

THE NEW ACADEMIC YEAR

James Shedlock, A.M.L.S., A.H.I.P., Director, j-shedlock@nwu.edu



LIBRARY NOTES

It is a pleasure to welcome our new and returning students to the Galter Health Sciences Library and Northwestern University! We are pleased to have you here and wish you much success in your pursuit of knowledge. The Galter Library staff is committed to assisting you in meeting your varied information needs. Please do not hesitate to seek advice from the staff on how to use the many resources of the library and the Learning Resources Center. Your comments and suggestions for improving library services are always welcome.

Also, it is a pleasure to welcome new faculty to the Galter Library. We are particularly interested in collaborating with our faculty on projects that improve access to scholarly information. Please feel free to contact us for individual consultation on library resources and services.

The library staff anticipates a busy year ahead as we work to build up collections and improve the quality of our information services. For example, staff worked this past spring and summer to prepare a new, redesigned electronic library at www.galter.nwu.edu. The redesign organizes electronic resources in a new, and hopefully, more efficient manner. In particular, check out the collection of electronic textbooks under the E-Books heading. Our work continues in the new academic year to make the electronic library even better.

As always, we encourage all our users to communicate your ideas about how to improve the library. Formal suggestions can be made and deposited at the boxes located on or near the three service desks (Circulation, Reference and LRC). Responses are now posted to a new bulletin board in the library atrium (next to the copy card dispenser). We hope to add an electronic suggestion box as well.

The library staff appreciates your comments and suggestions on how we can better support your information needs. We look forward to working with you this year! ☺

NEW SERIES #19

JULY/AUGUST/SEPTEMBER 1999

IN THIS ISSUE

WELCOME!	1
AN EXPERIMENT THAT FAILED	1
NEW GALTER HOME PAGE	3
SURVEY RESULTS	4
STAFF NEWS	4
TASTE OF GALTER '99	6
LIBRARY TRAINING SEMINARS	6
E-RESERVES TIPS	7
ILL BY E-MAIL	7

AN EXPERIMENT THAT FAILED: JBC ONLINE VS. JBC PAPER

James Shedlock, A.M.L.S., A.H.I.P., Director, j-shedlock@nwu.edu

Introduction: As our faculty and students know, you can learn a lot from a failed experiment. I am writing to let you know what we learned from a recent experience in canceling a print journal in favor of its electronic counterpart.

Background: Library Administration is ever mindful of the escalating costs of research publications. We routinely go to Medical School Administration requesting 10% increases in the library's acquisitions budget just to stay even with current subscriptions. If we want to purchase more titles (which we do, based on faculty requests and the library's borrowing activity), we either cancel other titles or justify additional budget increases beyond the 10% inflation request (which we do routinely).

JBC - CONTINUED ON NEXT PAGE

At the same time, Library Administration realizes that the conversion of a traditional print library to an electronic one produces a dilemma: do we duplicate titles in print and electronic formats or rely only on one format? While duplication is sometimes mandated by the publisher, at other times a title is worth duplicating in order to secure a local archive copy for future reference and use. Nevertheless, duplication is also abhorrent to a library manager frustrated by limited budgetary funds and escalating journal costs. Library Administration looks for opportunities to save dollars whenever we can and lately we have become somewhat successful in achieving savings. These savings are important to us so we can try and meet a growing demand for additional titles from an expanding and diverse group of research faculty and graduate students.

Hypothesis: That duplication of formats is unnecessary and that faculty and students would support cancellation of a print copy of *Journal of Biological Chemistry* in favor of an electronic copy.

Methodology: Selecting the *Journal of Biological Chemistry* (JBC) as the sole title for an 'experiment' in cancellation was easy. The publisher — the American Society for Biochemistry and Molecular Biology in conjunction with Highwire Press of Stanford University — has wisely (in our opinion) priced this title in its electronic version BELOW the price of the print version. Considering two critical factors — that our Medical School faculty has endorsed the concept of Galter being an electronic library as much as possible, and that the JBC archive copy would be secured in Evanston at the Science and Engineering Library — the Galter print version of JBC was canceled.

Results: Since the loss of the print JBC in 1999, numerous complaints have been lodged with the reference staff and the collection development librarian, asking for print copies of JBC articles. Faculty and students complain that the online quality of graphics is not equal to that of the print version and at times the electronic version is not available.

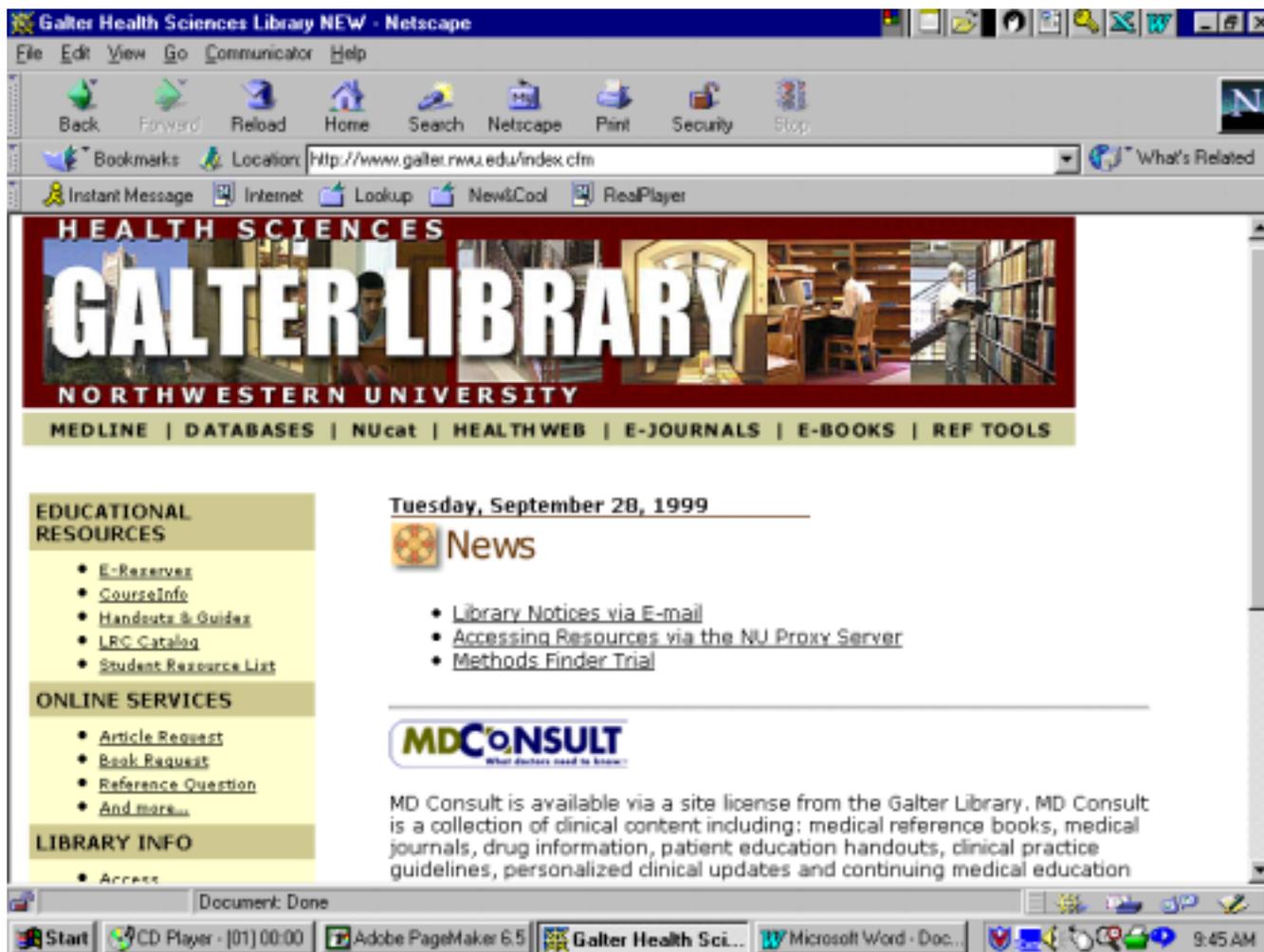
Analysis and Discussion: While this is hardly a valid experiment, it is important to learn more from this lesson by looking critically at the issue of duplication based on formats. The point is — what is our priority and when do we stop duplicating our collection? In the old days of print publications, it was common for libraries to buy multiple copies of a title in order to make them more accessible to many users. With prices escalating at 10% each year, duplicate print subscriptions were dropped years ago. But now libraries are quickly 'at it again' by duplicating print with electronic formats. We need to ask if the Galter Library can afford to be in the preservation business by securing print versions of research or clinical journals when an electronic version is available? Is it more critical to concentrate on one copy of a title, preferably electronic, and work with peers to secure preservation copies, preferably stored someplace other than Galter? So far, Medical School Administration has provided the funds for our current collection, and we have decided to duplicate journals that are most critical to the mission of the school. However, feedback from users is important. Where do we begin to draw the line over duplication? Which titles do we acquire in electronic format and which in print and which in both formats?

Conclusion: The Galter Library is securing a gift copy of the print JBC for 2000 and will be restoring the 1999 print volumes as soon as possible. Also, the Library Committee will review recommended lists of titles library staff wish to convert from print to electronic.

If you have an opinion on the issue of duplicating journal titles, you can send it to j-shedlock@nwu.edu or contact the Director at 3-8133. ☺

THE GALTER LIBRARY HOME PAGE HAS A NEW LOOK!

James Shedlock, A.M.L.S., A.H.I.P. Director, j-shedlock@nwu.edu



The Galter Library renovates again! The Galter staff are pleased to present an updated web site, the Electronic Galter Library. The new web site features a reorganization of critical information resources in a way that should make it easier for users to find what they need. Staff also aimed to put resources more directly into the users' hands by reducing the number of clicks needed to reach a resource. Electronic resources such as databases, electronic journals, electronic textbooks, and reference tools are easily accessed across the top of the page. Services and information about the library can be accessed along the left-hand side of the page. These services include educational programs, Interlibrary Loan, and Reference questions. Information about the library includes hours, policies, collections, and frequently asked questions.

Another feature of the web site is a reorganization that allows staff to quickly change and update news and resources through the use of back-end databases. These databases permit more staff to manage the web site efficiently and update news announcements easily. Also coming soon will be a new electronic Dollie's Corner and other features that highlight the library's valuable historical collections. Look over the new site and use the feedback link to tell us what you think! <www.galter.nwu.edu>. ☞

LIBRARY USERS SURVEY RESULTS

Brian Lauer, M.I.L.S., Reference Librarian, b-lauer@nwu.edu

Who are our library users?

Last spring, the Library initiated the first phase of an assessment of library services. The library asked patrons to provide their affiliation to the University such as medical student, dental student, or resident, each time they entered the library, for a one-week period. The library is using this data as a starting point for identifying who is using our library, what services they need, and what time of day they need to access the library. By looking at the usage numbers during a sample week the library was able to assess which groups use the library often and which do not.

Evaluation questions we hope to answer over the next year include: Why do some groups use the library more? Are those that use the library often getting the service they desire? Why do some groups seldom use the library? Are the infrequent visitors underserved by the library and how can we better serve this group? Are many of the infrequent user groups accessing the library remotely (using the electronic library)?

The usage data indicate that students, researchers, and faculty, respectively use the library (figure 1). This data is consistent with the number of individuals in each of these categories; in other words, there were no surprises. We were pleased to see a large number of residents, fellows, and interns from Northwestern Memorial Hospital are active users of the library. We are now targeting educational programs to this group as a result of the survey.

When are our users in the library?

Another quantitative study that came out of this project was hours of usage for the library. Statistics were kept separately for each hour that the library was open and what areas of the library were most heavily used by the patrons.

The data indicate that early morning through late afternoon hours of the day require the most staff (figure 2). Should the library change its hours? There are significantly fewer users in the library, from 11:00 p.m. to midnight, than there are users from 8:30 a.m. to 10:00 a.m. Based on this information, we are considering the possibility of opening the library during the week at 8:00 a.m. rather than 8:30 a.m. This change in hours would also mean possibly closing the library earlier than midnight. Our goal is to meet the needs of our users so that they can most fully access the library to meet their educational, clinical, and research needs.

Please look forward to helping the library meet its goal by continuing to participate in the assessment of library services. Phase II of this assessment will include web and print surveys supplying more detail in regard to specific library services. If you wish to make a comment please use the suggestion/comment boxes throughout the library or send email to Linda Walton, Associate Director, ljwalton@nwu.edu. ✍

Continued opposite page - LIBRARY USERS

STAFF NEWS

Linda Walton, M.L.S., Associate Director, ljwalton@nwu.edu

Mack Duckett is now a Library Assistant I in Client Services. Mack will be working in the Interlibrary Loan/Document Delivery office. Mack has worked for the library as a part-timer at various times in his life beginning with high school. We are pleased to have Mack as a full-time employee.

Ira Hardin is now a Library Assistant I in the LRC during the evenings. Ira has worked as a part-timer in Client Services and the LRC before accepting this position. Good luck Ira.

Margaretta Anderson is the Evening Clerk for Client Services and will primarily be working the Circulation Desk and stacks. Margaretta began working as a part-timer at the library's Circulation Desk. Welcome aboard Margaretta.

Nancy Ford has recently accepted the position of Reference Assistant. Nancy has been a library assistant for the University of Chicago and the Chicago Art Institute. We look forward to seeing Nancy at the Reference Desk.

Dan Zamudio, ILL Clerk left Galter to work at Roosevelt University in their music library. Dan is also pursuing his library degree at Dominican University.

Linda O'Dwyer, Reference Assistant has also left Galter to pursue a library degree. Linda is now a library school student in London, England with plans to become a law librarian. We wish Dan and Linda the best of luck with their new careers.

Cheri Vasser, LRC Library Assistant is now a library assistant at St. Elizabeth's Hospital. Good luck Cheri. ✍

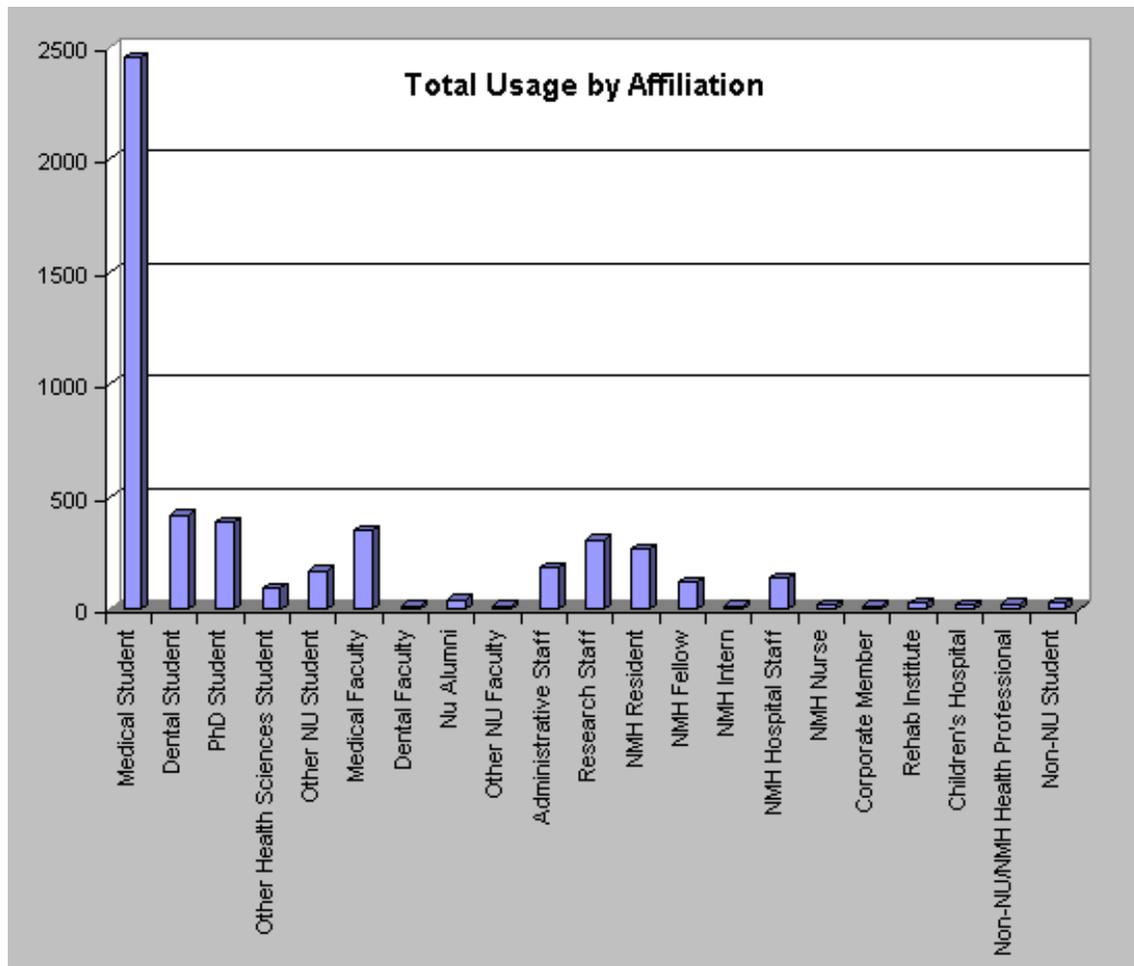


Figure 1

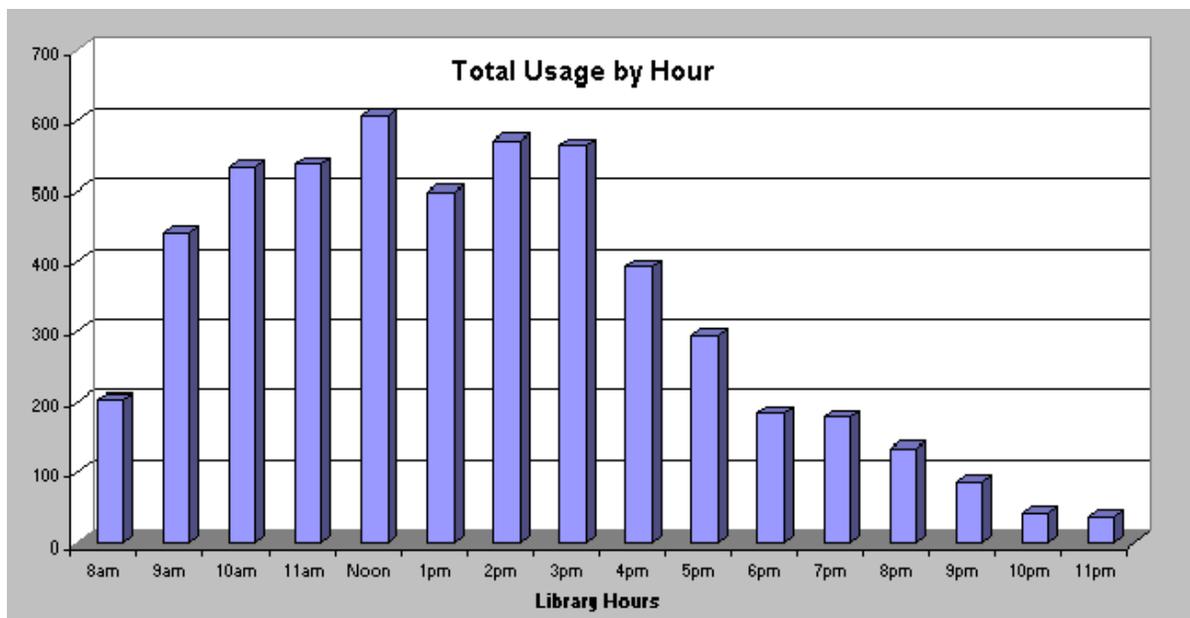


Figure 2

TASTE OF GALTER '99 A SUCCESS!

Teresa Westphal, M.L.I.S., Reference Librarian, t-westphal@nwu.edu

The second annual Taste of Galter was held on Wednesday, August 18. This one-day event highlighted Galter databases and other information resources. Galter staff provided a sampling of new and improved information resources through several one-hour sessions. In addition to the delicious lunch provided by the Library, the 40+ attendees had the opportunity to meet and mingle with library staff. In case you missed Taste '99, a number of the handouts are available from the Galter Electronic Library. Go to <http://www.galter.nwu.edu> and click on "Ref Tools" then "Handouts & Guides."

Here's what you liked the most about Taste of Galter:

"This is a good way to introduce people to the different options and tools that the library has to offer."

"The packets of information are great."

"The opportunity to meet Galter staff."

"Knowing resources that I may reach makes my research easier and faster."

"I liked the casual format allowing questions during the sessions." 

LIBRARY TRAINING SEMINARS TAILORED TO MEET YOUR NEEDS

Ramune Kubilius, M.I.L.S., Head, Reference and Research Services, r-kubilius@nwu.edu

As the Galter Health Sciences Library's electronic collections have become richer and more complex, it has become increasingly important for the library to not only promote the resources licensed and made available for library users, but also to provide training seminars to teach techniques for their optimum use. Here are some recent examples of how a number of departments have already worked with Reference Librarians to take advantage of custom designed information sessions for their constituencies:

- The Physical Medicine & Rehabilitation and Pathology departments selected informatics training for residents as a priority. Seminars selected include: The Electronic Library, Health Resources on the WWW, Introductory and Advanced MEDLINE and Image Scanning.
- Databases Beyond MEDLINE: Scientific Databases, MEDLINE, and EndNote were among the seminars that incoming graduate students of the IGP (Integrated Graduate Program) attended in preparation for their years of scholarly endeavors here at Northwestern University.
- A self-paced tour and three days of seminars collectively entitled "The Electronic Black Bag" were among the introductory sessions for incoming medical students. The tour and open house highlighted library resources and offered the opportunity for the students to meet library staff. The second was a series of seminars newly expanded, planned, and taught by the Galter Health Sciences Library Reference team members, in conjunction with Dr. Michael Altman, Associate Dean for Medical Informatics and Computer Assisted Instruction. Sessions included: *CourseInfo*, MEDLINE, Information Tools, Search Engines, and Quality Filtering of the Internet.
- Evidence-Based Dentistry is the focus of a new fall elective course offered by the Dental School. Librarians Barbara Nadler and Teresa Westphal developed and are teaching four of the ten class sessions, which focus on the database resources that support this new endeavor.
- Lunch and Learn sessions continue to be a regular feature on the Galter Library's Educational Programs calendar. Recent sessions offered include: Funding Your Research at NU: Community of Science and Other Online Information Resources; Web of Science; EndNote, and Evidence-Based Medicine Reviews (EBMR).

Departments and individuals that would like to view the library's list of the information management seminars as well as upcoming classes should go to < <http://www.galter.nwu.edu> > and click on "classes" under Library Info. For more information on educational programs, please call the Reference Desk at 3-8109 (503-8109) or stop by the Reference Desk. 

THE RESERVES PROCESS AT GALTER

Laurel Graham, M.I.L.S., LRC Reference Librarian, l-graham@nwu.edu

To streamline the library reserves process we have recently reorganized. Reserves are now coordinated in the Learning Resources Center (LRC), located on the first floor of the library. Electronic resources are accessed through Voyager, our on-line catalog, while print copies are still found behind the circulation desk. Please bring both print (books) and material for electronic reserves to the LRC to be added to the system; or send them electronically to <http://www.galter.nwu.edu/lrc/submit.cfm>.

Below are some tips for submissions to e-reserves:

- Submit documents at least a week before your students need access to them. Please remember holidays and weekends will cause delays.
- Submit documents in electronic format whenever possible. Remember submitting a request in print, rather than electronically or on a disk, will add additional steps and time to the process. (For example, documents produced using Power Point, Word, Excel can be submitted on disk.)
- Submit documents as an Adobe Acrobat PDF whenever possible, this includes those documents listed above plus journal articles, book chapters, etc.
- In order to read documents off of e-reserves one must have Adobe Acrobat Reader on your computer. This software is available at: <http://www.adobe.com/proindex/acrobat/readstep.html#reader>
- Non standard fonts, patterned backgrounds or color can cause problems in the scanning process. Please use color, fonts and backgrounds judiciously. We do not have a color printer for public use; so please submit read only color documents.
- Submit only single sided documents.

***Special note: If a document has previously been on electronic reserves please note this when submitting the item to be again placed on reserve.**

If you have any questions regarding the system, or would like to schedule training for creating and preparing documents for reserves, please contact Laurel Graham at l-graham@nwu.edu or 503-1875. ☞

DELIVERY OF INTERLIBRARY LOANS BY E-MAIL: VOLUNTEERS NEEDED!

Kurt Munson, M.S.L.I.S., Head, Client Services, kmunson@nwu.edu

The Interlibrary Loan department at the Galter Health Sciences Library is looking for users to help us test delivery of documents by e-mail. We need people with e-mail accounts through Northwestern University and Northwestern Memorial Hospital who use Macs and Windows 95/98 with all levels of computer expertise. Please contact Kurt Munson, Head of Client Services at 503-6898 or kmunson@nwu.edu for more information. ☞



Library Notes IS A PUBLICATION OF THE GALTER HEALTH SCIENCES LIBRARY

DIRECTOR
MANAGING EDITOR
LAYOUT & DESIGN

JAMES SHEDLOCK, A.M.L.S.
LINDA WALTON, M.L.S.
LASHANDA HOWARD-CURRY

LIBRARY HOURS*	Reference Assistance	TELEPHONE NUMBERS
Monday-Thursday 8:30 a.m.-12:00 a.m. Friday 8:30 a.m.-9:00 p.m. Saturday 9:00 a.m.-7:00 p.m. Sunday 11:00 a.m.-11:00 p.m.	Monday-Thursday 9:00 a.m.-8:00 p.m. Friday-Saturday 9:00 a.m.-5:00 p.m.	Administration 312-503-8133 Circulation 312-503-8126 Interlibrary Loan 312-503-1908 Learning Resources Center (LRC) 312-503-8238 Reference 312-503-8109
<p>*LRC and Circulation always closes 15 minutes earlier. *Photocopy machines are turned off 15 minutes before closing.</p>		
<p>≡ GALTER HOMEPAGE <HTTP://WWW.GALTER.NWU.EDU></p>		