



# WELCOME TO NEW STUDENTS, FACULTY, STAFF

*James Shedlock, A.M.L.S., Director, j-shedlock@northwestern.edu*

On behalf of the Galter Health Sciences Library staff, it is a pleasure to welcome the Class of 2005 to the campus as well as any new faculty and staff joining the Medical School. The Galter Library strives to meet your information needs through services and resources. We are happy to meet with you in person or electronically to make sure you get the information you need when you need it. Some special notes for new users include the following:

- Library staff provides an active education program to orient you to the facilities and services as well as train you on how best to use the many resources that are available to you. Check the Classes schedule on the library home page (right under News) at [www.galter.northwestern.edu](http://www.galter.northwestern.edu).
- The electronic Galter Library offers a range of databases, journals, books and web resources for you. For example, browse through HealthWeb to see what's been selected from the web in your discipline.

New and returning users are welcome to suggest ideas on how best to improve library services and resources. The Suggestion Boxes are located at the circulation, reference and LRC desks, or send an email message to [ghslref@northwestern.edu](mailto:ghslref@northwestern.edu). To all our users, we wish you much success in reaching your goals during the coming academic year! ☺

## Library

## Notes

*Galter Health Sciences Library  
Northwestern University  
[www.galter.northwestern.edu](http://www.galter.northwestern.edu)*

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## LibQUAL+ Survey Results

*By James Shedlock, A.M.L.S., Director and Linda Walton, M.L.S., Associate Director*

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In the spring of 2001, Galter Library staff and users participated in a project to test a survey that could be used to measure the quality of library services. For years, academic libraries concentrated on collecting data that was readily available -- quantitative measures such as the library's volume count, the number of journals owned, or the number of books circulating. These measures were used to indicate how libraries spent their budget and how much their services were used. While quantitative data is useful, measuring how well the library performs in meeting user information needs -- the quality of a library service -- has been difficult until now.

The LibQUAL+ Survey attempts to measure library service quality by studying the differences between what users ideally want from library services and the perception of what they are getting. The 'gap' between ideal and perceived can be considered a quality score. On a scale of 0 to 9, library staff can see how well they do in meeting users' needs or what services need to change in order to better meet users' expectations.

The LibQUAL+ Survey project is under the direction of staff at Texas A&M University with the sponsorship of the Association of Research Libraries. The Spring 2001 test involved 43 libraries, of which the Galter Library was the only stand-alone health sciences library participating in this test. Total respondents were more than 20,000 of

*LibQUAL+ Survey - continued on next page*

which the Galter users numbered 476, about a 15% return for the number of email messages sent to the Northwestern University Medical School community. Galter users were pretty evenly divided by group (164 faculty, 122 students and 171 staff), by gender (52% female and 48% male) and by age (35%, age 22-30; 33%, age 31-45; and 30%, age older than 45). Users indicated that 18% of them used the physical library daily and 39% weekly; use of the electronic library was 30% daily and 41% weekly.

The 2001 survey test measured for the following dimensions of service: access to collections, assurance, empathy, library as place, reliability, responsiveness, tangibles, self-reliance, and instruction. On average the overall group score for quality of service was 7 on a scale of 1-9. The overall satisfaction with library service affect scored at 7.23 and overall support for scholarly efforts scored at 6.81.

What did we learn from the survey specifically about the quality of Galter Library services? Overall, Galter users said that the quality was pretty good — that the gap between what users expected of a service and the quality they perceived in a service was within a positive range for most of the dimensions measured. The overall Galter score for quality was 7.10 and for service affect was 7.25.

However, the survey did point out significant gaps or negative scores for some longstanding issues. Where the Galter Library lacked quality was in collections and library hours.

The overall satisfaction score for the Galter Library's support for scholarly efforts was 6.88. Specifically, when users responded to the question on 'comprehensive print collections', the library received a negative gap score of -0.20. This is calculated from the minimum expectation score of 6.45 and a perceived score of 6.25. The desired score for this question was 7.92.

Another question on quality of the collections asked users to score 'complete runs of journals'. Here the Galter Library received another negative gap score measuring -0.31. The desired score was 7.93. In contrast, when users were asked to score 'access to archives, special collections', the Galter Library's gap score was 1.20. Another positive score (1.22) was 'instruction in library use, when requested'. Even document delivery scored positively at 0.34.

The other area where the Galter Library fell short in quality is library hours. When users were asked to score 'convenient business hours', the minimum score was 6.68 but the perceived score was 6.33 producing a negative gap score of -0.35. The desired score was 8.10.

In many ways the negative scores are not surprising. In fact they were expected, and one of the major benefits of participating in

the survey test was to obtain solid, objective evidence of what the library staff have heard from users, especially faculty, for a long time. This evidence is useful in presentations to Medical School administration at appropriate times, namely, when budgets are planned for the next academic year. For example, the faculty has routinely commented on the state of the library's journal collection. In many ways of communicating via school committees, councils or forums and in the last two Program Review reports, faculty have said the Galter collection is not meeting their research needs for themselves or their students. Some individuals concede that the journal collection has improved in the last ten years, but it still needs enhancement as a valuable research tool. The LibQUAL+ survey provides the data to show what faculty think about the quality of this service dimension.

The negative score for the library hours issue is another quality dimension that has been criticized recently and therefore comes as no surprise. The issue surfaced again when the medical students complained that reducing evening hours last year hurt them a great deal despite some evidence that the 11PM to 12 midnight hour served only a small handful of students. Since last academic year the students have requested that the evening and weekend hours be restored, and this issue is reflected in the LibQUAL+ survey results as a negative quality score.

As the Galter library staff begin plans for developing a new strategic plan, the LibQUAL+ survey results will provide data for discussing changes in the library's services. Also, Galter users will be asked to repeat the survey next year (using a smaller, more focused set of questions) along with 35 other academic health sciences libraries. The results next year will provide comparative data with true peers, and this data could lead to insights into best practices about key library services. Overall, participation in the LibQUAL+ Survey project was a positive and beneficial experience. Library staff are grateful to users who participated and provided the feedback that has been sorely needed. 

## Staff News

**Laurel Graham**, former Media Librarian in the Learning Resources Center, left Galter in August to become librarian at Rush North Shore Hospital in Skokie.

**Rich McGowan**, Library Assistant II in the Reference and Research Services Department, left Galter to move to Minnesota. Rich is continuing his library science studies electronically at the University of Illinois at Urbana-Champaign.

**Stephanie Kerns**, former Education Coordinator-Reference Librarian, became the new Head of the Learning Resources Center starting September 1. Congratulations Stephanie!

# Johns Hopkins U. Medical School Adopts New Literature Standard

By James Shedlock, A.M.L.S., Director

Many are aware of the tragic death of a healthy volunteer in a research study at Johns Hopkins Medical School. As a result of the necessary investigations about why the death occurred and how harm can be prevented in the future, Hopkins faculty and external reviewers developed and endorsed new standards. One of the standards states:

“Requiring investigators to collaborate with a librarian and a pharmacist to strengthen literature searches regarding previous studies for any substances for which the FDA does not require an IND. The goal of the collaboration is for both the librarian and pharmacist to help search appropriate databases for potential side effects.”

See <http://www.hopkinsmedicine.org/press/2001/SEPTEMBER/010907A.htm> for details.

Galter staff also endorses these standards and reminds all users that services are available to assist you in identifying, accessing and managing biomedical scholarly information. For example, Galter reference librarians can use their knowledge of databases, indexes and other reference tools to identify scholarly information on your specific topic. Their research skills can focus on resources that the researcher or student may never think of using. Galter reference librarians also have excellent skills in developing search strategies that are very specific to your topic as well as to the preferred resource that most likely holds the information you seek. Once identified, Galter staff work to make sure you receive the journal articles, book chapters or even media identified in your literature search. Also, Galter reference librarians can teach you some fundamentals of organizing your personal database using tools like EndNote, which not only manages your retrieved citations but also helps you incorporate your citations into the article you write based on the citation format for the specific journal. Galter librarians are information specialists in biomedical literature, its retrieval and organization. Let us use our professional skills to assist you when you need it!

Please speak with Kurt Munson, Head of User Services, at 3-6898 if you wish to discuss special research services or speak with any reference librarian at 3-8109 or [glsref@northwestern.edu](mailto:glsref@northwestern.edu) about the library's search services. 

## Collection News

By Ramune Kubilius, M.A.L.S., Collection Development-Special Projects Librarian

ACCESS TO 53 NEW ELECTRONIC JOURNAL TITLES THROUGH THE ILLINOIS DIGITAL ACADEMIC LIBRARY (IDAL)

Thanks to the Illinois Digital Academic Library (IDAL) initiative, Northwestern University libraries can now offer access to fifty-three (53) new electronic journal titles. The journals covered include a variety of medical and health sciences fields. Under the license, IDAL has the option to offer these journals through calendar year 2004.

Galter Health Sciences Library users can access these titles from the E Journals section from the home page (<http://www.galter.nwu.edu>) or via NUCat, the online catalog for Northwestern University libraries. Check NUCat to see if any of the Northwestern University libraries also subscribe to the print counterpart of these electronic titles.

### List of Mary Ann Liebert, Inc. Journals

1087-2914	AIDS Patient Care and STDs
0889-2229	AIDS Research and Human Retroviruses
1076-2809	Alternative & Complementary Therapies: A Bimonthly Publication for Health Care Practitioners
1087-2906	Antisense and Nucleic Acid Drug Development
1084-9785	Cancer Biotherapy and Radiopharmaceuticals
1094-9313	CyberPsychology & Behavior: The Impact of the Internet, Multi-Media & Virtual Reality on Behavior & Society
1520-9156	Diabetes Technology & Therapeutics
1044-5498	DNA and Cell Biology
1092-8758	Environmental Engineering Science
1092-1885	Gaming Law Review
1043-0342	Human Gene Therapy
0272-457X	Hybridoma: A Journal of Molecular Immunology and Experimental and Clinical Immunotherapy
1075-5535	Journal of Alternative and Complementary Medicine: Research on Paradigm, Practice, and Policy

1044-5463	Journal of Child and Adolescent Psychopharmacology
1079-9907	Journal of Interferon and Cytokine Research
1092-6429	Journal of Laparoendoscopic & Advanced Surgical Techniques, Part A
1080-7683	Journal of Ocular Pharmacology and Therapeutics
1096-6218	Journal of Palliative Medicine
1524-6094	Journal of Women's Health & Gender-Based Medicine
1092-6410	Pediatric Endosurgery and Innovative Techniques [part B of Journal of Laparoendoscopic & Advanced Surgical Techniques]
1078-3024	Telemedicine Journal and e-Health [formerly, "Telemedicine Journal"—ISSN # 1078-3024]
1050-7256	Thyroid
1076-3279	Tissue Engineering
1523-0864	Antioxidants & Redox Signaling
1531-1074	Astrobiology
0730-031X	Biotechnology Law Report
1527-9162	Biotech Software & Internet Report: The Computer Software Journal for Scientists
1520-4553	Cloning
1093-507X	Disease Management
1524-8909	e-biomed: the journal of regeneration [online only]
1535-3141	Foodborne Illnesses
1090-6576	Genetic Testing
1523-6129	High Altitude Medicine & Biology
1097-9336	In Vitro & Molecular Toxicology: A Journal of Basic and Applied Research
1096-6226	International Journal of Cosmetic Surgery and Aesthetic Dermatology
0894-2684	Journal of Aerosol Medicine: Deposition, Clearance, and Effects in the Lung
1094-5458	Journal of Anti-Aging Medicine
1087-0571	Journal of Biomolecular Screening
1044-5471	Journal of Clinical Laser Medicine & Surgery
1066-5277	Journal of Computational Biology: A Journal of Computational Molecular Cell Biology
0892-7790	Journal of Endourology
1042-4067	Journal of Gynecologic Surgery
1525-8165	Journal of Hematotherapy & Stem Cell Research
1096-620X	Journal of Medicinal Food
1529-1197	Journal of Men's Health
0897-7151	Journal of Neurotrauma
1090-6592	Microbial & Comparative Genomics
1076-6294	Microbial Drug Resistance: Mechanism, Epidemiology, and Disease
1091-5362	Molecular Urology
0883-1874	Pediatric Asthma, Allergy & Immunology
1096-2964	Surgical Infections
1530-3667	Vector Borne and Zoonotic Diseases
0882-8245	Viral Immunology

A complete list of the titles can also be found at: [http://www.idal.illinois.edu/databases/liebert/010712\\_title\\_list.htm](http://www.idal.illinois.edu/databases/liebert/010712_title_list.htm)

The goal of the *Illinois Digital Academic Library* initiative is “to build a collection of full text and image digitized resources that support instruction, study, and research by students, faculty and staff in all eligible Illinois institutions of higher education.”

A complete description of IDAL can be found at: [http://www.idal.illinois.edu/brief\\_overview.htm](http://www.idal.illinois.edu/brief_overview.htm) 

# Library Staff Cleaning Out Old Books; Upcoming Book Sale

*By James Shedlock, A.M.L.S., Director*

A select team of library staff are proceeding with an important ‘weeding’ project of ‘deselecting’ English-language monographs published between 1850 and 1950. Weeding is library jargon for removing old books from the shelves that are no longer relevant for the collection. The purpose of the project is to create space for a still growing print journal collection. During the past year the Library Committee advised the staff that the priority for keeping print volumes is to store as many journal volumes as possible. Monographs that have historical value are ranked next in priority.

Members of the team have divided up the Dewey classification numbers, which were used to classify books published before 1950, and each is working on their subjects. Some of the major criteria used to remove books from the shelves include their value in the history of medicine; books written by Northwestern authors or about Northwestern; books written by Chicago authors or about Chicago health institutions; books autographed by the author; and books that discuss the history of a discipline. In weeding the collection staff are also looking to keep representative titles from different time periods between 1850 to 1950 so as to trace the development of a particular health topic. Staff also use as a guide any title or author referenced in Morton’s Medical Bibliography, an Annotated Checklist of Texts Illustrating the History of Medicine (Garrison and Morton), edited by Jeremy M. Norman, 5th Edition.

Books weeded from the collection will continue to go on special book sales. If you are interested in building your own history collection, watch for future announcements of the library’s book sales. 

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## Library Courtesy — Eating, Drinking, Cell Phones, Quiet Areas and Computer Use

*by James Shedlock, A.M.L.S., Director*

From time to time, it is important to remind our users about some basic rules of library courtesy.

### *Eating*

While the library has eased its policy on drinking in the library, there is no change in the policy on consuming food in the library. **FOOD IS NOT PERMITTED IN THE LIBRARY.** Food smells can be very annoying to users trying to study. Food risks damage to computers and print resources. Food waste is messy and attracts bugs. The food policy applies to all PBL sessions held in the library — please do not bring bagels and breakfast food to class. The library staff will NOT police the library unless there is a gross breach of courtesy. Users — faculty and students — are on an honor code when it comes to enforcing the library’s policy on no food.

### *Drinking*

Drinking beverages while in the library is permitted **ONLY UNDER THE CONDITION OF USING A SECURE CUP WITH A SEALED LID.** Paper cups with a plastic lid **DO NOT MEET THE POLICY REQUIREMENTS.** When purchasing beverages that are contained in a paper cup with a plastic lid, please transfer them to a sealed cup.

### *Cell Phones*

Many users find cell phones and their use in the library to be very disturbing. As there are no phone booths in the library, users who receive calls should conduct their conversation outside the library or in the hallway near the first floor photocopy room. Please do not use the library atrium as a location for your conversation. Also, turn down cell phones and beepers when entering the library.

*Library Courtesy - continued on next page*

### *Quiet Areas*

Users should be mindful of the library as a study hall and a place for serious research of the scholarly literature. Traditionally, libraries have been known as quiet havens, and many users want to preserve them as such. In the age of high-tech communication, use of machines to receive or process information make the library an active and sometimes loud space. Also, libraries are a places for business and quiet conversation between librarian and client is not always possible. Therefore, it is worthwhile to try and keep the second-floor space as a library quiet area. When on the second floor, please keep conversation to a minimum or use the group study rooms for conversation.

### *Computer Use*

Users should know and be sensitive to the fact that the library's computers are shared machines. Other people will be using the same computer as the one you use. What you leave on the machine can be very disturbing to someone else. While we want the library computers to be free for discovery, users must know the implications of their computer use. For example, please do not download software or messaging services or Napster clones. Foreign items are interfering with the network connections established for each machine. This interference prevents the operation of legitimate LRC resources. When in doubt, do NOT download. Consult with library staff! A more sensitive item is the viewing of pornography in the library. This material is offensive to some people, including library staff who must clean up the computer in order not to offend another user. Please remove all sensitive material from the library's computers when you are finished.

As always, we appreciate our users' cooperation in making the library a pleasant environment in which to do research, study or satisfy their information needs. We trust your honor and sense of responsibility as a health professional to maintain the library as a common benefit to the entire Northwestern community. ✍

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## NEW OVID TITLES ADDED

Effective September 2001, the Galter Health Sciences Library has licensed new electronic journal subscriptions from Ovid Technologies. These titles include:

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|--|-------------------------------------|
| * AIDS                                     | * Journal of Orthopaedic Trauma     |
| * American Journal of Medicine             | * Journal of Pediatric Orthopaedics |
| * Clinical Orthopaedics & Related Research | * Pancreas                          |
| * Foot & Ankle International               | * Spine                             |

Access to these titles and more can be made in a variety of ways:

- by linking from Ovid MEDLINE citations to the full-text articles;
- by linking from the Journals@Ovid database, accessible in the Ovid database menu listed in the Databases portion of the Galter Library web site;
- by clicking on the individual journal titles listed under the Galter Health Sciences Library's E Journals button found on the home page (<http://www.galter.nwu.edu>); and
- by linking directly from the online catalog (NUcat) record for the individual titles.

These titles join the other Ovid electronic journal titles as well as many more that comprise the Galter Library's electronic collection. To obtain more information about accessing Ovid electronic journals or Ovid MEDLINE or training to use these resources, please contact the Reference Desk at 503-8019 or e-mail: [ghsl-ref@northwestern.edu](mailto:ghsl-ref@northwestern.edu). Additionally, check the class schedules list prominently displayed on the Galter Library's home page. ✍

*Library Notes* IS A PUBLICATION OF THE GALTER HEALTH SCIENCES LIBRARY



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**PATTY SEKIRKA**

LIBRARY HOURS*	REFERENCE ASSISTANCE	TELEPHONE NUMBERS
Monday-Thursday 8:00 a.m.-11:00 p.m. Friday 8:00 a.m.-7:00 p.m. Saturday 9:00 a.m.-5:00 p.m. Sunday 12:00 p.m.-10:00 p.m.	Monday-Thursday 9:00 a.m.-6:00 p.m. Friday-Saturday 9:00 a.m.-5:00 p.m.	<b>Administration</b> 312-503-8133 <b>Circulation</b> 312-503-8126 <b>Interlibrary Loan</b> 312-503-1908 <b>Learning Resources Center (LRC)</b> 312-503-8238 <b>Reference</b> 312-503-8109
*LRC and Circulation always close 15 minutes earlier. *Photocopy machines are turned off 15 minutes before closing.		
 <b>GALTER HOMEPAGE</b> < <a href="http://www.galter.northwestern.edu">HTTP://WWW.GALTER.NORTHWESTERN.EDU</a> >		