Georgia Health Sciences University

INFOrmed:

Greenblatt Library News — Fall, 2013

Inside this issue:

Reflecting on the First Phase of the GRU Library Patron Satisfaction Survey

With the consolidation of two universities came many challenges at all levels and in all departments. Foremost in the minds of the librarians at Greenblatt and Reese Libraries throughout this process has been the needs of our patrons as we worked to seamlessly consolidate policies, procedures and environments that were often vastly different. Without a clear idea of what our patrons' work habits, needs, and concerns were we could not hope to accurately address them. Although both university libraries consistently collected usage statistics, gate counts and charted a variety of other markers to better know their patrons, the initial phase of the 2013 Library Patron Satisfaction Survey was the first opportunity the consolidated library system had to directly ask our patrons – which includes students, teaching & research faculty, administrators, clinicians and others – how well we were meeting their needs and what we could do to improve the services we provide.

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The survey was designed by Katie Glaeser of Reese Library and Maryska Connolly-Brown now the Serials Resources Library at Greenblatt Library. It was vetted by both Institutional Research and a team of librarians and staff which included Ginny Loveless and Jeff Heck from Reese Library and Kathy Davies of Greenblatt Library. There were many challenges with designing one set of questions to gather effective information that pertained both to a medical library serving a largely graduate and clinical patron-base and an academic library serving primarily a faculty and undergraduate patron-base. Service points at the libraries were not uniform at the time, with Greenblatt featuring a combined reference and circulation desk (LInC) which differed from the librarian-staff reference desk and separate circulation desk at Reese Library. Hours and some fee structures likewise were, and remain, nonstandard due to the type of material loaned and the patrons served by each library. However, despite the differences in service models, areas which could be critically examined included the physical building, availability and adequacy of study space, the electronic and physical colections, and the technology offered by each of the libraries.

at both GRU Libraries. These include but are not limited to:

- Acquisition of more booths, chairs, carrels and study space
- Upgrades to the library website
- The purchase of new lighting fixtures and improvement of existing lighting
- Designated quiet space in both libraries
- More payment options for fines and fees
- Additional technology, electrical outlets and presentation workspaces
- Wireless upgrades
- Better informational signage

In addition to providing valuable feedback that allowed us to immediately implement upgrades and improve the overall patron experience at Greenblatt and Reese Libraries, we were able to draw upon the data gathered by our survey to contribute to the SACS review process.

Need to Know for New Faculty, Students, and Staff

Phase I of the survey was sent to the faculty, staff, student and alumni email lists during April of 2013. 2,125 of the recipients responded; many providing useful feedback to our open answer questions. There were some areas of strength and weakness that were expected, such as the need for more electrical outlets and improvements to the HVAC systems in Reese Library. These are projects that have been on the drawing board for some time. However, much of the feedback received from our patrons led to improvements and changes

Phase II of the GRU Library Patron Satisfaction Survey is nearing completion, having undergone preliminary review by Dr. Augustine Hammond of the Department of Political Science. It will primarily focus on assessing interpersonal and virtual library services and how well the GRU Libraries' resources meet our patrons academic and research needs. Our patrons' experiences and input are critical as we move forward

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and continue to support academic and research pursuits at Georgia Regents University. Watch for the second phase of the Library Patron Satisfaction Survey in your inbox this fall.

Greenblatt Library is here to help! Now that the beginning of the semester is past, we wanted to remind you of resources, services, and events that Greenblatt Library has to offer.

Login from home or other non-campus locations using your GRU JagID.

Click the Contact Us link to learn how to contact a librarian by phone, in person, via online chat or email.

Identify the liaison from the Library to your college, unit, or program to get customized help with complex literature searching, citation management, or mobile resources.

Online Tutorials are available.

Use the FindIt@GRU button to get full-text access to research articles.

Renew your books online or order books from other University System of Georgia libraries using GIL Express.

Find eBooks to help you get started on research or find background information on a topic.

Deposit your works in Scholarly Commons, GRU's institutional repository. It collects, preserves, and disseminates scholarly and historical works submitted by GRU students, faculty, and staff. Contact Sandra Bandy sbandy@gru.edu or Natalie Logue nlogue@gru.edu to find out how.

Get help staying in compliance with NIH's Public Access Policy. Librarians are available by appointment to assist with the NIH manuscript submission process. For more information, contact Andy Bruner in Library Administration at 706-721-9798 or abruner@gru.edu.

  Although you can get to most of the Library's resources from your office or home, there are many resources and services at the Library:

- Laptop access to the Internet and Library resources via the campus wireless network throughout the Library.
- Come study in our new booths, complete with electrical outlets.

iPads with pre-loaded applications, art, and productivity tools are available to check out.
Get help locating evidence-based practice or clinical care information.

- Receive training and assistance with citation management software, including EndNote, Zotero and Mendeley.

- Study or take a break outdoors in the library's garden area. Wireless Internet is available.

Reserve one of the Library's meeting rooms for your group meeting.

Use Interlibrary Loan to request articles, books, book chapters, and more**.** For more information, please contact Interlibrary Loan at 706-721-6374 or docdel@gru.edu.

- Use one of the many white boards to study. Ask at the Linc Desk for markers or erasers if needed.

Claim a table for study by the sunny front windows, in a back nook or in a study room. Get here early to claim your spot. Also great for faculty who need a few quiet hours to finish that paper or grant submission.

New Online Resources including the DSM 5

The ***American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders* (DSM-5™)** is now available at GRU. The Fifth Edition, published in May 2013, is a comprehensive resource for psychologists, nurses, counselors, researchers and other mental health professionals for diagnosing and classifying mental disorders. This edition includes:

- A chapter organization that reflects a lifespan approach with conditions more commonly diagnosed in early childhood at the beginning and those of older adults near the end.
- Updated information about the latest findings in neuroimaging and genetics.
- A new organizational structure recognizing symptoms

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that span diagnostic categories.

- The addition, consolidation and clarification of several specific criteria – including autism spectrum disorder and substance abuse disorders – to bring them into line with current clinical practice.
- Dimensional assessments for research and validation.
- Both ICD-9-CM and ICD-10-CM codes included.

The *Diagnostic and Statistical Manual of Mental Disorders: DSM-5* is located in the **eBook Navigator** under "psychiatry" and alphabetically under "D." If you locate it in the library catalog, look for the "Available Online" link in the catalog entry.

For questions about the DSM-5™ contact the Library Information Center at (706) 721-3441 or your **Library Liaison**.

Additionally the following 11 electronic text books will also be available online through the **Greenblatt Library website** starting October 1:

- Manual of Clinical Psychopharmacology
- The American Psychiatric Publishing Textbook of Psychiatry
- Textbook of Psychotherapeutic Treatments
- The American Psychiatric Publishing Textbook of Substance Abuse Treatment
- Gabbard's Treatments of Psychiatric Disorders
- Textbook of Traumatic Brain Injury
- Dulcan's Textbook of Child and Adolescent Psychiatry
- The American Psychiatric Publishing Textbook of Psychopharmacology
- The American Psychiatric Publishing Textbook of Geriatric Psychiatry
- Helping Parents, Youth, and Teachers Understand Medications for Behavioral and Emotional Problems: A Resource Book of Medication Information Handouts
- What Your Patients Need to Know About Psychiatric Medications

Other New Resources

Histology & Cell Biology: Examination & Board Review, 5e a complete one-stop review of the clinically important aspects of histology and cell biology, and the ideal review resource for course exams and the USMLE.

Morgan & Mikhail's Clinical Anesthesiology, 5e - provides the most user-friendly, clinically relevant overview of the practice of anesthesiology.
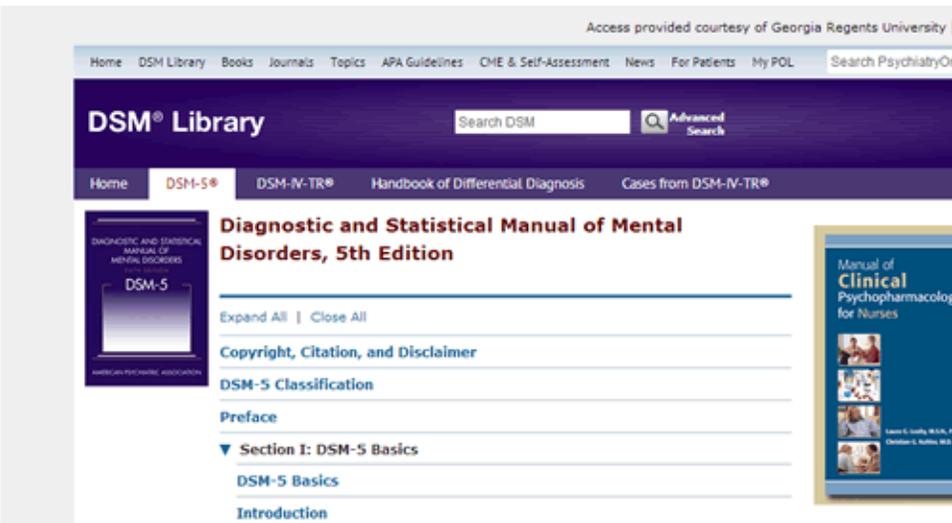
JSTOR - Arts & Sciences 1 Collection, Arts & Sciences II Collection, Arts & Sciences III Collection, Business I Collection, Ecology & Botany Collection, and Health & General Sciences Collection.

Introduction to EndNote Software

EndNote is bibliographic software working in conjunction with MS Word to manage the references inserted in journal articles or thesis manuscripts. EndNote automatically edits the in-text references and the References list in a document to conform to a chosen designated bibliographic style such as JAMA, MLA, Turabian, Chicago, APA 6th or Vancouver. Hundreds of other bibliographic styles are also on hand.

The process begins with the researcher collecting online database records of journal articles and books into EndNote "libraries," and to aid the research process, when permitted, allowing EndNote to attach the corresponding full-text document to the EndNote library record. EndNote library record content can be edited for uniformity and quality control, and shared with other EndNote users.

When placing a reference in a Word document, EndNote's Cite While You Write feature embeds EndNote library record information at the insertion point and formats that information to conform to the chosen bibliographic style. EndNote automatically edits the Refer-

ences list in the document as references are added or deleted in-text. When multiple EndNote users cooperate in writing a single document, each collaborator can freely edit the document since EndNote library information is embedded in the Word document itself. To efficiently aid authors in the process of configuring all the MS Word formatting requirements for certain bibliographic styles or scholarly journals, several manuscript templates are on tap in EndNote: Word template examples include ACS, APA 6th,
MLA, *Nature*, *PNAS*, and *Science*.

ENDNOTE®

The IT Help Desk in Education Commons Lobby distributes the software only to Health Sciences-based students, faculty, and staff. The Greenblatt Library provides personal training and support for EndNote for Windows; Thomson-Reuters, producer and distributor of EndNote, supplies web, email and toll-free telephone support for the most recent EndNote versions. See their **Online User Guide**. The Reese Library provides support for any Summerville Campus-based students, faculty, and staff using EndNote.

National Library of Medicine
Disaster Management Information Center

- Tornadoes
- Floods
- Winter weather
- Chemical emergencies
- Radiation emergencies
- Fires

Disaster Information Resources Training Completed

Greenblatt Library partnered with Georgia East Central Health District to provide the emergency response community with easy access to critical disaster information resources. The partnership was sponsored by funding from the National Library of Medicine (NLM) Disaster Health Project Outreach Award. The key components of the project were an information needs assessment, developing a web portal and providing training to the disaster response professionals. Results from the information survey indicated the top local natural disaster risks to be tornado, flood, and winter weather. Man-made disaster concerns focus on chemical spills, radiation emergencies and fire.   Survey respondents also highlighted the need for mobile disaster information resources and current disaster texts.

The **web portal** design was developed to quickly link the local emergency response community to information specific to each identified disaster risk. Each disaster topic has resources for emergency planning, disaster response and community recovery. The web portal also links to additional disaster topics, mobile resource tools, a guide to public health and disaster medicine, and a directory of disaster organizations. Local resource links include public health websites, coordinating hospitals and emergency services maps, and media communication outlets. The web portal connects to the NLM Disaster Information mobile apps page and a **mobile version** of the portal was also developed.

Four training sessions were held throughout the health district with 31 emergency responders; the attendees represented nurses, law enforcement, public health, and emergency services personnel. Tornado was used as the example disaster for navigating the local and national information resources. Training sessions highlighted psychological information, the *Resource Guide for Disaster Medicine and Public Health*, MedlinePlus, and relevant databases. Website tutorials are available for future instruction. Greenblatt Li-

brary has now added 24 titles in disaster medicine to update our collection and a duplicate collection is housed in the East Central Public Health office for access by disaster responders. Text subjects include disaster nursing, emergency preparedness, bioterrorism, and major incident response.

Faculty and Staff News

Author, credentials, Library, University

Connolly-Brown appointed as new Serials Resources Librarian

Maryśka Connolly-Brown has been appointed as the new Serials Resources Librarian at the Greenblatt Library following two years on the staff of Reese Library. Maryśka graduated from Valdosta State University in May 2013 with a Master of Library and Information Science and also holds a Master of Arts in Teaching from the former Augusta State University. In addition to her duties as Serials Resources Librarian, she will serve as the liaison to the College of Allied Health Sciences.

Heck named Interim Director of Reese Library

Jeff Heck has been named Interim Director of Reese Library on the Summerville Campus, effective August 1, 2013. Heck began his work at Reese Library in 1995 as the Automation Librarian and was promoted to the position of Associate Director of Reese Library in 2010. He chaired the Faculty Policies Committee, served on the University Council, and was Faculty Secretary for seven years at the former Augusta State University. Heck served on several consolidation working groups, including the Consolidation Action Team, the Academic Programs Work Team, and as the Co-Chairman of the Governance Work Team. In 2012, he received the Bob Richardson Award, provided by the Georgia Library Association for exceptional service to librarianship. In addition, he has served as Editor of the Georgia Library Quarterly. Heck is a member of the Board of the Consumer Credit Counseling Service of Middle Georgia, Past-President of the Kiwanis Club of Uptown Augusta, and incoming Lieutenant Governor for the district.

Many thanks to Camilla Reid who served as Director of Reese Library for the past three years. Prior to that, she served as Associate Director for seven years. Reid was well-known for her involvement on the Summerville Campus in a wide range of activities, including Phi Kappa Phi.

Ballance awarded stipend by Sewell Fund

Darra Ballance, MLIS, AHIP, has been awarded a stipend to attend the American Public Health Association (APHA) Annual Meeting by the Sewell Fund. Librarians with an interest in public health may apply to the Fund to attend the American Public Health Association Annual Meeting. Stipends funded by The Grace and Harold Sewell Memorial Fund to at least 11 librarians yearly for this purpose. This year's APHA meeting will take place in Boston, MA from November 2-6, 2013. Its theme is *Think Global, Act Local: Best Practices Around the World*.

Darra is the embedded librarian for the

Institute of Public and Preventative Health at Georgia Regents University in Augusta. She is also familiar with public health issues from her service with the Statewide Area Health Education Centers Network Program and looks forward to gaining new understanding of public health issues that are important to each of these programs.

The mission of the Sewell Fund is to increase librarians' identification with medical and health care professionals. Stipends have been awarded annually since 2001. For more information on the Sewell Fund, seehttp://www.sewellfund.org/

Mears receives Academy of Health Information Professionals Certification

Kim Mears, MLIS, has received provisional membership in the Academy of Health Information Professionals (AHIP). AHIP is the Medical Library Association's peer-reviewed professional development and career recognition program. Three areas of achievement are recognized: academic preparation, professional experience, and professional accomplishment. More information about AHIP can be found at http://www.mlanet.org/academy/.

Mears named an ORCID Ambassador

Kim Mears, MLIS, was recently named to serve as an ambassador for ORCID, an organization that provides researchers with a unique and persistent personal identifier that connects to researchers' scholarly activities. ORCID Ambassadors help facilitate the adoption of ORCID through presentations and promotion of ORCID identifiers. Ambassadors are provided materials for presentations, stickers, and pens and may apply for a travel stipend or reimbursement of meeting registration expenses when engaged in ORCID outreach activities. More information about ORCID can be found at http://orcid.org/.

Logue named recipient of Anthony R. Dees Scholarship

Natalie Logue is the 2013 Anthony R. Dees Scholarship recipient. This scholarship, which is provided by the Society of Georgia Archivists, will allow Natalie to attend the Pre-Conference workshop "Digital Repositories." She currently works with Sandra Bandy and Renee Sharrock on GRU's institutional repository, Scholarly Commons, making this a great opportunity to expand and refine her knowledge and understanding of the role digital repositories play in preservation and dissemination.

Yau transitioning to Systems/Web Services Librarian Position at Georgia Perimeter College

Christina Yau, MLIS, MS, the Systems Librarian at Greenblatt Library, will leave at the end of September. She will join Georgia Perimeter College as the Systems/Web Services Librarian.

Presentations & Publications

Virginia Feher, Kim Mears, & Autumn Johnson (2013): Information Literacy/Information Architecture: Lessons Learned from a Card Sort Exercise. Georgia International Information Literacy Conference. Panel Presentation. Savannah, Georgia. August 23-24.

Bruner featured in TrailRunner

In a two page feature in the October issue of *TrailRunner*, Andy Bruner, Office Specialist for Library Administration, chronicles his journey from poor health, asthma, smoking, and a seden-

tary lifestyle to becoming a well-known ultrarunner in the Southeast. The piece is called "Exorcising the Demons: Andy Bruner Finds Peace, Healing on the Trails." The article describes how his father, who suffered from an irreversible, fatal lung disease called idiopathic pulmonary fibrosis (IPF), received the gift of a lung transplant on May 8, 2008. That event made Andy rethink the trajectory of his life. He ran to the end of the block and back in tribute to his father and the anonymous donor who gave him a second chance at life. He recalls the event as awful, barely making it a half mile before he had to walk. Now, five years later, Andy routinely runs 50K or more nearly every weekend and has twice reached the 100 mile mark for a single run.

GRU Libraries

Hours

Mon. - Thurs.

7:30 a.m. - Midnight

Friday

7:30 a.m. - 7:30 p.m.

Saturday

9 a.m. - 5 p.m.

Sunday

Noon - Midnight

GRU Libraries Newsletter Summer 2015

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The statements and opinions expressed in the Greenblatt Library newsletter do not necessarily represent the official position of Georgia Regents University.

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