

LIBRARY NOTES

A newsletter for patrons of the Galter Health Sciences Library

Fall 2005 New Series #38

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Responding to LibQUAL+ Survey Comments

James Shedlock, AMLS, Director, j-shedlock@northwestern.edu

Last spring we reported on the results of the Galter Library's LibQUAL+ survey that measures the quality of library collections and services. For the most part, the survey results indicated that users perceive the Galter Library in a positive way when it comes to quality collections and services. That's not to say everything is perfect. Far from it, and users have told us what they think is good and not so good about the Galter Library in the survey's comments section.

The purpose of this issue of *Library Notes* is to respond to some of those comments. This is our way of telling you that we are listening to your concerns and ideas for improvement. We can tell you what we are planning to do, or tell you why some ideas need to wait before implementation. We hope to shed some light on users' concerns by sharing our perspective and what we can or cannot do about specific problems facing the library.

[View full article >>](#)

Meet the Staff

Linda O'Dwyer, MSLIS, Education Librarian, l-odwyer@northwestern.edu



The recent LibQUAL+ survey was filled with positive comments on our staff here at Galter. Here's a chance to find out who we are, what we do, and how we can help you in the future.

[View full article >>](#)

Library Calendar

October 25
*Introduction to
Galter*

Tour the library and learn about the library's Web site at the overview session.

**November 2
& 10**
EndNote

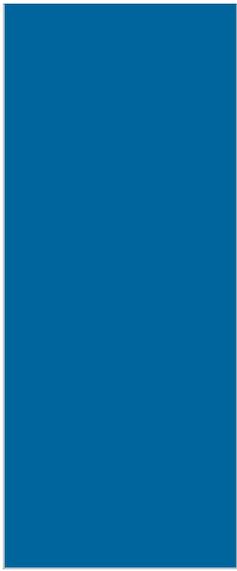
Do you need to organize your references and create quick and easy bibliographies? Join us for one of our EndNote training sessions. No experience is necessary.

November 15
*Basic Ovid
MEDLINE*

An introduction to basic searching of MEDLINE, using the Ovid search interface, including how to access full-text articles.

**November 8
& 22**
*Creating
Posters with
PowerPoint*

Learn how to use



PowerPoint to create professional-looking conference posters.

See our [Classes](#) page to register or to view our complete schedule. We also offer all our classes on a by request basis.



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The purpose of this issue of *Library Notes* is to respond to some of those comments. Librarians have written articles that address users' comments by topic or theme. These articles provide some background information that may help to explain why services are delivered in certain ways. We want you to know that we are listening to your concerns and ideas for improvement. We can tell you what we are planning to do, or tell you why some ideas need to wait before implementation. We hope to shed some light on users' concerns by sharing our perspective and what we can or cannot do about specific problems facing the library.

Quality Staff

We received many positive comments about the staff including specific references to individuals and what good work they do for users. We really appreciate these comments as they motivate us to do more and remind the staff that our work has a direct impact on users. A sample of these comments include: "I find the Galter Library Staff to be helpful and all with a friendly smile."

"The staff is consistently knowledgeable and very helpful, often making suggestions that make my work much easier."

"Keep up [the] good work and many thanks for your services."

"The Galter Library and esp. the staff are always responsive to my information needs and are superb academic colleagues. It's a pleasure to work with the Galter staff."

"Everyone I've encountered on the staff has been very helpful, willing to help, and exceptionally pleasant to work with."

"I am a librarian who no longer works in the field. Above all else, I value a library staff (professional and parprofessional /support) who provide friendly, timely, and trustworthy service. I have found the Galter staff to be exemplary in their interactions with myself and those in the department where I am employed as a research administrator."

There were also some negative comments received from users. We read in the survey that some staff members are loud, and messages about overdue books that have been returned are rude. Another major concern is the inability of staff to respond to email suggestions leaving users in limbo of not knowing whether anyone is listening to them. Some comments also indicated that staff are not skilled to teach students life-long learning habits, nor are they educated in basic sciences to help introduce faculty and students to online tools

in genomics or related fields.

Certainly, we can address the noise issue (see our [article on study space](#) elsewhere in this issue). We know staff must be better at communication. All requests, either in-person, via a phone call, or email, deserve a response, even one that says the library cannot provide an answer. As for teaching skills, staff are very committed to teaching users how to manage their information needs, and our teaching program has been enhanced these past few years to do just that. We are always committed to working with our users in a collaborative manner. As for science knowledge, we are in the process of hiring a biosciences librarian to help us address services that require more than a general knowledge of scientific data sources.

LibQUAL+ Survey

Some users' comments pointed out that the survey was too long and redundant: " Survey WAY to long and repetitive", and "I only answered the first set of questions as I feel they are only reworded in the sets following. My answers can be applied to the others, if necessary." In fact, the 2005 survey is the shortest ever – just 22 questions compared to the 55 questions asked in the 2001 survey. As for redundancy, questions are purposely re-phrased in order to measure reliability and validity. Also, since the survey is measuring quality in three dimensions – library as place, information control, and affect of services – multiple questions are needed for each dimension. As such, some overlap and rephrasing takes place to accurately measure individual perception. The LibQUAL+ survey has created a whole literature of its own that addresses the redundancy issue and many others to prove that the survey can report reliable and valid data.



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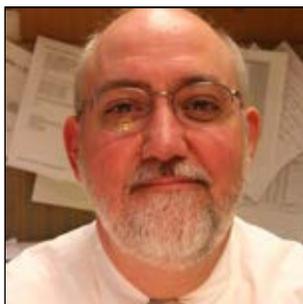
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Meet the Staff

Linda O'Dwyer, MSLIS, Education Librarian, l-odwyer@northwestern.edu

The recent LibQUAL+ survey was filled with positive comments on the staff at Galter. Here's a chance to find out who we are, what we do, and how we can help you in the future. All staff can be reached through the [Staff Directory](#). Thanks to Jim Brucker for taking the photos.

Administration



James Shedlock, AMLS, Director

Jim has been the Director of the Galter Health Sciences Library since 1991. Major accomplishments so far have included developing the electronic library concept with Galter staff, participating in the Health SmartLibrary grant and introducing this innovation to users, bringing MEDLINE to the medical school community in the early 1990s and leading the library's renovation and expansion project in 1994-1996.



Linda Walton, MLS, Associate Director

Linda joined the Galter Library as Associate Director in 1997. She is responsible for the daily operation of the library which includes collection development, personnel and policy decisions.



Julia Hsiao, BA, Financial Assistant

Julia came to Galter in 2001 and she is responsible for the financial operations of the library, including ordering, payments, and billing. She has been associated with Northwestern since 1985.



Patty Sekirka, BPhil, Program Assistant

Patty is the Program Assistant in Library Administration and she handles the day-to-day administrative duties for the Director and Associate Director.

Cataloging



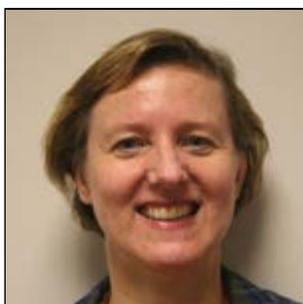
Tony Olson, MS, MLS, Cataloging and Acquisitions Librarian

Tony is responsible for the cataloging and acquisitions of all library materials. He also manages the Library's acquisitions budget.

S.J. Murray, Library Assistant

S.J. supports the cataloging and acquisitions operations of the library.

Collection Development



Ramune Kubilius, MALS, Collection Development/Special Projects Librarian

Ramune is a longtime staff member of the Galter Library. She is involved in collection development activities that include book and journal selection (and de-selection), as well as other special projects. She also participates in various Galter Library task forces and committees.

Education



Stephanie Kerns, MLS, Head, Education and Outreach/Curriculum Librarian

Stephanie and her department plan the library's educational activities, including orientations, integrated curriculum, and information management training.



Mark Berendsen, MLIS, Education Librarian

Mark has been with Galter since 2002 and is responsible for department support and resource training.

Jim Brucker, MSLIS, Instructional Design Librarian

Jim has been with Galter since 2001 and recently graduated from UIUC as a librarian. He is responsible for electronic reserves and curriculum



support as well as the creation of online education programs.



Linda O'Dwyer, MA, MSLIS, Education Librarian

Linda has been with Galter since 1997. She handles clinical department support and resource training.

Information Systems



Michelle Frisque, MLS, Head, Information Systems

Michelle started at Galter in 2002 and became Head of IS in 2003. Her department is responsible for the library's Web site and computing resources.



Steve Hunt, MLS, Web Programmer

Steve is a long-time staff member at the Galter Library and takes care of the library's Web site. Everybody loves Steve.



Susan Wishnetsky, MLS, Electronic Serials Librarian

Susan's job is to make sure electronic resources are working properly. She also keeps the records up-to-date for all journals and electronic resources. Susan considers herself fashion-impaired and doesn't like to wear shoes. Her favorite band is Creedence.

Ryan Kappes, MLIS, Technical Support Consultant

Ryan is responsible for all aspects of public and



staff computing support. He has been at Galter since 2004.



Jeremy Prevost, B Phil Comm, Technical Support Consultant

Jeremy is also responsible for all aspects of public and staff computing.

Special Collections



Ron Sims, MA, Special Collections Librarian

Ron is the Galter Library's rare books and historical archives coordinator and historian for NU's Chicago Campus. He handles requests for the use of the Library's historical materials. He also creates the Library's exhibits as seen on the second level atrium corridor, Special Collections Reading Room and Dollie's Corner. Formerly Assistant Dental School Librarian, he has a continuing association with the University's libraries since 1972.

User Services



Kurt Munson, MSLIS, Head, User Services

Kurt manages the User Services Department, which encompasses Circulation, Reference, Document Delivery and the Learning Resources Center. Kurt has been at Galter since 1998.

Circulation



Isabel Diaz, Library Assistant

Isabel is responsible for the library's daytime operation of the Circulation Desk.



Gerald Battle, Library Assistant

Gerald supervises the library's evening operation of the Circulation Desk.



Jerry Pendergast, Library Clerk

Jerry "Stackman" Pendergast keeps the shelves in order by returning all the books to their rightful places, hunting down missing items, and moving stacks around to accommodate our increasing collections. Outside the library, he is active in Athletes United For Peace, Chicago-Cinquera Sister Cities, and Nicaragua Solidarity Committee. Jerry has also been published in *Mill Hunk Harold Quarterly*, *Overtures*, *Wide Open* and *Black and White*.



Rodney Jackson, Library Assistant

Rodney mans the Circulation Desk during the day and also maintains the print journal collection.



Abebi Pendleton, Library Assistant

Abebi supports the evening operation of the Circulation Desk and supervises the desk on the weekends.



Ira Hardin, Library Assistant

Ira supports the evening operation of the Circulation Desk.

Eddie Wiggins, Library Clerk

Eddie is our newest staff member. His primary



responsibility is weekend coverage of the Circulation Desk; he also works some evenings during the week.

Document Delivery



LaShanda Howard-Curry, BA, Library Assistant

LaShanda heads up the Document Delivery division and is primarily responsible for interlibrary loan requests. She has been with Galter since 1992.



Natasha Bowman, Library Assistant

Natasha is in charge of the library's photocopy service as well as supporting interlibrary loan operations.

Learning Resources Center



Cheryl Powell, BA, Library Assistant

Cheryl manages the day-to-day operations of the Learning Resources Center. She has worked at Galter for eight years and has two cats.

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The Health SmartLibrary: Better than Ever

Michelle Frisque, MLS, Head, Information Systems,
mfrisque@northwestern.edu

The LibQUAL+ survey revealed that many of our users are thrilled with Health SmartLibrary (HSL), the Web site we launched in the Fall of 2003. Such comments as "the ability to personalize the website has been very helpful" and "I love the way electronic access to e-journals has developed and simplified my academic life" typified the responses we received about the Web site. We thought we'd use this opportunity to summarize what the Health SmartLibrary is and what it can do for you.

The HSL and how it works

The HSL is a Web-based system designed to provide easy access to library services and resources. The HSL included our user's favorite features of our previous Web site including the ability to:

- Access full-text resources from any location
- Request Document Delivery, including interlibrary loan for resources not available from Galter and photocopy service for print resources available in the library
- Register for library classes online
- Request literature searches performed by medical librarians (expert searchers) for in-depth research
- Quickly search library resources

It also includes new tools that help our users receive, organize and manage the electronic information they need when they need it. The tools, which are customizable, include:

- *Quick Search*: enter a keyword search and select several resources to be searched.
- *My E-Resources*: lists journals, books and websites according to your personal or specialty profile.
- *File Cabinet*: store and organize your favorite links. Links may be to websites, journal articles, or any other resource that has a URL.
- *Stay Current*: designed to alert you to the most current journal literature in your field of interest, and provide a link to the abstracts or the full-text, if available, of those articles.

These tools allow you to:

- View specialty interest profiles for various disciplines (pediatrics, emergency medicine, etc.) that were created by the Library staff
- Customize your own personal profile (add/delete resources)
- Review timely articles in your discipline
- Store and organize your favorite web sites in your personal file cabinet

For more information on all of the features of the HSL go to our [Health SmartLibrary Guide](#).

Recent changes to the HSL

Over the last year library staff reviewed a list of comments and suggestions from emails, usability tests, surveys and focus groups. Based on the

information gathered, we made some changes to the Web site this summer and fall. Here are some of the highlights:

- The Quick Search is now in the banner of every library Web page.
- The home page has been rearranged to improve the readability and usability of the page. The three-column design that we used previously has been reduced to two columns and some of the items on the page have a new location. We also added darker borders around each section of the home page to make each section stand out more.
- If you are not sure what something is on the home page, click the for more information.
- A Comments and Suggestions link has been added to the footer of the page and will now appear on every page of our Web site.

We are continually striving to improve the functionality and accessibility of the HSL. Please let us know what you think - we need your input to keep us on track!



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Collections: Current and Future Directions

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

"The library would benefit from more updated text collections" and "there are still some journals the library doesn't offer" are some of the responses illustrating the opinions of users answering questions in the most recent Galter Library LibQUAL+ survey. Quite a few respondents indicated that they appreciate the efforts the Galter Library has made to expand the e-journal collection. Some remarked that the book and textbook collections seem dated or that missing books are not replaced. Still others offered suggestions about specific journal titles to add or discontinue, and new subject areas in which to collect. We have grouped user questions and comments into generalized categories and addressed them below.

Library users' opinions, comments, and suggestions are valued. Please don't wait for the next library survey-- contact us anytime.

Phone: 312-503-8126
Email: ghsl-ref@northwestern.edu

How to find resources - books, journals, databases - at Northwestern University and affiliated libraries

"The library needs instructions on how to find computer, engineering, or X (other literature)."

The Galter Library collects selectively in areas such as informatics and bioengineering. The Northwestern University libraries' joint [online catalog, NUcat](#), provides the most comprehensive inventory of print and electronic resources from all of these libraries. Most licensed electronic resources are accessible to users on both campuses. Inter-campus borrowing is available for print resources not held at the Chicago campus libraries. Each library's Web site provides a means of identifying electronic resources of particular interest to that library's primary user population. The Galter Library has developed Health SmartLibrary as a means for its users to identify and link to a pertinent and personalized menu of electronic resources (books, journals, databases), to obtain electronic news alerts, etc.

Are you having a problem identifying what's available or how to get to it? Please feel free to contact Galter Library staff at a library service desk. You can also arrange for an information consultation with the Education team. Links are listed on the Web site under [Library Information](#).

Making collection decisions for the library

"The library needs gateways in X language and journals from X country to reflect demographic changes."

The Galter Library collects and licenses core resources that are deemed to be most useful to and in scope for its primary user population based in the Feinberg School of Medicine. Presently, since English is the predominant worldwide scientific language, collection guidelines indicate that foreign language materials, other than dictionaries, are not collected. However, the library does create records and links to free, open access, multilingual, scholarly, biomedical electronic resources from other countries, including those

of Latin American countries, India, and Japan.

Books: In the past few years, the Galter Library has been able to purchase and license a current and more diverse array of print and electronic books. Print books are selected and purchased to support the curricula, to provide overviews of biomedical subjects (eg. textbooks), and to cover subject specialty areas that are the focus of medical school-based research and areas of excellence. A variety of criteria are used when selecting books for the collection. Electronic book access is usually available for the current edition only and availability is subject to publisher and provider policies. Not all desired book titles are available electronically, so print book acquisition is here to stay for the foreseeable future.

Journals: "The library still needs to get more electronic journals" and "I always wish for more electronic journals" are some of the journal-specific comments we received in the survey. The Galter Library has made a concerted effort to convert as many of its previously print subscriptions to electronic access. New titles are licensed "electronic only" when possible. Only a few dozen print-only journal titles remain for which institutional electronic access is not yet available.

"I would like a comprehensive collection from dates further back than a year or two": Some journals are only electronically available for the most current several years; back years are not always available. Sometimes, back year archives/collections need to be licensed separately and at substantial additional cost. Backfile purchases are weighed against acquiring new titles.

"The collection is not competitive with other medical libraries": Discontinuing or adding journal titles is a continuing balancing act as the library tries to meet present and future local user needs. The Galter Library has conducted studies of what our peer institution libraries license and collect, and we monitor these studies as guides to our own collecting.

When are collection decisions made?

"I haven't found books on my subject published within the last five years" or "X title is important to my research": The Galter Library acquires print books throughout the year. Subject currency is dependent on what is being published, and some book editions are only updated every few years. Annual reviews are done of potential new electronic resources (journals, books, databases). Print and electronic journal subscription lists are also re-evaluated annually. Electronic resources are often licensed in collaboration with other Northwestern University libraries through the Electronic Collections Committee. Fiscal year budgets dictate how many new resources the libraries can acquire or license each fiscal year, while maintaining currently desired collections and electronic licenses.

What are some recent collection projects the library has conducted?

"The X subject collection is weak" and "why doesn't the library collect more publications in which faculty publish?": The Galter Library purchases print books written by Feinberg School of Medicine authors. Periodic reviews are made of the collection including spot checks of coverage in subject areas. Studies have been done on Galter Library coverage of journals in which Feinberg School of Medicine faculty publish.

"Why didn't the library replace X book recorded as missing?": Unfortunately, print books are sometimes damaged or not returned by borrowers. That status is reflected as "missing" in the online catalog, NUcat. The library periodically runs reports on missing or lost books and makes decisions on which ones should be replaced. Individual print journal volumes sometimes cannot be replaced and a gap in the collection is the result. Users who do not return

library materials are billed for replacement costs. Library users who need a book that is listed as being "missing" should speak to a library staff member at a service desk about borrowing the book from another library or identifying alternative books in the subject area.

It should also be mentioned that the Galter Library has conducted several inventory weeding projects, most recently for its 1850-1950 and historical book collections, and the records for all books are being included in the online catalog, NUcat. (The remnant card catalogs in the Lower Level will soon be removed.)

How can users recommend specific resources (books or journals) or new subject areas to explore?

"The library should get X journal" and "Many journals in my professional specialty aren't available": The Galter Health Sciences Library cannot collect or license everything desired or recommended, but efforts are made to evaluate the collection on a periodic basis, making decisions based on fiscal realities and most importantly, ensuring that access to necessary information resources is available to its primary user community. Requested titles are kept in an "under consideration" file.

The Library studies usage patterns of currently held and/or licensed journals. Interlibrary loan request studies are taken into consideration when deciding what new journals to acquire. Library users are represented on the Library Committee which meets regularly to discuss library policies and directions, including those related to collections. Individual library users are invited to fill out a [Request for purchase](#) online form found on the "Library Information" page of the Galter Library's Web site. Please feel free to recommend a particular title or resource, or arrange to speak to a collection team member about particular issues of interest or concern. The Galter Library's mission is to meet users' information needs as much as possible.

How does the library publicize new resources and other collection changes?

Collection additions and updates are periodically made in issues of Library Notes. For example, some 2005 electronic collection highlights appeared in the [Summer 2005](#) issue of the library's online newsletter, *Library Notes*. Library users can view title-by-title new electronic resource listings in the Galter Library's Web site's "News" section. New books (print and electronic) are announced in the monthly [New Acquisitions List](#).

Additionally, the Library's Communications Committee and Health SmartLibrary development group members are discussing additional ways to alert library users to new electronic resources of potential interest.



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Linking from Databases to Full-Text Articles

Michelle Frisque, MLS, Head, Information Systems,
mfrisque@northwestern.edu

During the LibQUAL+ survey, we received many comments about linking to full-text articles from the databases on our Web site. We would like to recap the various ways you can link to these resources. Remember, if you are searching any of these databases *from off-campus* you must first log in to the Health SmartLibrary. If you do not log in you will not be able to retrieve the full-text article.

Galter Full-Text Online

PubMed

PubMed allows a library to tailor local PubMed access so that direct links from a citation to its full-text can be easily established. In order to take advantage of this service, *do not go directly to PubMed. Instead click on the PubMed link from the Galter Web site so that the URL unique to Galter Library is activated: <http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?holding=norwelib>*. Users who do not use this link will not be able to access Galter Library licensed journals directly via PubMed.

Once a search has been retrieved, select either Abstract or Citation for the Display of the citation. If a full-text article is available, the Galter Full-Text Online icon will appear (see above). Articles are only available if the Galter Library has a current subscription to the e-version of the journal and the publisher has made an arrangement with the National Library of Medicine to allow linkage to its electronic journals. Click on the Galter Full-Text Online icon to retrieve the full-text article. Yes, it is that easy!

Full Text

Ovid

Ovid has two ways to link to full-text articles. The first is to click on the Full-Text link (see above), if available, that appears with citation. The full-text link provides access to Ovid and non-Ovid full-text journals subscribed by the Galter Library. The full-text link provides direct linkage from a citation to its article only if the library has a current subscription to the electronic version of the journal and the publisher has permitted Ovid to make the link to its journal. The other way to access full-text articles from Ovid is to use the Find it @ NU button.

Find it @ NU **Find it @ NU**

The "Find it @ NU" button is another way to link to the full-text copy of an article, if it is



available. The "Find it @ NU" button can be found in Ovid databases as well as other databases such as ISI's Web of Science. It is not

currently available in PubMed. Here is how the Find it @ NU button works: when you see the Find it @ NU button (see above), click on it. A menu will then appear. If the article is available in full-text, a link will appear saying "Full-text available from..." Click on that link and it will take you to the article. The "Find it @ NU" service links to more full-text journals than the Ovid and PubMed Full-Text service. It also links you to the online catalog, NUcat, for information about both print and electronic holdings of the journal or to the Galter Library ILL form (for requesting the article) if an online version of the article is not available.

Find It @ Northwestern University Library - Microsoft Intern...

Northwestern University Libraries
 Northwestern University Library ❖ Galter Health Sciences Library
 Pritzker Legal Research Center ❖ United Library

Title Antineoplastic effect of gemcitabine in an animal model of superficial bladder cancer.
Source Urology [0090-4295] Nativ yr: 2004 vol: 64 iss: 4 pg: 845

[Full text available from Elsevier ScienceDirect](#)

[Send this citation to RefWorks](#)

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LIBRARY NOTES

A newsletter for patrons of the Galter Health Sciences Library

Fall 2005
New Series
#38

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to LibQUAL+
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Computing @ the Library

Michelle Frisque, MLS, Head, Information Systems,
mfrisque@northwestern.edu

Any library worth its salt has to have great computing resources and the Galter Library is no exception! We strive to keep our computers as up to date and as useful as possible for the FSM community. Some of the LibQUAL+ survey comments concerned computing in the library, including positive comments about our computing upgrades over the last few months. This article summarizes the full range of computing services available.

Public Computers

There are over 60 public computer workstations (55+ PCs and 5 Macs) available for use by all NU faculty, students and staff as well as Galter Library affiliates. The majority of the computers are available on the first floor in the Reference Room and the Learning Resources Center. Additional computers are available on the second floor in the following locations: East Reading Room, West Reading Room, and Conference Room 2-282. All computers, except for the 4 catalog kiosk stations, have the following software:

- Microsoft Office Suite (Word, Excel, PowerPoint and Access)
- Web Browsers: Firefox, Internet Explorer and Netscape
- EndNote
- [Educational Software](#)

All of the PCs also include:

- USB ports for use of flash drives
- CD burners
- DVD read drives

All of the Macs include:

- USB ports for use of flash drives
- DVD-RW drives
- iMovie
- iDVD
- iPhoto

A word of warning: files saved on the public computers will be deleted after each login and whenever the computer is idle for 30 minutes. Make sure to save your files to a flash drive, burn it to a CD or send the file to yourself via email to avoid data loss. Once the file has been deleted from the desktop it is gone for good. Library staff cannot retrieve the file once it is lost.

The public computers no longer have floppy drives. Floppy drives, zip drives, headphones and flash drives are all available for check-out at the Circulation Desk.

Scanners and More ...

One of the survey comments suggested that "the library should have scanning facilities in addition to photocopying". The library

Computer-related
accessories available for
checkout



Floppy drives



Zip drives



Flash drives



Laplock locks



Headphones

has had publicly-available scanners for a number of years now and we have recently added more functionality with a new software suite. Scanners and the Adobe Creative Suite are available on 4 of the PCs and 2 of the Macs in the Learning Resources Center. The Adobe Creative Suite includes:

- Adobe GoLive, a web editor
- Adobe Photoshop and Illustrator, a graphics program
- InDesign, print publication layout and design software
- Acrobat Professional - makes PDFs

Catalog Kiosk Stations

We have 4 computers in the library you can use to look items up in the catalog. These computers are located in the following areas: lower level, first level journal stacks, mezzanine, and outside Dollie's Corner on the second level.

Wireless Access and NetworkPorts

If you bring your laptop or WiFi-enabled handheld device to the Galter Library you can access the Internet via a network or wireless connection. Wireless access is available throughout most of the library. To connect to the wireless network, you will need:

- A computer equipped with an internal or external wireless card that is 802.11b compliant (also known as WiFi).
- VPN client that is configured to access the NU wireless network. Instructions for setting up the VPN client can be found at <http://www.it.northwestern.edu/oncampus/wireless/wireless-connections/index.html>
- NU NetID

If you need assistance in setting up your VPN client you can contact the NUIT Support Center by phone at 847-491-HELP (4357) or email consultant@northwestern.edu.

Network ports for wired connections are also available throughout the library in the following locations:

- Open carrels in Reference Room, Learning Resources Center , East Reading Room, West Reading Room
- Conference rooms
- Study Bars located in the journal stacks area on the first level and the mezzanine.

You will need a network cable to connect your laptop to the network port. If you don't have one you can check one out at the Circulation Desk. While most users will not need to configure their laptops, if you are having problems connecting to the Internet from a network connection you may need to activate DHCP to automatically detect our network settings. For help with a wired connection, see:

<http://www.it.northwestern.edu/oncampus/wired/index.html>

As always, if you any questions or comments about using our computing resources, don't hesitate to contact us at (312) 503-



Network cables



Extension cords

All the above items are available for check-out at the Circulation Desk.



8109 or gysl-ref@northwestern.edu.



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Library Services: Document Delivery, Hours, and More

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

Certain library services were singled out for both praise and criticism in the LibQUAL+ survey. We try to address your concerns in the following sections.

Set Interlibrary Loan free!

A number of the comments we received on the LibQual involved interlibrary loan, also know as ILL. These comments break down into three types.

Charging for ILL requests: Users dislike the limit of 20 free ILLs per calendar year. The library is currently reevaluating this policy. We will notify users when the new policy goes into effect.

ILLs in color: Users also voiced concerns about the unavailability of ILL articles in color. Unfortunately, ILL technology has not kept up with the color publication of electronic journals. The ILL software, Ariel, that is used to transmit ILLs did not support color until the most recent version became available in June of this year. Furthermore, the scanners supported by the previous version of Ariel were black and white only. As libraries replace their scanners, color ILLs will become more common and available. However, for the moment, we are dependent upon other libraries' ability to scan an article in color.

Make the process faster: Turnaround time was also an issue of concern. Users should keep in mind that filling an ILL requires the lending library to pull that item from the shelf, scan it, update the ILL system and ship the item. The staff at Galter tries to have requests processed and forwarded to a lending library within 24 hours of submission. You, our users, can help to speed up the ILL process by providing unique identifiers from MEDLINE or error-free citations. Likewise, it will always take more time to fill requests for unusual titles or for books since books are sent through the U.S. mail instead of electronically.

Improve the Photocopiers and Printers

Users also commented upon the public photocopiers. Specifically, they find them noisy, the quality of copies is wanting and the machines are perceived as frequently out of order. The library staff met with representatives of the company from which we lease the copiers and conveyed these concerns, so improvement in services is expected. We are also reviewing photocopiers in general including new machines. As part of this assessment, we are also reviewing our per page charges for photocopying and printing. We plan to implement new print software in the coming year.

Circulation periods

Users questioned why our loan periods are shorter than those of the main library in Evanston. In general, medical libraries have shorter loan periods than university libraries, in order to keep current health information readily accessible to more users. The book loan period at Galter was doubled last year from 14 to 28 days.

Hours

A number of comments concerned the library's hours. Library hours are a balance of staffing and use. Library management is constantly reviewing that balance. We also consider the uses of the library, i.e. are users asking for longer hours to access the collections or are they interested in the library as study space? The library is constantly assessing the needs of our users in this area and will keep you posted on the results of our findings.



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Study Space: Meeting the Needs of Groups and Individuals

Linda O'Dwyer, MSLIS, Education Librarian, l-odwyer@northwestern.edu

In the recent LibQUAL+ survey, many of you had comments about the study spaces available at the Galter Library. Here is a brief summary of your comments and our responses to them.

Quiet please!

"Too much noise allowed in public spaces" and "the library needs a 'quiet zone'" were two of the comments received on the topic of noise levels in the library. Gone are the days when librarians policed the reference room and said "shushhhh" to talking patrons! While we'd like to think that patrons can control their own speech volume, we have on occasion asked a loud patron on a cell phone to take it outside. Certain areas of the library are more heavily-trafficked than others and it would be impossible to enforce a policy of silence in those areas. For example, the Reference Room is often used as a study area by students and is a place where patrons can use computers for various tasks. It also happens to be where reference librarians assist and consult with patrons – this has to be done and none of our patrons can expect complete quiet in the Reference area. The acoustics of the atrium (central area on the first floor beneath the stairs) are such that sound does tend to carry. As a result of user concerns, we have recently designated the second level as a quiet zone. These areas have individual carrels and are more ideally suited to individual (and quiet) work practices. Additionally, the Learning Resources Center will be a quiet zone after 5pm. Signage reminding users of this policy will be posted soon.

More group study space

The collaborative environment at Northwestern University necessitates the use of group study space, particularly for the library's primary users in the Feinberg School of Medicine. The library currently has 11 conference rooms. Curricula-based activities receive highest priority in the use of 10 of the 11 conference rooms. When not used for the curricula, the conference rooms can be pre-scheduled by user groups of at least two people. Groups can also use tables in the Reference Room on the first floor when conference rooms are full or unavailable. The entire second level (except for enclosed conference rooms) is now designated a quiet zone, so please do not use the reading rooms on that level for group study.



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Library Notes is a publication of the Galter Health Sciences Library.



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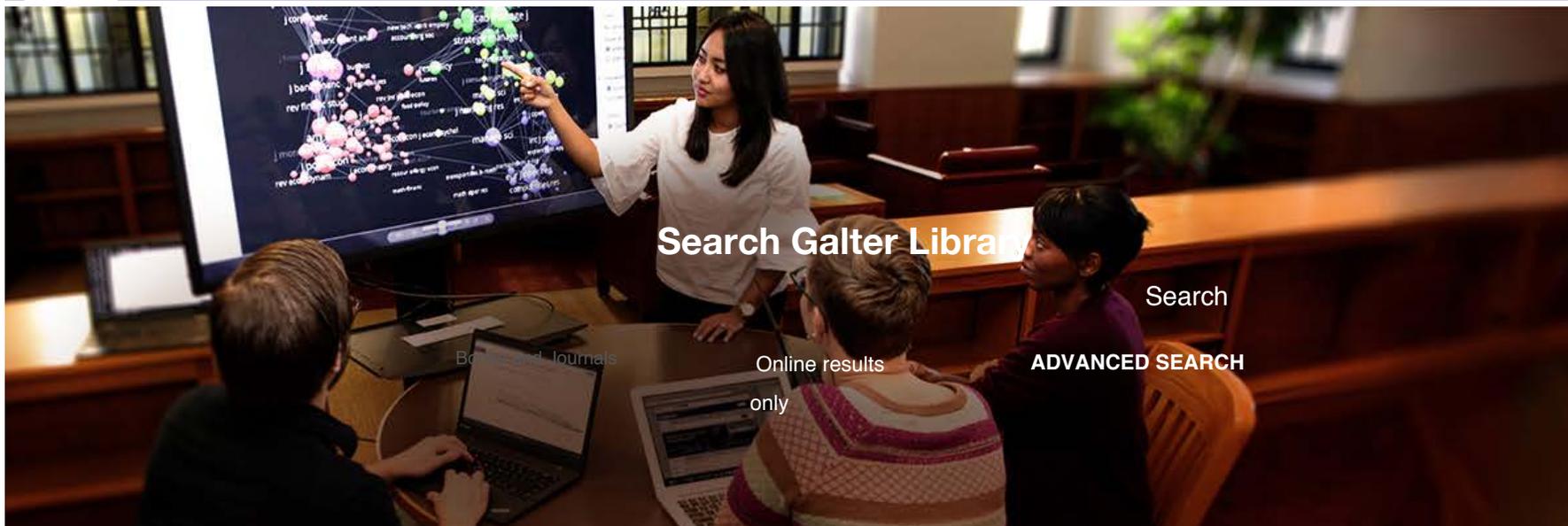
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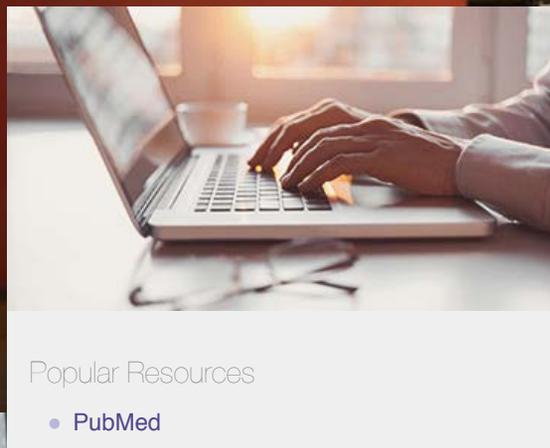
Book and Journals

Online results
only

ADVANCED SEARCH



Top Resources and Links



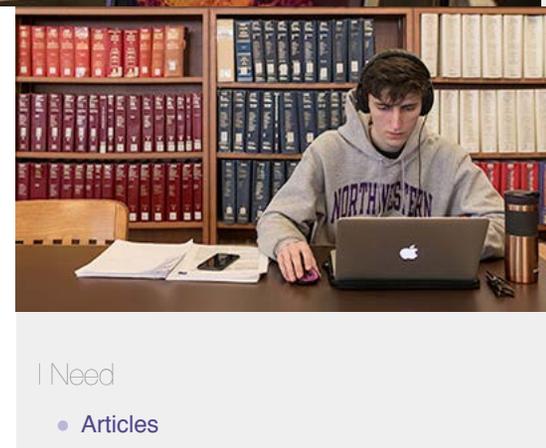
Popular Resources

- PubMed



GalterLists

GalterLists are collections of favorite and



I Need

- Articles

- Ovid MEDLINE
- UpToDate
- Ebook Collections
- ClinicalKey
- Scopus
- DigitalHub
- Mobile Resources
- Top Databases
- Catalog
- BrowZine
- Northwestern Scholars

recommended links created by you, librarians, and anyone else who has chosen to share their lists.

- Not sure where to start on a topic? Check out librarian-curated [Subject Lists](#)
- Want to see what your colleagues are recommending? See [All lists](#)
- Ready to start your own? Create a [GalterList](#) now

- Books and Journals
- Information on a Topic
- Liaison Librarians and Research Support
- Remote Access to Licensed Resources
- To Preserve and Share Scholarly Content
- Student Resources
- To Order an Article or Book
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- NU Print
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New and Noteworthy

Exhibit: Harry Potter's World

Dec 18, 2017 - Jan 27, 2018

Now Showing

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Our team is at your service

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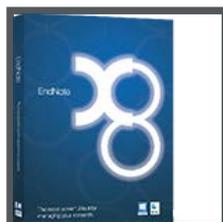
Metrics and Impact Core (MIC)

A cohesive set of services for research evaluation and impact assessment

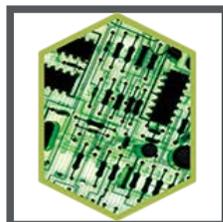
[LEARN MORE](#)

News and Events

News



**EndNote:
Compatibility
Problem with
Word 2016 Mac
Version 16**



**Computational
Skills for
Informatics
Workshops for
Winter 2018**



**January Speaker
Series: Harry
Potter's World**



**Your ORCID
Identifier: What
You Need to Know**

Events and Classes

Scopus

*February 12
12:00 PM - 1:00 PM*

PubMed

*February 13
4:00 PM - 5:00 PM*

[MORE NEWS >](#)

[ALL CLASSES >](#)



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Northwestern University

Galter Health Sciences Library & Learning Center

Scheduled Classes

Scheduled Classes

Available Classes

Listed below are the Galter Library's currently scheduled classes. If you don't see the class you need or a time that works, we can usually offer a class by request. Check all [Available Classes](#), linked from the left-hand menu on this page.

February, 2018

Scopus

Monday, February 12,
2018 12:00 PM
Learning Resources
Center

[Sign Up](#)

[Request a different time](#)

PubMed

Tuesday, February 13,
2018 4:00 PM
Learning Resources
Center

[Sign Up](#)

[Request a different time](#)

EndNote

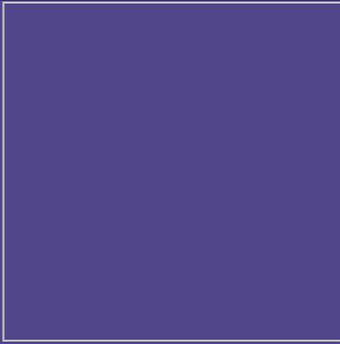
Thursday, February
15, 2018 12:00 PM
Learning Resources
Center

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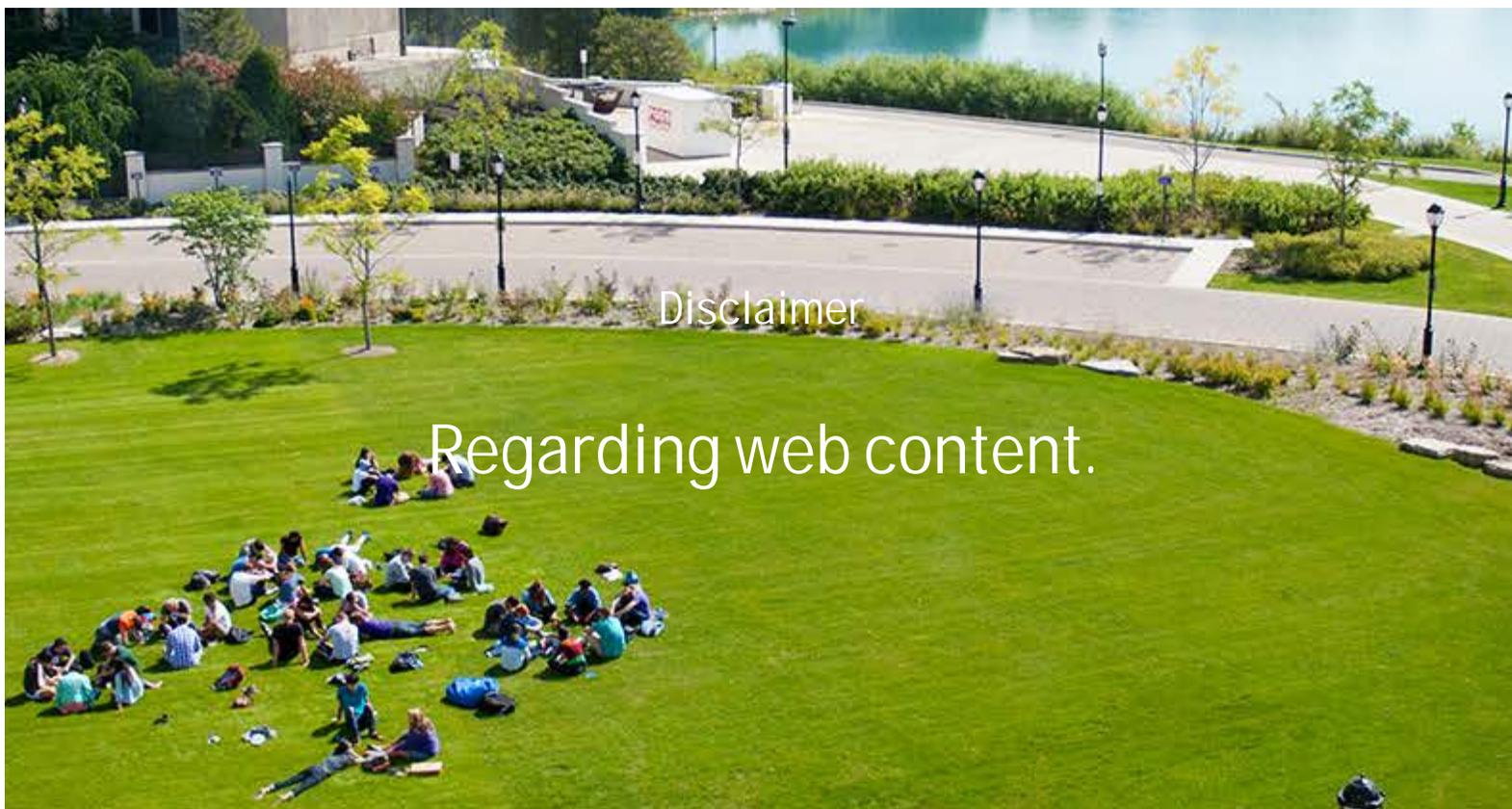
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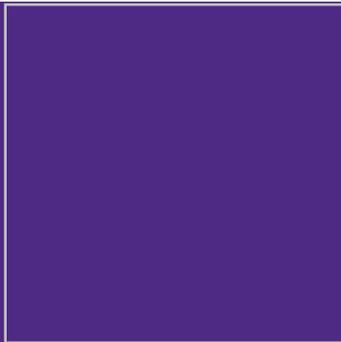
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University Policies

Communicating Northwestern's
values and expectations.

About

What is the role of University Policies?

Our University policies are meant to guide and enable our community members to uphold Northwestern's values and expectations.

DEVELOP A POLICY

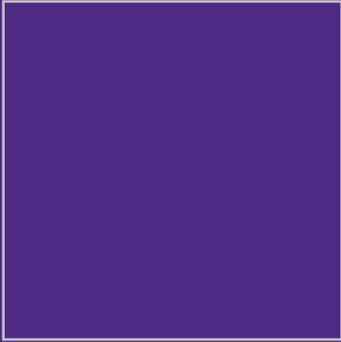
Any Northwestern school, department, or unit may initiate a new policy.

- [Policy Development Guidelines](#) 
- [New Policy Proposal Template](#) 
- [Standard Policy Template](#) 
- [Guidelines for Reviewing Policies](#) 
- [Policy Development Process Flowchart](#) 
- [Policy Development FAQs](#)

FIND A POLICY

University Policies on this site include existing policies (searchable by title); newly added policies (adopted within the past year); and policies under review (posted for comment from the Northwestern community).

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- [Policies Under Review](#)
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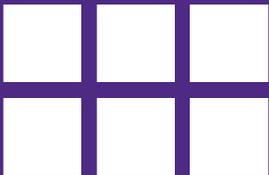
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