

The PULSE

Dartmouth College Biomedical Libraries Newsletter

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From the Director



Bill Garrity, Summer 1961

The Biomedical Libraries have had several recent opportunities to solicit feedback -assessments- from our clients. We've conducted three back-to-back

assessments recently; the first two assessments were done as part of the self-study to prepare for the Provost's external review of the College Library (of which the Biomedical Libraries are a part).

The first assessment was a survey of students in the health and life sciences—MD, MD/PhD, MD/MBA, CECS, and PhD (basic sciences). About seven hundred students were asked about:

- Their use of Dartmouth's libraries, services, and web sites
- Their satisfaction with them
- How they find information and learn about the libraries and their services
- How they prefer to receive help and what they would like to learn about
- Changes they would make to the libraries

There were 166 responses, with about equal representation of MD and PhD students. Key findings include:

- Nearly everyone had used the Dana Biomedical Library and the Libraries' web site (<http://www.dartmouth.edu/~biomed>)

- Many people had used the Matthews-Fuller Health Sciences Library and Baker-Berry Library.
- Not many had used the other Dartmouth libraries—Feldberg (business and engineering), Kresge (physical sciences), Paddock (music), Rauner (special collections), and Sherman (art).
- Fifty percent were "satisfied" with the facilities of the Dartmouth libraries; 30% were "very satisfied."
- More than 50% are "very satisfied" with our staff and with our information resources (databases, books, journals).
- Individual study is the predominant use of the libraries by students.
- Group study; research assistance; computer access, printing, and scanning; document delivery; "remote access;" and circulation are somewhat common uses.
- Attending DMS/College classes or library workshops were less common.
- Google and the libraries' catalogs and databases are the predominant ways students find information for classes or research.
- Students want to learn about MEDLINE, web searching (e.g., Google), Web of Science, evidence-based medicine and healthcare, reference management (e.g., RefWorks), and staying current.
- Students want to see longer hours and more digital information.

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Biomedical Libraries

All numbers in the (603) area code

Administration 650-1662
William Garrity
Director of Biomedical Libraries

Dana Biomedical Library

Summer hours (began 6-13-07):

Monday-Thursday 7am - 9pm
Friday 7am - 6pm
Saturday 9am - 5pm
Sunday 1pm - 9pm

Regular hours (resume 8-13-07):

Monday-Friday 7am - 12mid
Saturday 9am - 12mid
Sunday 9am - 12mid

Circulation 650-1658
Reference Desk 650-1660
Computing and
Media Services 650-1663
Fax 650-1354

Matthews-Fuller Health Sciences Library

Monday-Thursday 8am - 11pm
Friday 8am - 6pm
Saturday 9am - 5pm
Sunday 1pm- 9pm

Circulation 650-7658
Reference Desk 650-7660
Fax 650-4372

For Newsletter inquiries contact:

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Cindy.Stewart@dartmouth.edu

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Lora.L.Thompson@dartmouth.edu

Marcia Welsh, Editorial Assistant

Photographs by David Izzo
and Jamie Dalton

Dartmouth College Library

<http://www.dartmouth.edu/~biomed/>

Staff News

Congratulations to **Adrian Yoko Follette**, Library Services Assistant at Dana Library since 2004, on her graduation in April from the University of Pittsburgh's FastTrack Master of Library and Information Science Program, with a specialization in Medical Librarianship/Medical Informatics. Adrian completed the two-year online program with a 4.0 GPA.

Research and Education Librarian **Tom Mead** was promoted to Librarian IV, the highest professional level for a librarian at Dartmouth. Read about Tom's work with CECS (Center for the Evaluative Clinical Sciences at Dartmouth) in the facing column. Congratulations Tom!

Lora Thompson, Associate Director/Education and Information Services, attended the annual meeting of the Northeast Group on Educational Affairs (NEGEA), part of the Association of American Medical Colleges, at Stony Brook, NY, in June. She is chair-elect of NEGEA's special interest group, Librarians in Medical Education.

The recent annual meeting of the Medical Library Association was held in Philadelphia, PA, on May 18-23, 2007. Staff from the Biomedical Libraries who attended include **Bill Garrity**, Director; **Lora Thompson**; **Cindy Stewart**, Associate Director/Health Sciences Library; **Pamela Bagley**, Research and Education Librarian; and **Adrian Follette**. **Lora Thompson** is co-chairing the planning committee for next year's meeting in Chicago.

The following Biomedical Libraries staff have received awards for reaching milestones of service with Dartmouth College: **Heather Blunt**, Research and Education Librarian/Dartmouth-Hitchcock Alliance Consulting Librarian (15 years); **Don Fitzpatrick**, Internet Resources Specialist II (10 years); **William Garrity**, Director, Biomedical Libraries (10 years); **David Izzo**, Manager of Computing and Media Services (26 years); **Susan Jorgensen**, Access Services Supervisor (10 years); and **Kerry Lazarus**, Technical Processing Supervisor (31 years). Congratulations to all for their hard work and dedication!

Best wishes to **Theresa Ciambra**, who is leaving her position as Library Services Assistant at the Matthews-Fuller Library. She has accepted the position of Records Management Technician in the Dartmouth College Records Management program, a department in the Dartmouth College Library. Theresa has been with the Biomedical Libraries for 11 years, originally starting in Matthews-Fuller in 1994, then at Dana, then away from the Libraries for a bit, working in Dartmouth's Graduate Program in Electro-Acoustic Music, then back to Matthews-Fuller in 2004. We wish her well!

Interview with a Librarian Liaison

Tom Mead on the Center for Evaluative Clinical Sciences at Dartmouth (CECS)

What is unique about your role as liaison to CECS?

TM: The relationship I have with faculty and students that has evolved over several years of involvement with CECS is such that I'm never a stranger in their classes or meeting-spaces. I always attend orientations at the beginning of the year. I go to faculty meetings when courses are being prepared. I drop in on classes and seminars throughout the year. I'm on CECS email lists, so I'm aware of what is going on.

How do the students benefit from your services?

TM: Some take advantage of a "The Librarian Is In" session, 90 minutes per week, at a time when most students are not in class, in their meeting areas. I know the assigned papers and projects, and the intent of the professors, and the kinds of literature-searching the students must do. Students know me, and feel comfortable asking questions and getting me involved in their work. Some projects last a rather long time; I keep a list of "who is interested in what" -- and if I find something or get a brainstorm about something relevant to that student, I send it along.

What was the most challenging or interesting search request you've received from a CECS student or faculty member?

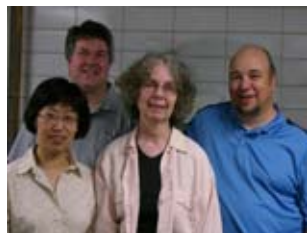
TM: A big interesting one was researching the history of the schism between medical schools and schools of public health. An easier, recent one was about medication reconciliation, which is about arriving at an accurate list of all medications a patient is taking. Finding literature and information for CECS students is frequently a challenge. Clinical questions are generally easier. CECS projects involve concerns in social, financial, governmental, and business fields, so the sources used are more varied. We frequently use other libraries at Dartmouth to find what we need, or use the expertise of other research librarians.

Is there anything else you would like to add about your liaison role?

TM: Something that is particularly interesting about the CECS program is that it has various "hooks" into other initiatives, such as the Leadership Preventive Medicine Residency, joint-programs such as the MBA/MPH and MD/MPH degree offerings, the Dartmouth Atlas Project, the Health Care Improvement Leadership Development, and the VA Quality Scholars. Being the library liaison to CECS really means that in some ways I'm monitoring or participating in all of these initiatives.

Meet the Biomedical Libraries' Document Delivery Staff!

Located in the basement of Dana Library, you will find a corps of four hard-working people with 40 years' experience in the Dartmouth Libraries, who comprise the Biomedical Libraries Document Delivery staff. They include:



- **Shu Ling Peng**, Document Delivery Assistant, was answering reference questions at the University of Beijing before she came to Dartmouth as an engineering student
- **Ron Chabot**, Document Delivery Supervisor, who has been at Dartmouth for twenty years
- **Judith Lerner**, Document Delivery Assistant, came to us from the Art Library after having worked in several other university libraries, including the University of Montana
- **Chris Curtis**, Document Delivery Assistant, who has been with us for three years (after 21 years in printing)

Document Delivery is a part of the work of every member of the Biomedical Libraries staff. Working closely with the Biomedical Libraries Access Services staff and Research and Education Librarians both at Dana and Matthews-Fuller, the Document Delivery staff supplied over 33,000 articles last year. The Matthews-Fuller Circulation staff handles the scanning and delivery of articles from the journals and books at that library. Every librarian gets called upon to help us resolve tricky citations and find obscure resources. Dana Circulation helps us find straying items. Everyone pitches in when it gets hectic, or when Document Delivery is short-staffed. Spring and fall are our busiest times.

On an average day, the Document Delivery staff are searching for, copying, and delivering about 130 articles. Books borrowed and lent to and from other colleges and hospitals make up a small part of the Document Delivery team's work, about 1,100 in the course of the year. We supplied articles to 300 different institutions throughout the world last year and borrowed from just as many. Yale and the University of Vermont are our closest partners. Through interlibrary loan the Document Delivery office has a window on every library in the world.

We've got color! Our ten-year-old scanner is still doing a workman-like job on the older journals' black-and-white printed pages. Newly acquired scanner-copier-printers let the Document Delivery staff offer our patrons color copies in print or scan. The large size of a color scan can present problems for some of our patrons. The information gained in many cases is worth the extra downloading time. When color is part of the information in a requested article, we deliver the article in color.

Our clients are requesting information on many interesting topics. The latest developments and the earliest treatises in biomedical science are pursued with equal vigor by our staff. For example, we requested and received newly published results of Australian nursing research and have been lent books two centuries old by institutions that know their property will be treated with respect. We have also received requests to borrow books on such topics as wood bending and copy of "The Bad Girls' Guide to Parties." To contact our Document Delivery staff, email Biomedical.Libraries.Document.Delivery@dartmouth.edu or call 650-1656.

DartDoc Has a New Look!

If you've used DartDoc recently you'll have noticed a cleaner, more streamlined interface in which the main menu runs along the left side of the page on all screens, requiring fewer clicks to navigate around the system. Plus, your list of available electronically-delivered articles is presented to you immediately after logging in. If you delete an article by mistake, you can restore it yourself. Other new features include:

- being able to reset your password if you forget it
- a search box for requests
- system alerts
- RSS feeds

Check it out! If you want a guided tour or need assistance, contact any library staff. To comment or make suggestions, send a message to Biomedical.Libraries.Document.Delivery@dartmouth.edu or call Ron Chabot at 650-1656.



Search360

MORE Scholarly Resources
BETTER Results
POWERFUL Search Features

Available from the Biomedical Libraries Web
<http://www.dartmouth.edu/~biomed/>

ARTICLES
IMAGES
DATABASES
AND MORE...

Welcome, New DHMC Residents and Fellows!

On behalf of the Biomedical Libraries, welcome to all new DHMC residents and fellows!

We look forward to working with you throughout your residency training and invite you to stop by the Matthews-Fuller Health Sciences Library (DHMC, Level 5) where our friendly and expert staff can help you to:

- Register for library services (just bring along your DHMC identification card; this will act as your library card once we provide you with a library-issued barcode number)
- Borrow books, articles, and other material from any of our other Dartmouth College library
- Obtain books, articles, and other material from outside the Dartmouth libraries' collections
- Effectively and efficiently search the journal literature for the best evidence on which to base your patient care decisions
- And more!

To access the Matthews-Fuller Library after hours for specific research and urgent patient-care needs, simply contact DHMC Security. For more information, see <http://www.dartmouth.edu/~biomed/about.html#policies.html#hslaccess.shtml>

Library Contracts with Dartmouth-Hitchcock Alliance Members

The Biomedical Libraries provide outreach services under contract to four Dartmouth-Hitchcock Alliance hospitals. The Dartmouth-Hitchcock Alliance is a regional network of hospitals and other healthcare organizations in New Hampshire, Vermont, and Massachusetts that share a common commitment to improving the quality, efficiency, and availability of health care in our local communities. For more information, see <http://www.dhalliance.org/>

For almost ten years, the physicians, nurses, and staff at Central Vermont Medical Center (CVMC) in Barre, Vermont, and Cooley Dickinson Hospital (CDH) in Northampton, Massachusetts have received information services through contracts with the Dartmouth Biomedical Libraries. Since 2004, library services have been extended to two additional hospitals: Weeks Medical Center (WMC) in Lancaster, New Hampshire, and New London Hospital (NLH) in New London, New Hampshire.

The agreements with the institutions encompass a range of professional library services, which may include:

- Document delivery, including journal articles, books, and audiovisuals
- Librarian-performed searches of medical and health care information resources
- Regularly scheduled on-site visits by Dartmouth Biomedical librarians
- Expert management of library collections
- On-site educational workshops on information resources such as PubMed, consumer health, and evidence-based medicine tools. Additionally, staff at the contracted sites are welcome to attend any of the Biomedical Libraries workshops offered at the Hanover and Lebanon campuses.

Heather Blunt, Research and Education Librarian, and Cindy Stewart, Associate Director/Health Sciences Library, visit CVMC, CDH, NLH, and WMC regularly to provide on-site education, reference, document delivery, and consulting services. On-site services offered by the consulting librarians are supplemented by telephone, email, and web-based support by Biomedical Libraries staff in Hanover and Lebanon.

To contact a consulting librarian:

Central Vermont Medical Center

Heather Blunt visits CVMC weekly on Mondays
CVMC extension 3005 or 650-4953,
or email heather.blunt@dartmouth.edu

Cooley Dickinson Hospital

Heather Blunt visits CDH on Thursdays and Fridays
CDH extension 2206 or 650-4953,
or email heather.blunt@dartmouth.edu

New London Hospital

Cindy Stewart visits NLH periodically as scheduled
650-4967, or email cindy.stewart@dartmouth.edu

Weeks Medical Center

Heather Blunt visits WMC periodically as scheduled
650-4953, or email heather.blunt@dartmouth.edu

For more information about the Libraries' outreach services, contact William Garrity, Director, Biomedical Libraries, at 650-1662 or email william.garrity@dartmouth.edu.

Collaborative Tools

Collaborating virtually (across the globe or across campus) is easy! With **free** web-based tools, it's easy to conduct a virtual meeting, including:

- online group conference calls with Google Talk (voice as well as chat)
- jointly-edited papers using Google Docs
- shared search results with PubMed's My NCBI
- calendaring across time zones with Google Calendar

All of these tools have excellent, easy-to-find help files.

Google Talk

<http://www.google.com/talk/>

Allows you to call and IM your colleagues through your computer.

- Quick download
- Make free PC-to-PC voice calls
- Send and receive voicemail
- Transfer files and folders
- Receive chat and email notifications

Google Docs and Spreadsheets

<http://www.google.com/docs>

Web-based word processing and spreadsheet program that keeps documents current and lets the people you choose update files from their own computers.

- Create basic documents and spreadsheets
- Upload existing files
- Toolbar formatting buttons are similar to Word and other desk-top programs
- Give anyone you want viewing and/or editing privileges
- Edit with others in real-time
- Online storage and auto-save
- Access from any (internet-connected) computer anywhere
- Easily save and export copies
- Publish your work to a blog or as a web page, visible to all or to whomever you choose

My NCBI in PubMed

<http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?holding=dmhclibfft&dr=abstract&tool=nhdartbelib>

My NCBI is a tool that allows you to customize some settings in PubMed. It allows you to select filtering options, and set up automatic searches that are sent by email. But the feature most useful to collaboration is the ability to store search strategies and collections of citations on the PubMed server.

- Like having a cubby on PubMed's web server
- Create an account with a username and password (one person can create multiple accounts with different user names/passwords)
- Anyone who knows the username and password can access the cubby

Google Calendar

<http://www.google.com/calendar>

Free online shareable calendar service.

- Invite others to meetings; see collaborators' calendars
- Accounts for time zone differences
- Imports and exports to Outlook and other systems

From the Director, *continued from p. 1*

The second assessment was an internal study of the Biomedical Libraries' facilities. Key findings are:

- Dana needs substantial renovation immediately, or should be replaced.
- Dana is dated, has poor infrastructure, and non-existent climate control.
- Dana needs additional study and classroom space for students, more coherent service points, and sensibly-located staff offices.
- Matthews-Fuller is serviceable pending the opportunity of a new medical education building at the DHMC campus.

The third assessment complemented the first. It was a survey done in May 2007 of people entering Dana: snapshots of numbers of users and how often they used the library. Thirty-six percent of visitors were MD students, 25% were other graduate students, and 28% were undergraduates.

The results (and the questions themselves) of these assessments are published on the Biomedical Libraries Web.

Bill Garrity

Free Subscriptions to Cell

Cell Press, an imprint of Elsevier, is offering free print subscriptions to Cell. As a benefit of the site license to Cell Online paid by the Biomedical Libraries, any researcher, student, or faculty member is entitled to receive a print subscription - normally a \$179 value - absolutely free. To sign up for the offer, go to <http://www.Cell.com/freesub>

PubMed Tip: Bookmarking Your Favorites

Have you bookmarked PubMed? Made it one of your "favorites"? If so, you might want to update the URL to <http://www.ncbi.nlm.nih.gov/sites/entrez?holding=dmhclibfft&dr=abstract&tool=nhdartbelib>. Using that URL will ensure that you see icons that point you to Dartmouth-licensed full-text journals and to the "ArticleLinker" feature that lets you easily submit DartDoc requests.

<http://www.dartmouth.edu/~biomed/>

Upcoming Workshops

Here is a preview of workshops coming up for September-December, 2007

One-Hour Workshops

Business Resources for Healthcare

EndNote

Google - Introductory and Advanced

Image Editing

MEDLINE - Introductory and Advanced

Powerpoint - Introductory and Advanced

RefWorks

SurveyMonkey

New! 30-Minute Workshops

Back to School

EBM Resources You May Not Know About

Support Staff Seminar: Finding Full Text

For additional information and to register, please go to <http://www.dartmouth.edu/~biomed/> and click on "Workshop Calendar" under **General Information**.

Library Grand Rounds 2007-2008 Save the Dates!

Health Statistics

Tuesday, September 4, 2007

Future dates:

Tuesday, December 4, 2007

Tuesday, February 5, 2008

Tuesday, April 29, 2008

All will be held from noon to 1pm in Auditorium E, DHMC. Drinks and dessert will be served.

Future topics will be announced on the Biomedical Libraries web site: <http://www.dartmouth.edu/~biomed/>

Literature & Medicine Program @ DHMC

Literature & Medicine: Humanities at the Heart of Health Care is a nation-wide hospital-based reading and discussion program for health care workers. The idea behind the program is to bring together a diverse group of people from throughout a medical center for relaxed literature-based discussions about issues related to health care. Group members read books, poetry, essays, and short stories. Then they come together to talk about their reactions to the readings. A humanities scholar serves as facilitator, guiding each group discussion.

Created by the Maine Humanities Council in 1997, the program has proven popular. It is now offered in 17 states across the country, including at a number of health care facilities in New Hampshire and Vermont. This spring, the Biomedical Libraries joined with the New Hampshire Humanities Council to bring Literature & Medicine to DHMC.

One of the strengths of the program is that it's open to all employees. At DHMC, our spring group of 20 participants included attending physicians, residents, nurses, support staff, and clinical and program coordinators. Departments represented include internal medicine, psychiatry, cardiology, pathology, computing, records management, shared decision-making, and palliative care. Dartmouth English Professor Suzanne Brown was our discussion leader.

The next discussion series is planned to begin this fall.

For more information about Literature & Medicine at DHMC, contact Heather Blunt at 650-4953 or heather.blunt@dartmouth.edu