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Library Services

The Dental Library Advisory Committee recently distributed a user satisfaction and awareness survey to dental school faculty and postgraduate students. Although the responses indicate that almost all users are satisfied with the library, they also show that a large number of people are unaware of our services and resources. Because the role of the library is to enhance the educational, research, and patient care experience of faculty and students, we want to make sure that people know about the services we provide. As the LSUHSC Libraries continue to add new electronic resources, it is important that we inform potential users about them and teach the effective use of these databases. The library still maintains print collections as well, and because we think they are important, we'll continue to promote them in the newsletter from time to time. The Newsletter Browsing Collection is featured in this issue.

One traditional library service at the dental library since it opened in 1972 is our **courier** who delivers books and journals from the Isché Medical Library to the dental library twice daily, Monday through Friday. You can request the dental library staff to order any circulating journal or book, and it will be here that afternoon or the next day. All dental school faculty, students, and staff are invited to use this service.

Another type of document delivery service is **Interlibrary Loan** (ILL), which provides access to books and journal articles at other libraries. In the article below, Julie Schiavo, ILL librarian, describes the service and what patrons can expect from it.

A third type of document delivery now available through the library is **electronic access to journals and books**. Innopac, the LSUHSC libraries online catalog, provides links to the full text for each journal title, if available. The route to the full text varies among journal titles. Many of our subscriptions to print journals allow LSUHSC patrons to access articles online. The library also subscribes to aggregated publisher services, such as Ideal, Science Direct, and Synergy, which facilitate searching across a large number of titles. However, in these services, the full text available only in those journals to which the library has a print subscription. A number of titles have full text available via a database such as InfoTrac, Ovid, or MDConsult, and it is necessary to connect to that search service to find the desired article. Some journals restrict access to library staff members, and we will be glad to assist you in these cases.

Linkout, a new feature of Pubmed, the MEDLINE gateway at the National Library of Medicine, provides a link from a citation in the database to electronic journals to which the LSUHSC libraries subscribe. Go into Pubmed from the dental library home page in order to link to the full text for these particular titles.

If you have any questions about how to locate electronic journals, please contact a library staff member. Availability of years differs for each journal title. And remember that for journals to which the LSUHSC Libraries don't subscribe, the Interlibrary Loan Service is the best way to obtain copies of articles.

Interlibrary Loan Service

The LSUSD library continues to offer a full range of interlibrary loan (ILL) services. If you need a journal article, book, or other item that the LSUHSC libraries do not own, we can make requests to other libraries throughout the country to get it for you as quickly as possible.

The Forms

To make the process of requesting materials for interlibrary loan even easier, we have posted the ILL forms on the LSUSD library web site under the Services heading. Fill out the Word form online, and send it to us as an e-

mail attachment, or print out the form in PDF format, fill it out, and bring it in. As always, we have forms here behind the circulation desk for your convenience. Please be sure to fill out the whole form, answer all the questions, and make your request well in advance of the date you need the item. The due date for the item and any charge there might be are determined by t he lending library, not LSUSD.

The Methods

The library obtains ILL articles through many different means. The most traditional is the U.S. Postal Service. It takes the longest, but it is the only way we can get certain items from one place to another. The most popular way of sending and receiving journal articles is *Ariel*, which enables one library to scan an article and send it through the Internet to another. *Ariel* allows us to get a high quality copy of an article to you very quickly, sometimes the same day the request was made. Fax service is also available, but the copy quality is poor and long-distance telephone bills add up. There is a \$5 surcharge on each faxed article. We ask that you not request a fax unless it is for a clinical emergency.

The Charges

The library is able to obtain most but not all requested materials free of charge. We have entered into reciprocal borrowing arrangements with several libraries throughout the south central region of the U.S., and, as a result, we do not charge each other for interlibrary loan transactions. Membership in this consortium has given us such great success in saving you money and allows us to deliver articles to you as quickly as possible. If we cannot obtain an article, book, or other item through our regular ILL lenders, we will have to go outside the consortium, and there will usually be a charge by the lending library. Costs for these materials tend to be between \$9.00 and \$15.00. These requests also take longer to fill.

The Law

Another thing to consider about obtaining journal articles is copyright law. For interlibrary loans, the vast and murky copyright law can be simplified into a couple of basic factors: time and amount. Within any calendar year, a library is allowed to borrow no more than five articles from any one journal published in the past five years. After the five-article limit has been reached, the library must pay copyright fees to the journal to obtain additional articles published in the past five years or wait to request the article until the next calendar year. A library is also not allowed to borrow more than one article from any one issue of a recent journal regardless of the five-article, five-year limit. If a library does request more than one article from an issue, it must pay copyright fees on the additional articles. In other words, even if no one else has made any requests for any articles from a journal, we cannot borrow more than one article within one issue without paying copyright fees. Therefore, we are not able to request an entire issue or supplement of a journal. Copyright fees vary greatly from journal to journal. Some are only \$.10 per page while others charge a \$30 base fee and then \$1 per page or more. The librarian will let you know if your request will require paying copyright fees before she sends the request.

The Future

There are some great changes on the horizon for the interlibrary service here at LSUSD. This summer we will be implementing a new system called ILLiad. ILLiad will enable you to submit your ILL request to us via computer. Also, and most exciting, this system will allow you to access many of your articles electronically if you desire. No more coming into the library to pick up articles – all you will have to do is logon! We will update you closer to the time of implementation with more details and a schedule of classes on this new system. --Ju*lie Schiavo*

The Browsing Collection: A Wealth of Dental News

In addition to the titles listed in Innopac, the dental library maintains a collection of newsletters, bulletins, reports, and a host of other ephemeral materials that we believe to be of interest to our patrons. Throughout the year, we receive a wide variety of publications that we make available for our patrons to peruse at their leisure where the current unbound journals are shelved. Although referred to collectively as the Browsing Collection, this compilation of publications is comprised of two distinct sections: Louisiana Newsletters and Newsletter Browsing.

The Louisiana Newsletters section is precisely what its name implies: a collection of publications from various sources throughout the state. The majority of these publications are LSUHSC newsletters. However, the section also has bulletins from such diverse sources as the State Library of Louisiana and the Gillis Long Hansen's Disease Center. We also strive to maintain copies of newsletters from the various regional and state dental societies, such as the New Orleans Dental Hygienists' Association, the Louisiana Dental Association, and the Greater Baton Rouge Dental Association. The current year of Louisiana newsletters is on display; all prior issues of all Louisiana newsletters are permanently retained in the serials office.

The Newsletter Browsing section is markedly larger than its Louisiana-only counterpart. This section houses international and domestic newsletters, bulletins, journals, and other similar publications. The subjects that these publications address are varied, but most concern dentistry. We maintain an assortment of materials, from dental school bulletins such as the *University of Tennessee Alumni Bulletin*, to state dental society newsletters such as the Oregon Dental Association *Membership Matters*, to advertising supplements included in journals, such as *Strategies for Success*. We also display many popular dental magazines such as *Contemporary Esthetics and Restorative Practice, Dentist's Money Digest*, and *Dental Practice Report*. In addition to the many dental publications, this section holds numerous higher education and general scientific bulletins. *The Chronicle of Higher Education, Journal of Pain, University Business*, and *American Scientist* are just a few of the titles that one can find in Newsletter Browsing. Though the library keeps all previous issues of Louisiana newsletters, it keeps items in the Newsletter Browsing collection on file for the current and previous year only. There are some exceptions to this policy, and it is best to consult a library staff member if you are looking for a particular item in this section.

At first glance it may appear that there is no discernable order by which all of the browsing materials are displayed, but the items in both sections of the Browsing Collection are filed by the parent organization, and not by the publication title. The front cover should have an indication of how that particular newsletter is to be filed.

The contents of both components of the Browsing Collection are always changing, because we rely on the generosity of LSUSD faculty and, in most cases, the publishers themselves for donations of the newsletters in this collection. The library staff has access to a database that tracks such changes, and they will be able to provide detailed holdings information. *--Becky Bealer*

Food for Thought ... Except in the Library

You may have noticed a few new warning signs around the library. Lately, we have felt the need to remind our patrons of what are essentially universal truths where the library is concerned.

The library is the hub of the research community. To be a good library, that facility should be user-friendly. We make every effort to help our patrons in the use of our materials and equipment. However, there are two elements of student life that are the bane of our existence: **FOOD** and **BEVERAGES**. We appreciate that you are trying to save time by nourishing your body while you nourish your mind, but the risks are too high.

In the course of touring the library to pick up used materials, we have discovered a wide array of contraband: apple cores, orange and banana peels, chip and cookie wrappers of every variety, and even the remains of someone's dinner. These things attract the kind of pests that do irreparable damage to library materials. Rats, mice, and roaches love books and journals. They are not avid readers, but connoisseurs of the printed page.



And if there is a smudge from a greasy thumb, it's all the more tasty. They will also eat through computer wires. Beverage containers also abound. Unopened, they are not a problem. But an open container is an invitation to disaster! Even an accidental spill of water can ruin an expensive journal or irreplaceable book or damage computer keyboards. And drinks with sugar not only ruin books and journals but also attract ants. Ants won't do as much damage to books as rats but it is hard to study when they are crawling up your legs!

We sympathize with you that you don't have a student union in which to relax and socialize but your cooperation in this is essential to ensure the availability of the collection for future patrons. Therefore, please help us protect our collection of materials and provide a clean, quiet, pest-free environment in which to use those materials. -- Valerie Hernandez

Web of Science & Other ISI Databases

The LSUHSC Libraries now subscribe to 3 databases produced by the Institute for Scientific Information. *Web of Science (WOS), Current Contents Connect (CCC),* and *Journal Citation Reports (JCR)* are exciting additions to our collection of databases and search services. The subscription to *WOS* includes Science Citation Index Expanded and Social Sciences Citation Index, limited to articles published since 1997.

The strength of WOS is cited reference searching. The record for each article in the database includes the list of references cited in that article as well as more recent articles that cite the original paper. With WOS, you can

find out who has cited your own articles or find later works related to a known article. It allows you to trace the history of a concept, finding both earlier and more current articles.

In *WOS*, topics are searched with keywords supplied by authors and indexers, not by controlled vocabulary. Therefore, it is important to "OR" together synonyms and to use the truncation symbol (*) liberally in order to pick up various forms of a word, such as plurals and British spellings. For example, $colo^*r^*$ will retrieve articles with *color, colour, colours, colors,* or *coloring*.

Clicking on the "Related Records" link at the top of an entry pulls up articles that share at least one cited reference. If an article record has a link to *CCC*, you can go directly to the table of contents for that issue to find other articles that may be on the same topic. You also can click on the *JCR* button to view the impact factor of the journal. Some records also have links to full-text, when available via the LSUHSC libraries.

JCR provides data for determining the importance of journals according to how often they are cited in the literature. This multidisciplinary database covers over 5,000 science journals and 1,700 social science journals, searchable by discipline or by journal title. Examples of the information that *JCR* provides are the journal impact factor, which measures how frequently the average article in a journal has been cited in a particular year; a list of journal rankings in a field; and the total number of citations from a journal in a year. For example, in the field of dentistry, oral surgery, and medicine for 2000, *Journal of Dental Research* ranks #1, with 7,980 total cites and an impact factor of 4.438.

Web of Science provides a different approach to the literature than MEDLINE and is a valuable complement to searching in Ovid or PubMed. Although WOS is easy to use, the dental librarians will be happy to demonstrate how to use the system or to answer any questions about the ISI online products. --Elizabeth Strother

Recent Acquisitions

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