collection were bound in blue covers, it would be more difficult to distinguish where one journal ends and another begins, not to mention the extra time involved in the reshelving process. Whenever a new journal title is introduced, Serials staff must check to see what colors are being used for the adjoining titles so as not to make it look the same.

Prior to the introduction of computers, information for each new journal issue was recorded by hand on paper spread sheets and a record kept in what was called the Kardex file. Although computerized record keeping programs are now used to track journals, the introduction of electronic versions of journals in the mid-nineties created a new and increasingly complex area of work for the Serials staff.

Judy Woodburn handles most of the contracts and negotiations with publishers of electronic journals. Faced with a thirty percent cut in the journals budget for 2003-2004, Judy will be spending much more time assessing the cost and use of each journal title. As more electronic journals become available, budget decisions will have to be made. Most electronic journal subscriptions cost about the same as print, but in some cases, the electronic version can cost three to four times more than the print version. The Library knows that its patrons want the convenience of accessing full-text articles from their office or home computers. However, the reality of the budget cuts will determine whether the Library will maintain print or electronic only versions, or in some instances, cancel subscriptions outright.

## Staff News

**Jeff Pritcher**, formerly Library Assistant, Circulation Services, has accepted a position at Orangeburg-Calhoun Technical College in South Carolina. Jeff had worked at the DUMC Library since 1998.



**Connie Schardt**, Acting Associate Director, Public Services, has been given an Outstanding Service Award by the Duke Department of Internal Medicine “in recognition of excellent contributions to the Internal Medicine Residency Program.”

Medical Center Library staff presented the following initiatives during the poster sessions held at the **Annual Meeting of the Medical Library Association** in San Diego, CA, May 2-7, 2003:

**Beverly Murphy, Richard A. Peterson, Sarah Wardell, and Patricia L. Thibodeau** - *Surviving a Budget Tsunami*.

**Anne Powers and Patricia L. Thibodeau** - *The Current Gains Strength: Evolution of a Multidimensional Nursing Liaison Program*.

## Recent Additions to DUMCL Online

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

### PrimeAnswers (Pilot Project) NEW

<http://www.primeanswers.org/primeanswers/duke/>

PrimeAnswers, developed by the University of Washington, is a Web portal designed to enhance access to critically appraised information and assist primary care providers in using the best available evidence in their daily management of patients. The database contains therapeutic alerts, practice guidelines, and other critically appraised knowledge needed immediately at the point of care, with secondary linkage to more complex information formats. The Duke Medical Center Library is working with the University of Washington Health Sciences Libraries on a pilot project to test a Duke version of PrimeAnswers. For more information, please contact **Connie Schardt** ([schar005@mc.duke.edu](mailto:schar005@mc.duke.edu); 660-1124).

*Thank You*

*For Your Participation*

*In the LibQual Survey*

## Interlibrary Loan Fees Will Increase In July

**Starting July 1, 2003**, the cost for obtaining articles from **non-Duke libraries** will rise from \$5.00 to \$11.00 per article. If the actual fee is more than \$11.00, the charges will be billed to the user, after authorization to proceed with the order is obtained. The fee for photocopies made from journals in our Library or from any other Duke libraries will remain at \$5.00 per article. Rush and fax fees will also remain at \$3.00 per request.

Due to budget cuts and staffing costs, the Library can no longer subsidize the costs of interlibrary loan requests. The fees for routine loans from other libraries typically range from \$8.00 to \$12.00 per loan, with the national standard fee for medical libraries being \$11.00. The cost of borrowing materials has been documented by national studies and can range from \$8.00 to \$20.00 per item, not including indirect costs. Copyright royalties and commercial vendor fees can also add substantial costs. Until now, the Library has been subsidizing on the average from \$7.00 to \$9.00 of these costs.

In the past, the Library has not charged any fees for borrowing books. However, we are expecting the volume of book requests to increase greatly due to cuts in the book budget. Effective in July, we will charge a \$5.00 fee for books and other loans received from non-Duke libraries. There will continue to be no charge for books obtained from Duke libraries. A summary of the new fee structure is below.

	<u>Medical Center Library</u>	<u>Duke Libraries</u>	<u>Other Libraries</u>
<b>Photocopies</b>	\$5.00 per article	\$5.00 per article	\$11.00 per article
<b>Books</b>	N/A	No charge	\$5.00



## 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

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##### **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.***

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