



Duke University
Medical Center Library News

October 2002

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Wireless Connections Now in the Library

The wireless network is now available in the Medical Center Library. Thanks to Medical Center Information Systems (MCIS) and Enterprise Communications Infrastructure (ECI), wireless nodes have been installed throughout our building and are now available for use. ECI's "A Wireless Data Network FAQ for DUHS" (<http://www.eci.duke.edu/web/wireless.html>) provides general information about wireless connectivity. The MCIS Help Desk has information that you or your departmental LAN manager can use to set up your notebook computer with the proper configuration. Instructions are also available from the Library's Circulation/Reference Desk.

How do I get started?

First, you need to purchase and install a wireless network card. MCIS recommends the Cisco 350 card (or the older Aironet 4500 and 4800 cards), but other 802.11b-compliant cards may work. Cards may be purchased at the Duke Computer store or local retailers. Then you need to contact your LAN administrator or the MCIS Help Desk to properly configure your card for the network.

Where can I use it in the Library?


There are wireless connections installed throughout the Library. However, performance can vary depending on how far you are from a node or if something blocks your signal. Try different locations if you have problems receiving a strong connection.

What do I do if I have problems?

The Library has learned that steel stacks, concrete walls, and large bound volumes do interfere with wireless signals. If you have problems, try moving to another location until you have a stronger signal. The system may also slow down if there are a lot of wireless users in the Library or if you are trying to access very large files or images. If the network appears to be having problems, please call the **MCIS Help Desk (684-2243)**. They are responsible for monitoring and maintaining the network and can tell you if there are problems with the wireless system. You may also need to contact your departmental LAN manager or the person who set up your computer to see if there are problems with your configuration or with your wireless card.

We hope that you find wireless connections an easy way to access our Library resources, as well as other Duke resources and the Internet.



 Duke University Medical Center Library http://www.mclibrary.duke.edu/	Monday - Thurs. 8:00 am - 12:00 am	Wireless Connections Now in Library..... 1	PubMed Cubby..... 5
	Friday 8:00 am - 6:00 pm	Commitment to Quality..... 2	Gifts and Donations..... 5
	Saturday 10:00 am - 6:00 pm	Tough Decisions..... 3	Staff News..... 6
	Sunday 2:00 pm - 10:00 pm	LibQual Survey Winners..... 3	Holiday Hours..... 6
	Administration 660-1150	Help Us Celebrate in October!..... 4	Library Educational Offerings..... 7
	Circulation/Reference Services 660-1100	Introducing Lana Michelizzi..... 4	To Subscribe..... 8
	Document Delivery/ILL 660-1135		



Commitment to Quality

Pat Thibodeau, Associate Dean for Library Services

“Quality is in the eye of the beholder.” This new spin on an old adage has become an important facet of the evaluation of library services. Librarians are moving away from the concept that they know what is best for their users and are now asking their patrons and customers what is best for them. In other words, what is most important to you and how well are we doing at providing those services and resources that you need? Feedback about your expectations and level of satisfaction gives us important information as we allocate funding for resources, make changes to our facilities and services, and assign staff to projects.

The **LibQUAL+ survey** administered this spring is a new tool to help us assess the levels of service desired by our patrons and evaluate how well we are delivering those services. Despite the length and technical issues associated with the survey, the results are providing us with very useful data.

Following is a brief overview of the results of the aggregate data and how you rated us on the four dimensions of *Library as Place*, *Affect of Service*, *Access to Information*, and *Personal Control*. Over the next few months, the Library will further explore the responses by individual question and by user group.

Library as Place— While this dimension ranked lower than the others in terms of importance or desired level of satisfaction, the survey responses revealed that we do a good job of providing a safe and quiet space for study, contemplation, and creativity. Providing a comfortable and inviting location rated lower, but our new and ongoing renovations should create a more attractive environment for the future.

Affect of Service— Overall, you expect a high level of customer service from dependable, courteous, and knowledgeable staff who understand your needs. You gave us strong performance ratings in this dimension, but there is room for us to continue to improve how we serve you.

Access to Information— Not too surprisingly, this was a critical area for you and for patrons across the country. We received one of the highest scores in the country for satisfaction with our comprehensive print collection, but you would still like to see more titles and more complete runs. Similar to patrons at other institutions, you want more timely delivery of interlibrary loans, and improvements in our approach to interdisciplinary library needs.

Personal Control— This dimension dealt with the ease of finding and accessing information on your own from any location. You clearly have high expectations in this area and one that we need to address in future plans. The comments related to this category revealed that there is a lot of misunderstanding about what control the library has over electronic resources and interfaces, and that many users are still unaware of the remote access options available to them. This will definitely be an important area for us to study further. Over the next year, we will continue to provide you with more information about the issues surrounding electronic resources and how we are trying to address them.

In the *comments section*, the hottest issue was access to electronic resources. It was clear that you want more resources, as well as faster and easier access -- not a surprise given how much our current e-resources are used. However, your comments revealed that the Library must continue to raise awareness among our users about the nature of electronic resources: 1) not everything is in electronic format; less than 60% of medical journals are available electronically; 2) electronic journals are not free nor less expensive than print; 3) despite intense negotiations, contracts for electronic resources and databases often result in restricted access, limited numbers of users, and password requirements; and 4) budget constraints will continue to limit the breath of our collection and require us to make difficult choices when determining our subscription priorities.

LibQUAL+ is also giving us a chance to benchmark against other health sciences and academic research libraries. As it turns out, our survey results are very similar! Patrons in all settings have similar expectations and priorities, and want improvements in ease and efficiency of access to the broad world of information resources.

TOUGH Decisions

This new column will focus on tough decisions that the Library must make while trying to maintain our budget and cope with increasing costs for print and electronic resources. The column will convey real situations faced by our Library and staff, and our final decision on how to handle increasing costs.

Resource: Pediatrics Online

- 📄 Electronic version was available through Ovid until December 2001, at a cost of about \$250 to \$300 per year, in addition to print costs (Issues for 1993-2001 are still available via Ovid Archive)
- 📄 Publisher offered electronic version for \$570 per year, plus print, with unlimited users, but costs have recently increased
- 📄 New price: \$2,400 for the electronic, in addition to cost of print; unlimited users for sites with 10,000+ faculty, staff, and students

Issue: To continue to receive the electronic format, we would have to cancel other journal titles in pediatrics or other subjects.

Decision: The Library will maintain the paper subscription, but not the electronic version.

FEEDBACK WANTED

We would like to know how our combined reference and circulation services are working out for you. Please send comments or suggestions to mcnews@mc.duke.edu.

Congratulations to Our LibQual Survey Winners

First Prize - Palm Pilot

Gustavo Montana
Radiation Oncology

Second Prize - Lunch for 2 at the Commons

Phyllis Immanuel
Cancer Center

Third Prize - \$5.00 Gift Certificate to the Express Oasis Coffee Bar

David Adams	Simon Bacon	Mei Clarke
Cancer Center	Psychiatry	Radiology



Gustavo Montana (right) is presented a Palm Pilot by Pat Thibodeau, Associate Dean

Help Us Celebrate in October!

NMLM Task Force

In 1997 the Medical Library Association designated October as **National Medical Librarians Month (NMLM)** to acknowledge the expertise and services of medical librarians. For the past two years, our Library has won national recognition for its public relations campaigns during NMLM.



This October, we will again be promoting our services to the Duke community by sponsoring activities that emphasize this year's slogan, "**Maintaining Giga Info Bytes After Mega Budget Bites.**" Our campaign will center upon how we are rethinking and re-evaluating some of our services and procedures in the face of decreased funding. Planned activities will promote our efforts to continually raise awareness about the challenges we face in balancing the diverse needs of our users against a shrinking budget.

To further promote National Medical Librarians Month, we will be sponsoring *The Fact Is*, a Web-based scavenger hunt at <http://www.mclibrary.duke.edu/hot/hunt.html>. We will have a new hunt starting each Monday in October, with prizes for the weekly winners including copy/print cards, document delivery vouchers, free scanning, mediated searches by our information experts, and Web page design consultations.

We encourage you to stop by the Library, help us celebrate, and have some fun during NMLM.

Introducing Lana Michelizzi

Maurice Reece, Circulation Services

When **Lana Michelizzi**, Manager of Document Delivery/Interlibrary Loan (ILL), joined the Medical Center Library staff in August, she says it was a return to her first love — the academic library. A native of Fargo, North Dakota, Lana has an AB degree from the University of North Dakota and a master's in art history from the University of Minnesota in Duluth, which she earned while working at the university's main library. The last five years of her eight year stint at the library were spent working in circulation and ILL. Before the university library, she was employed at the *Duluth News Tribune* newspaper library for five years.



Characterized by her daughter, Sheyenne, as a "flower adult," Lana was a devoted rock fan and concert-goer during the seventies, becoming close friends with the Allman Brothers and other musicians. Eventually, this growing knowledge of the rock music business would lead her to a new career, combining her newly-acquired interest in Internet Website construction and design with public relations work.

In 1995, she joined friends in Raleigh, NC, in their new Internet business venture, HAHT Commerce, which specializes in business-to-business Web commerce. In 2001, Lana decided to start her own Web design and PR consulting firm, called "Hittin the Web." The Allman Brothers Band, Gregg Allman Band, and Dickey Betts and Great Southern, are among her principal clients.

When the job opportunity with the Medical Center Library presented itself, Lana says she couldn't resist the call of her first love, library work. She faces a new challenge with the upcoming introduction of the Illiad data system, which is expected to greatly expedite the processing and delivery of interlibrary loan requests for the Library.

Using PubMed Cubby for Literature Updates

Anne Powers, Education Services

Researchers and clinicians who want to keep up with the latest journal literature on health-related topics may use the **PubMed Cubby** feature to store search strategies and then view newly added material at a later time. PubMed is the National Library of Medicine's system for accessing citations from the biomedical journal literature, including MEDLINE and some additional life sciences journals. It covers the fields of medicine, nursing, dentistry, veterinary medicine, the health care system, and the pre-clinical sciences. PubMed can be accessed from the Medical Center Library's "Databases" dropdown menu at <http://www.mclibrary.duke.edu/> or directly at <http://pubmed.gov>.

Although PubMed is free and available to anyone, use of the Cubby to store searches for updating at a later time requires a simple registration. This involves creating your own user name and password, which you will then use to login whenever you want to access the Cubby. A login remains active for 12 hours unless you officially log out sooner. For the Cubby feature to work, your Web browser must be able to accept cookies. To register for and login to the Cubby, go to PubMed and click on "Cubby" under PubMed Services, in the left sidebar.

After a PubMed search has been run, clicking on "Cubby" on the sidebar displays the strategy (including limits if used) in the "Last Search" area, and allows the user to name the search and store the strategy. Search statement numbers from the "History" list (e.g., #3) cannot be used in a Cubby Stored Search, and links to "Related Articles" cannot be stored. Incorporating dates and date ranges in the stored strategy is not recommended.

Once a search has been stored, it is easy to check for items added to the database on that topic since the search was last updated or created. Select the search you want to update by clicking in the box next to the search name, then choose "What's New for Selected." The system will indicate the number of items added *since the last time you reviewed or "updated" your search*. There is no need to specify a predetermined time interval for the update. Click on "# new" to see the new items. If you do not click on "# new," the search date and time will not be updated. If the search retrieves no new items, "0 new" will be displayed.

Additional information about the Cubby can be found on PubMed Help at <http://www.ncbi.nlm.nih.gov:80/entrez/query/static/help/pmhhelp.html#Cubby>.

Gifts and Donations

Mary Ann Brown, Collection Development

The following individuals donated books/materials to the Medical Center Library from July, 2001 - June, 2002.

Mrs. Jean Anderson	Dr. Peter C. English	Dr. Catherine McCarthy	Mrs. Mary D.B.T. Semans
Dr. W. Banks Anderson, Jr.	Mr. Steve Fein	Dr. Michael R. McVaugh	Mr. Walter E. Shackelford
Ms. Sally Austin	Dr. Bernard F. Fetter	Ms. Elizabeth Meine	Dr. Richard S. Stack
Mr. Paul Austin	Ms. Carlan Graves	Mr. Chris Meyer	Dr. Karl J. Stumpf
Dr. Dan Blazer	Dr. Gordon Hammes	Ms. Mary Ann Meyer	Dr. Marvin Swartz
Ms. Barbara Busse	Dr. Judith C. Hays	Ms. Sarah Moore	Mrs. Margaret B. Toy
Dr. Ewald W. Busse	Dr. Alton L. Hood	Mr. Clayton Owens	Dr. Walter Alan Tuttle
Dr. James H. Carter	Mr. Michael Hsu	Dr. Stanley J. Robboy	Dr. Stanley W. Weitzner
Mr. G.S.T. Cavanagh	Dr. Martin Ionescu-Pioggia	Mrs. Doris Robertson	Dr. George D. Wilbanks
Mrs. Alice R. Ehrlich	Mr. Richard McArthur	Dr. James H. Semans	Dr. Evelyn R. Wilbanks
			Mrs. Robert Williams

In Memoriam



Susan Jean Feinglos, former Director of the Medical Center Library (1992-98), passed away on July 31, 2002, at Hillcrest Convalescent Center in Durham, NC. Feinglos began her professional career in 1973 at Duke, where she was based in the Medical Center Library as the librarian for the Duke Center for the Study of Aging

and Human Development and as a member of the reference staff. She served as online services coordinator for the Library from 1980 - 1991. In 1985, she wrote one of the definitive books on searching MEDLINE and over the years taught and developed numerous online searching courses at the local, regional, and national level.

Staff News

Stephanie Holmgren, who started as an Information Services intern in January, 2002, has taken a temporary librarian position on our staff for the next year. Prior to coming to Duke, Stephanie was an intern at NIEHS in RTP. From 1997-99, she was Director of the American Electronics Association in Europe.



Congratulations to the following staff members who received *2002 Service Awards*:

Argie Burnette	5 years
Michael Davidson	5 years
Alice Suzanne Jessup	15 years
Suzanne Porter	5 years
Connie Schardt	5 years
Julie Walker	35 years
Judy Woodburn	35 years

Holiday Hours

The Library's main entrance and Circulation Services will close 15 minutes before the final closing time, so staff can secure the Library. No materials will be checked out within 15 minutes of closing time.

Thanksgiving

Wednesday	Nov. 27	8:00 am - 5:00 pm
Thursday	Nov. 28	CLOSED
Friday	Nov. 29	8:00 am - 5:00 pm
Saturday	Nov. 30	10:00 am - 6:00 pm
Sunday	Nov. 31	2:00 pm - 10:00 pm

Christmas & New Year's

Saturday	Dec. 21	10:00 am - 6:00 pm
Sunday	Dec. 22	2:00 pm - 6:00 pm
Monday	Dec. 23	8:00 am - 5:00 pm
Tuesday	Dec. 24	8:00 am - 12:00 noon
Wednesday	Dec. 25	CLOSED
Thursday	Dec. 26	8:00 am - 5:00 pm
Friday	Dec. 27	8:00 am - 5:00 pm
Saturday	Dec. 28	10:00 am - 6:00 pm
Sunday	Dec. 29	2:00 pm - 6:00 pm
Monday	Dec. 30	8:00 am - 5:00 pm
Tuesday	Dec. 31	8:00 am - 5:00 pm
Wednesday	Jan. 1	CLOSED
Thursday	Jan. 2	8:00 am - 5:00 pm
Friday	Jan. 3	8:00 am - 5:00 pm
Saturday	Jan. 4	10:00 am - 6:00 pm



*Thank You!!!
For Your Patience
During Our Renovations*



Library Educational Offerings

*The Medical Library Education Center (MLEC) is located
in Room 104 on the Lower Level of the Library.*



Individual and Group Sessions

*Please contact the topic instructor
to arrange for a session*

MEDLINE

Using the Ovid Web Gateway

Call Circulation/Reference Desk

919-660-1100

PubMed

Anne Powers, 919-660-1128

Basics of Library Use

Betsy Adams, 919-660-1131

Grant Information on the Web

~ COS, SPIN and Other Resources ~

Anne Powers, 919-660-1128

Introduction to EndNote

Ginger Carden, 919-660-1184

Introduction to Reference Manager

Ginger Carden, 919-660-1184

Introduction to Sources for Health Statistics

Hattie Vines, 919-660-1125

Searching the Internet

Connie Schardt, 919-660-1124

Self-Instruction

Ovid Web Tutorial

*Interactive, 40-minute tutorial designed to show you
step-by-step the basic components of a MEDLINE
search using the Ovid Web Gateway*

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

EndNote Tutorial

*Tutorial designed to assist users who have completed
a search in the Ovid Web version of MEDLINE and
would like to import citations into EndNote*

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

EBM Tutorial

*Tutorial which identifies the steps in the EBM
process and key issues related to critical appraisal*

<http://www.hsl.unc.edu/lm/EBM/index.htm>

Internet Tutorial

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

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

Electronic Resources Tutorial

*Tutorial designed to familiarize users with some
of the electronic resources offered through
DUMCL Online, the Library's Website.*

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

Virtual Tour of the Library

*Online tour which provides information about the
Medical Center Library, its collections and
services, and where to find them within the building*

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

**For more information about these offerings, connect to the Library's Website at
<http://www.mclibrary.duke.edu/services/schedule.html>.**

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