Library Notes

Galter Health Sciences Library
Northwestern University
www.galter.nwu.edu

IN THIS ISSUE

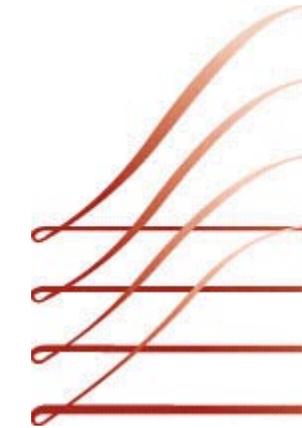# GALTER LIBRARY RECEIVES INFORMATION SYSTEMS GRANT FROM NLM

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

The Galter Library has been awarded an information systems grant from the National Library of Medicine (NLM) to build and test the Health SmartLibrary (HSL). The award amount is $276,993.

The HSL extends the concept of the electronic library through the personalization of web-based tools designed to push information closer to the user at their point of need. Over the past five years, the Galter staff has been building the electronic library in earnest. We now provide paid access to 14 databases, 900+ electronic journals and 54 electronic books; the total electronic library is even larger thanks to the sharing of e-resources with the North campus libraries and other consortial arrangements.

The new information systems grant results from a strong and developing collaboration with users. The grant team brings together library staff Brian Lauer, Knowledge Systems Librarian, and Steven Hunt, Head of Information Systems, with Assistant Professor Dr. Jonathan Handler and Clinical Instructor Dr. Michael Gillam of the Department of Medicine's Emergency Medicine Division. Drs. Handler and Gillam are co-creators with others in the development of the National Center for Emergency Medicine Informatics (NCEMI, www.ncemi.org). These librarians and physicians will

A Memorial to Mrs. Dollie Galter, 1904 - 2001

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

The library lost a great friend and benefactor with the passing of Mrs. Dollie Galter on Tuesday, April 17, 2001. Mrs. Galter was 97 years old. Born in Chicago and raised in San Francisco for part of her youth, Mrs. Galter graduated from Harrison High School here in Chicago.

Mrs. Galter often told the story about her

be doing the bulk of the programming for creating tools that form the basis of the HSL. Linda Walton, Associate Director, is the grant administrator and James Shedlock, Director, is the grant's principal investigator.

The HSL will create the following tools for users to better manage their access to health information:

- A personal HSL — This tool will let users customize their own personal library. Similar to other personalization efforts on the web (My Yahoo is an example of web-based personalization), the tool will let users intelligently customize their library based on personal interests. The personal HSL tool combines a number of features to manage health information including personal selection of library e-resources, a metasearch engine, a current awareness center and a personal filing system or database.

- An automatic selection tool — This program will automatically select library and information resources based on the user's specialty or subject interest. Here the user has the ability to select topics once and the program will be designed to send information directly to the user — the HSL will push information to the user without them needing to request it. This service will allow users to go directly to the most relevant resources in the field rather than browsing through all the library or Internet resources available to them.

- The metasearch engine — Part of the package mentioned above, this tool in the HSL will be designed to search several Galter Library e-resources at once. This tool is designed to save the user's time, especially for the clinician, by limiting the number of required search strategies to be used across resources that have their own search interface and search protocols for extracting information.

- A current awareness tool — Another part of the HSL package is a current awareness tool. Designed to help clinicians keep abreast of relevant findings published in the scholarly literature, this service revitalizes the library's older current awareness service called SDI (for selective dissemination of information). What's new in the HSL is designing a service that gives the user the actual article rather than just a citation to the literature when its available.

- A personal filing cabinet — This tool is a convenient label for a personal database. This service will allow users to easily and quickly file articles, citations bibliographies or web links that are important to them. What makes the personal database unique is the effort to provide some standard organizing features the user can select from as they start to build a personal database.

- A critical feature of the grant will be its evaluation. The key question to test is whether such tools as those above can make a difference in the busy clinician's work life to the point that patient care is improved. The grant is effective May 2001 and proceeds for 24 months. Contact Jim Shedlock at 3-8133 for more details.

————————————

late husband Jack making the money so she could spend it. The Galter Foundation supported many health-related charities such as the Medical School, Northwestern Memorial Hospital, the Rehabilitation Institute of Chicago, National Jewish Hospital in Denver, Swedish Covenant Hospital, Lamb's Farm, Maryville Academy, Boystown Jerusalem, and many more. Mrs. Galter often said her interest in health care stemmed from her self-education through reading about doctors and health care professionals.

It was only late in their giving that the Galters took an interest in having their name publicly displayed. The Galters first noticed the Medical School's expanding environment with the excavation on Fairbanks and Superior Streets for the new Tarry Medical Research and Education Building. While the building's name was committed, the Medical School proposed support for its library. During frequent lunch dates, Mrs. Galter often spoke about her love of libraries. She recalled the pleasure of having her father bring home bags of books from the local public library when she was a child. The association of libraries with home and parents, learning and reading for pleasure was a strong one for Mrs. Galter. Her interest in libraries is also based on their ability to serve many people on many different levels at the same time. Mrs. Galter would often tell me that she thought support for a medical library was so important to her because the library could reach out to so many people at once, especially doctors, and help them with improving health for their patients.

Another important display of her interest in libraries shows in our Dollie's Corner collection. When the Galter Library was renovated and expanded, I would go to lunch with Mrs. Galter and bring her up-to-date on the renovation's progress. She always asked of the project with a simple, "How's it going?" She never interfered with the project's details, and often tried to apologize for suggesting the library have a Dollie's Corner. I would reassure her that user response to her idea was overwhelmingly in favor of it. At the dedication of the temporary Dollie's Corner in 1992, Mrs. Galter was thrilled to receive a book of notes from the medical students thanking her for her gift to support the medical library and to create a special room for students to use as a reading room of non-medical literature. In

NLM Gateway: Your Entrance to the Knowledge Resources of the National Library of Medicine

Linda O'Dwyer, MSLIS, Reference and Education Libraria, l-odwyer@northwestern.edu

The National Library of Medicine produces a variety of databases and resources such as PubMed, BIOETHICSLINE, HEALTHSTAR, and MEDLINE*plus*, sometimes making it confusing for the user trying to find appropriate health information. The National Library of Medicine (NLM) Gateway (http://gateway.nlm.nih.gov) is a new Web-based system that allows users of NLM services to initiate searches in multiple databases from one interface, providing "one-stop searching" for many of NLM's information resources. Results from NLM Gateway searches are presented in categories, such as journal article citations, consumer health information, books, serials, and meeting abstracts, rather than by database (see the table below). Please note that other NLM systems (e.g., PubMed, LOCATOR*plus*, MEDLINE*plus*) will retain their own search interfaces and will continue to be publicly available. For more information on the NLM Gateway, please consult the following **Overview** document: http://gateway.nlm.nih.gov/gw/Cmd?Overview.x

CATERGORY	COLLECTION SEARCHED	TYPE OF DATA RETRIEVED
Journal Citations	MEDLINE/PubMed	Journal citations, 1966 to present
	OLDMEDLINE	Journal citations, 1958-1965
Books/Serials/Avs	LOCATOR*plus*	Catalog records for books, serials, audiovisual materials
Consumer Health	MEDLINE*plus* Health Topics	Information on health topics
	MEDLINE*plus* Drug Information	Information on generic and brand name drugs
	DIRLINE	Directory of health organizations
Meeting Abstracts	AIDS Meetings	Meeting abstracts on AIDS/HIV (not indexed)
	AIDS Meetings (with MeSH)	Meeting abstracts on AIDS/HIV (indexed with MeSH)
	HSR Meetings	Meeting abstracts on Health Services Research
Other Collections	HSRProj	Health Services Research Projects in Progress

PROSPERO: SHAKESPEARE IN THE LIBRARY PART TWO

Kurt Munson, MSLIS, Head of User Services,
kmunson@northwestern.edu

Starting in January, 2001, the Galter Health Sciences Library began using a program called Prospero to deliver interlibrary loan journal articles and photocopy orders. Prospero works in conjunction with Ariel, the system libraries use to send photocopies over the Internet. Requests are scanned into Ariel and sent across the Internet as highly compressed multi-page TIFF files. TIFF is a rather unfamiliar format for most people, so Prospero converts the multi-page TIFF file into a PDF. These PDFs are then placed on a web server for the user to access. Prospero then sends an e-mail informing the user that their item is ready for access. For copyright purposes, Prospero also tracks how many times the item is viewed and how long it has been on the server.

Prospero provides a number of benefits to both library users and library staff. First, it provides desktop delivery of items. Second, it reduces turn around time and gets the item to the user faster. Prior to Prospero, we printed out all of the items we received via Ariel, placed them in folders at the circulation desk and users had to pick them up there. Third, it allows users to view their items from anywhere at any time. Finally, since the documents are converted to PDFs, anyone who has downloaded and installed Adobe Acrobat can open them.

Users access their files in Prospero by logging in to the library's homepage, selecting the **and more** feature under Online Services and then clicking on **View ILL Articles** link. This takes them to the Prospero screen where they click on the **Get Documents** button to see a list of their items. Clicking on the hypertext links listed under **Documents** will open the documents in Adobe Acrobat. Users can print, save, or copy the documents. Users can view their documents up to 10 times within 21 days before the items are deleted off the web server for copyright reasons.

Prospero and Ariel, the two document delivery programs named after Shakespeare's characters, have brought us one step closer to the library being anywhere the user wants it to be by bringing interlibrary loan and photocopy service items to the users desktop. If you have questions abut Prospero, desktop delivery services, or other ILL issues, contact Kurt Munson, Head of User Services at 3-6898.

New Acquisitions and New E-Resources

Ramune Kubilius, MALS,
Collection Development and Special Projects Librarian
r-kubilius@northwestern.edu

The library has recently added two new resources to its Web site that provide lists of newly added resources.

The "New Acquisitions," list includes all new titles added to the Galter collections (print and non-print) during the previous month. The list is organized by broad subject headings for easier browsing.

The "New E Resources" list, updated weekly, announces new electronic resources recently acquired or made accessible by the Galter Library. Links to the lists of resources added for the current four weeks are available. The list is organized by type of resource: electronic journals, databases, and reference tools.

Mrs. Galter - continued

her eulogy on Friday, April 20, Rabbi Andrea London specifically mentioned that Mrs. Galter was most fond of small, spontaneous 'thank yous' by those she helped. Rabbi London also highlighted Dollie's Corner as an example of Mrs. Galter's interest in helping physicians. Dollie's Corner was decorated with fireplace mantle, leather chairs and leaded-glass windows to make the room a truly special place for users, especially students, and to honor Mrs. Galter.

For those who knew her, Mrs. Galter will always be a special character. She loved Chicago and would entertain us at lunch with her stories of 'old Chicago', of how the city's neighborhoods used to be and all the great things one could do in our special city. Mrs. Galter's character also showed in other ways. She could come across as fiercely critical, but her criticisms were based on strong moral principles that often revealed her religious values. Her own personal values were summed up for medical students in the plaque beneath her portrait in Dollie's Corner: "Your talent for health care is God's gift to you. What you do with this talent is your gift to God." Mrs. Galter considered herself very fortunate and blessed, and she believed it vitally important for her to be responsible for Jack's money and spend it wisely by investing in resources that in turn could multiply her blessings by helping many others.
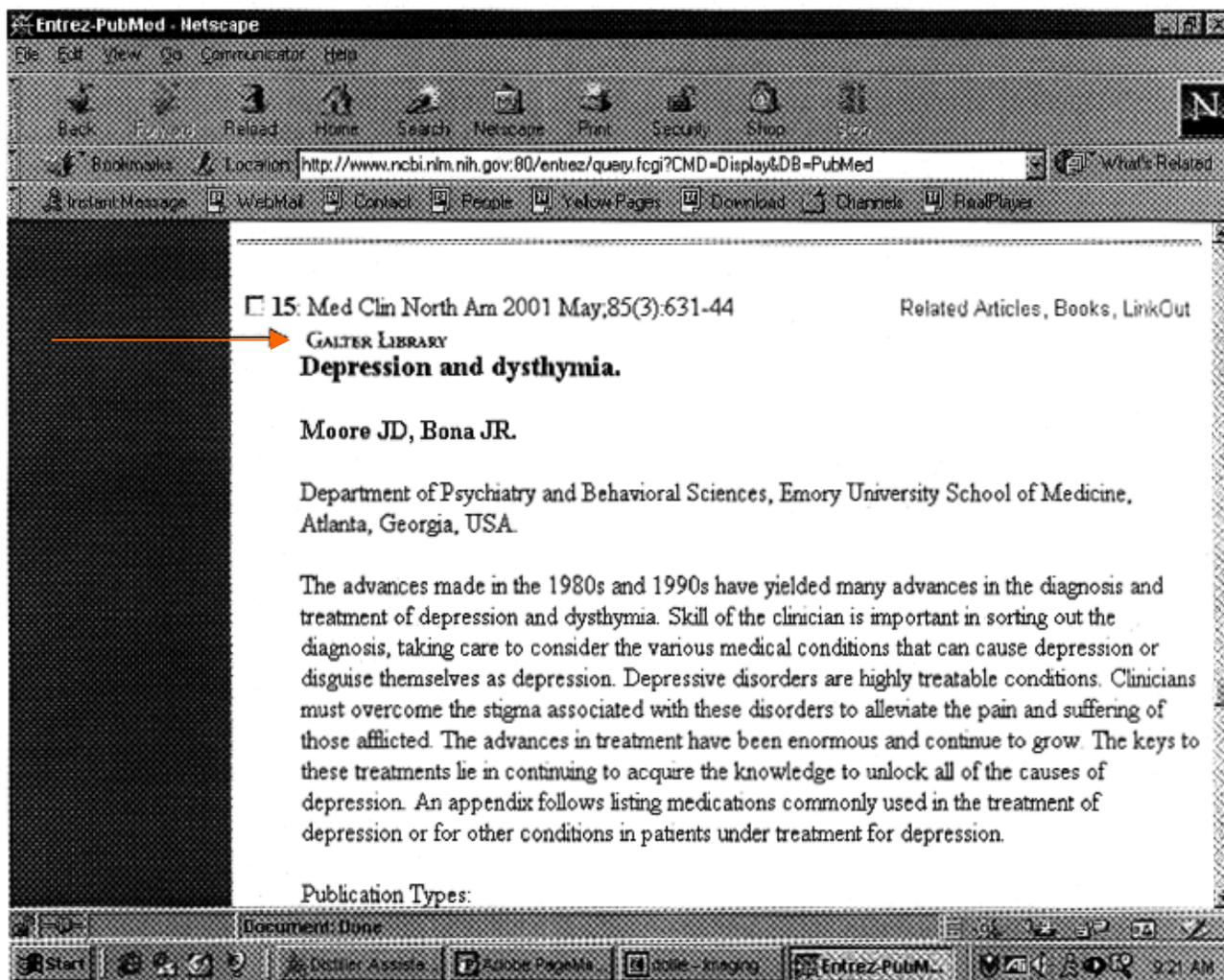
Mrs. Galter was a very special person and will be fondly remembered in the Galter Library.

PUBMED LINKOUT SERVICE

Linda Walton, MLS, Associate Director, ljwalton@northwestern.edu

The Galter Library has recently implemented a new service for our PubMed users making it easier to link directly to full-text articles online. The accessible articles can be identified by a red Galter Library logo above each citation. This service is only available by clicking on PubMed from the database list on the library's Web site www.galter.northwestern.edu. If you have bookmarked PubMed directly in your Internet browser, you may want to change your bookmark to the URL provided by the library, http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?holding=norwelib.

After running a search in PubMed, display the citations by selecting "abstract" then click on the "Display button." (The default setting is "summary" which does not include access to full-text articles.) By selecting this display, the Galter Library logo will appear with each citation for which we provide full-text access online. Click on the Galter Library logo to access the article. Of the 4,300 titles indexed in MEDLINE, the library provides full-text access through LinkOut to about 400 titles. The Library's other 500 E-Journals are either not indexed for MEDLINE or the journal's publisher has not established a relationship with the National Library of Medicine for electronic access to their content. Always check our E-Journals list on the library's Web site for a complete listing of online journals provided by the library.

Collaboration in Education: Galter Library and the Health Learning Center at NMH

Stephanie Kerns, MLS, Education Librarian, skerns@northwestern.edu

Galter Library is pleased to announce that we are collaborating with the Health Learning Center at Northwestern Memorial Hospital to bring educational opportunities to clinical faculty and staff. We realize that it may be difficult for some to come to the library for classes, so we now offer classes in both the hospital and at the library.

A full description of the classes currently offered at the Health Learning Center can be found on the Galter Web site at http://www.galter.northwestern.edu/courses/index.cfm or on the HLC Intranet site in the hospital. We will be adding more classes to the schedule in the near future, so check frequently to see new offerings.

Courses are designed to be progressive. Examples are constructed so that the same themes are carried through from one level to the next. These classes are taught in the Teaching Alcove of the HLC, where all participants can work individually at a workstation. Handouts are provided to give you Problem-Based Learning exercises that will help you improve your database searching skills.

Classes currently available include the following:

- Introduction to Ovid MEDLINE
- Intermediate Ovid MEDLINE
- Advanced Ovid MEDLINE
- Evidence-based Health Care
- Clinical Databases Beyond MEDLINE

Galter Library also offers a full schedule of classes designed for the basic sciences, as well as clinical sciences. If you would like further information about any of our classes, or would like to enroll, please go to our Web site at http://www.galter.northwestern.edu/, and click on "Classes" or call the Reference Desk at (312) 503-8109.

More Details about the LibQual+ Survey; Survey Winners Announced

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

As many users know the Galter Library is participating in a major test to find a tool that can best measure the quality of a library's services. Such a tool is critical for a library's accountability to administrators and users, especially in times of escalating information costs and the increasing influence of self-service, web-based Internet tools and resources. The tool is called LibQUAL+ and is the result of collaborative work at Texas A&M University Libraries and the Association of Research Libraries (ARL). LibQUAL+ is currently a pilot project partially funded by a grant from the U.S Department of Education's Fund for the Improvement of Postsecondary Education through 2003. The survey instrument will be tested and refined three more times through the grant period. The first test is now reaching completion in more than 40 American and Canadian university libraries. The Galter Library is the only stand-alone academic health sciences library participating in the current test.

To thank our users for participating, users could choose to participate in a project-wide drawing for a PalmPilot VII or to participate in a local drawing for a $25 gift certificate to Borders Books. We are pleased to announce the winners of the gift certificates. The winners are: Michael Hsie, Afif Hentai, Christine Ebert, Rou Wang, and Alexandra Roginsky-Tsesis! Please stop by the Library Administration Office, 2nd floor, Galter Library, to pick up your gift certificate. A survey respondent at the University of Texas at Austin won the Palm Pilot.

It is important to note that the survey completed in late March is only a test. By looking at how users respond to the survey questions, the test designers can calculate which questions are most valid and eliminate some of the questionnaire's redundancy. User comments, as received through separate email messages to their local libraries, also alert the test designers to problem questions. In addition, the statistical analysis of responses by the test designers can reveal significant problems about the survey tool that will allow changes to be made in the next-to final iteration. After testing is completed, an accurate tool can then be used for even wider distribution and local implementation.

What makes this test interesting is its attempt to measure quality. Academic libraries have collected data for years on all aspects of library operations. These quantitative measures of inputs and

outputs — the size of the collection, how fast it grows, how big its budget and so on — have begun to lose their impact over time as the sole measures of a library's value within a university. Input and output measures are still important but they must now be seen within a broader perspective that also includes the users' perception of quality.

The LibQUAL+ tool attempts to measure library service quality based on the gap theory developed by A. Parasuraman, V.A. Zeithaml and L.L. Berry at Texas A&M University *(see: A. Parasuraman, V.A. Zeithaml, and L.L. Berry, "A conceptual model of service quality and its implications for future research," Journal of Marketing, 49 (1985): 41-50).* The gap theory postulates that the difference between the user's desired level of service, their minimum accepted level of service and their perception of the service actually delivered measures user's perception of quality: the narrower the gap between desired and perceived service, the higher the quality of the service delivered (assuming the desired service is above the perceived level); the greater the gap between minimum and perceived service, the higher the quality of service delivered (assuming the perceived level is above the minimum level, which is not always the case). Tested over time and frequently used in other service industries, the gap theory and its tool (SERVQUAL) have proven to accurately measure service quality. The librarians at Texas A&M have now applied the theory to library service, and Galter users are helping them and the ARL create a historic tool. Results of the survey, which will be released this summer, will determine a next-to final instrument that can be widely distributed to academic libraries interested in measuring the quality of their local services. The Association of Academic Health Sciences Libraries (AAHSL) is already planning to use the LibQUAL+ instrument in its member libraries.

Galter participation has been important. Nearly 550 responses were received from the Medical School, the second highest number of responses received to date. Our entire user population, rather than a sample, was surveyed because the Medical School's numbers are typically much smaller than the total populations of major research universities where only a sample was needed for participation. Over 50,000 surveys will be analyzed. Participation in the test survey was based on the availability of email addresses. For the Medical School population we sent the survey to approximately 1,500 faculty (out of 2729), all 700 medical students, 178 IGP and Masters students, 525 residents (out of 805), and 720 staff (or 90% of approximately 800).

We again thank all of our users for their participation in the LibQUAL+ survey. We hope to gain new insights into what you believe to be the service issues important to you. As a result of

your participation, Galter staff can study the results of the survey later this summer and into the fall and make plans for changes to what we do and how we deliver our services. The survey results will be an appropriate introduction to the library's efforts in drafting a new strategic plan for 2006.

SCIENTIFIC AMERICAN MEDICINE IS NOW AVAILABLE ONLINE

Ramune Kubilius, MALS,
Collection Development and Special Projects Librarian,
r-kubilius@northwestern.edu

The Galter Library now has online access to this comprehensive textbook of internal medicine. The electronic resource is a more searchable version of its print looseleaf counterpart, Scientific American Medicine. (The Galter Library has stopped subscribing to the print looseleaf service). SAM Online provides overviews of various medical topics and issues in chapters listed by discipline. A search feature is also available. The chapter on "Clinical Essentials" provides information on professional ethics and other topics. The "What's New" link updates users to extracts of updates made each month. There are links to cases that provide CME credit. Subject chapters provide internal links to tables. References at the end of chapters provide links to PubMED references and abstracts.

SAM Online™ requires Netscape Navigator 4.0 (or later) or Microsoft Internet Explorer 4.0 (or later). Macintosh users will also need Apple QuickTime. To access SAM Online, go to the library's home page (http://www.galter.nwu.edu).), select E-Books, and click on SAM Online.

The LRC Proudly Presents . . .

EFFICIENT !

A NEW IMAGE !

EASY !

. . . on our computer desktops

STRAIGHTFORWARD !

- Our Education Folder boasts a plethora of computer-aided instruction programs and study guides
- Visit the Galter Health Sciences Library Homepage, surf the net, check your NWU email account, or get direct access to the LRC catalog with our convenient desktop shortcuts
- Peruse Healthweb, an online collection of health-related, internet site resources
- Check out our assemblage of Medical Tutorials found in the Program folder located in the Start menu
- Take a look at the tools and web resources listed in our Bookmarks and Favorites sections of Netscape and Explorer

STAFF NEWS

Linda O'Dwyer, Reference Assistant, is about to complete her Master's in Library and Information Science from the University of Illinois. Linda has accepted the position of Reference/Education Librarian.

Shirley Wallace, Financial Assistant, is a currently working on her Library and Information Science degree from Dominican University. Shirley is a recent recipient of the American Library Association's Spectrum Initiative Scholarship, one of 50 $5,000 awards for minority students to encourage their role in librarianship through a mentoring program that meets prior to the ALA annual meeting.

Ron Sims, Catalog Librarian and Special Collections Coordinator, was recently nominated to Omicron Kappa Upsilon, the National Honor Dental Fraternity. This fraternity is typically reserved for dentists or dental students based on scholastic achievement. The nominating body has the option of electing one non-dentist per year. Ron was nominated because of his outstanding contributions and service to the faculty, staff, and students of the Northwestern Dental School for the last 15 years.

Marie Martino has accepted the position of Library Assistant for the Learning Resources Center. Marie was previously the Manager of Audio-Visual Services for Presentation Services. Welcome Marie!

Bryan Ricupero has accepted the position of Library Assistant in the Technical Services Department. Bryan has previously served as Office Manager for the Globe Bookstore & Coffeehouse in Prague, Czech Republic. Welcome Bryan!

Rich McGowan will be moving from the Interlibrary Loan Department to Reference as a Reference Assistant. Rich has recently enrolled in the Library and Information Sciences program at the University of Illinois through distance learning. Good Luck!

LaShanda Howard-Curry will be moving from Library Administration to Interlibrary Loan. LaShanda has been in Administration for two years. LaShanda is looking forward to working in public services again. Congratulations LaShanda!

Patty Sekirka will be moving from Technical Services to Administration. Patty has worked for the library for over ten years. Congratulations Patty!

June Carter, Reference/Education Librarian recently married and relocated to Seattle, Washington. Best of luck to June!

Nancy Ford, Reference Assistant has accepted a position with the Chicago Art Institute Library in their Acquisitions Department. Best wishes Nancy!

Library staff publications:

Munson, Kurt. "Internet Search Engines: Understanding their design to improve information retrieval." *Journal of Internet Cataloging* 2 (3/4, 2000): 47-60.

Walton, Linda, Teresa Westphal, Brian Lauer, Kurt Munson, and James Shedlock. "No More Tours: How Library Tours of the Past Become Today's Celebrations." *Medical Reference Services Quarterly* 20 (1, Spring 2001): 39-48.

Staff participated in the Medical Library Association meeting held in Orlando during May, 2001. The following contributions will be made to the conference:

Graham, Laurel, Linda Walton, June Carter-Lembo, and Kurt Munson. "Don't throw out that (dis) intergrated library management system yet, use it to track your libraries activities. Poster Session

Lauer, Brian, Kurt Munson, Rich McGowen, Steven Hunt. "Truly paperless: Creating an interlibrary loan web application paper presentation."

LIBRARY HOURS*

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.

*LRC and Circulation always closes 15 minutes earlier.
*Photocopy machines are turned off 15 minutes before closing.

REFERENCE ASSISTANCE

Monday-Thursday
9:00 a.m.-6:00 p.m.
Friday-Saturday
9:00 a.m.-5:00 p.m.

TELEPHONE NUMBERS

Administration
312-503-8133
Circulation
312-503-8126
Interlibrary Loan
312-503-1908
Learning Resources Center (LRC)
312-503-8238
Reference
312-503-8109

GALTER HOMEPAGE <HTTP://WWW.GALTER.NORTHWESTERN.EDU>