



DUKE
UNIVERSITY
LIBRARIES

Spring 2006: 2

West Libris

Newsletter of Perkins Library and the Science and Engineering Libraries

Perkins Hours

Spring Semester 2006
<http://library.duke.edu/about/hours>
Monday–Thursday 8am–4am
Friday 8am–12am
Saturday 9am–12am
Sunday 10am–8am Monday

Ask a Librarian

<http://library.duke.edu/services/ask>
Perkins Reference Desk: 660-5880
Email: askref@duke.edu
AIM buddy name: DukeRef

Perkins Contacts

Circulation Desk: 660-5870, perkins-requests@duke.edu
Interlibrary Loan: 660-5890, illrequests@duke.edu
Reserves: 660-5885

The Libraries of Duke University

Biological and Environmental Sciences Library
660-5970, biofor@acpub.duke.edu
Chemistry Library
660-1578, chemlib@chem.duke.edu
Divinity School Library
660-3450, divlib@duke.edu
Ford Library at the Fuqua School of Business
Reference: 660-3795, Circulation: 660-7875
Law School Library
Reference: 613-7121, ref@law.duke.edu
Lilly Library
660-5995, lilly-requests@duke.edu
Marine Laboratory Library
(252) 504-7501
Medical Center Library
660-1100, mceref@mc.duke.edu
Music Library
660-5950, music-requests@duke.edu
Perkins Library
660-5870, library.duke.edu
Rare Book, Manuscript, and Special Collections
Library
660-5822, special-collections@duke.edu
University Archives
684-5637, uarchives@notes.duke.edu
Vesic Library for Engineering, Math and Physics
660-5368, vesic-requests@duke.edu

West Libris is published five times a year: twice each semester and once in the summer. Please contact Phoebe Acheson, 660-5878, phoebe.acheson@duke.edu, with comments, questions, or suggestions.

Perkins/Bostock Pilot 24/5 Opening After Spring Break

The Perkins and Bostock buildings will be open 24 hours a day, Sunday through Thursday, starting when classes resume after spring break on 20 March. Entry to the buildings will require a DukeCard swipe from 10pm–7:30am, and for additional security, a guard will be on patrol through the night.

OIT Help Evenings in the Library

OIT and the library have teamed up to offer student technology assistants in Bostock as a pilot program for the spring semester. The students are on duty from 7pm–12 midnight, Sunday through Thursday, at the Reference Desk on the first floor and in the lower level Technology Alcove. The technology assistants can answer hardware and software questions—everything from “how do I use the scanner” to “my disk won’t come out of the floppy drive.”

Duke Hosting the NC Festival of the Book

The 2006 NC Festival of the Book will bring local, regional and national writers to Durham April 24–30 to celebrate the theme “It’s About the Story.” Duke, in partnership with UNC, NCSU, and NCCU, continues the tradition begun in 1998 of biennial literary festivals hosted by the Triangle universities. All events are free and open to the public. This year’s festival at Duke features almost 80 writers, including Anne Rivers Siddons, Roy Blount, Jr., and Duke’s own Reynolds Price. For full details, including a schedule of events, see the festival website at <http://www.ncbook.org>.

New Poll Data Available through the Roper Center for Public Opinion Research

The Roper Center, a nonprofit research organization located at the University of Connecticut in Storrs, preserves the data gathered in polls conducted by many leading survey research organizations. Links from the Roper Center’s website provide access to the complete database. Entry points include iPOLL (organized at the question level, providing access to questions asked on national public opinion surveys from 1935 to the present), Public Opinion Matters, Election Data, and National Science Foundation surveys. In addition, RoperExpress offers on-demand download of data from those datasets in the Roper Center collection that are in ASCII or SPSS portable formats. To get to this resource, search for “Roper Center” in the Duke library’s articles and databases interface or the online catalog, or go to <http://docs.lib.duke.edu/data/roper/>.

New Database of Images Online: ARTstor

The Duke libraries have recently acquired ARTstor, a database of images produced by the same organization that created the popular repository of online scholarly articles known as JSTOR. ARTstor provides access to several collections of images covering art, architecture, and archaeology for a variety of culture and time periods. Specialized collections include the Hartill Archive of Architecture and Allied Arts, the Huntington Archive of Asian Art, and the Schlesinger’s History of Women in America. There is one important caveat: Neither ARTstor nor Duke owns the images displayed in the database. So, while the collection provides unprecedented access to both famous and obscure images, users must observe the same copyright rules that apply to other intellectual property.

Recently Asked of the Answer Person

Why do they put alcohol in cough medicine and the like? Does it do something no other substance can reasonably do that makes it worth using alcohol, which many people would rather not ingest (like kids)?

– via the Internet,
01/13/2006 10:58:25

Answer Person Responds:

There seem to be homeopathic cough syrups, such as made by Boericke & Tafel (B&T), that don't contain alcohol. I'm guessing that as a central nervous system depressant, alcohol helps kill feeling and reduce coughing, but AP is no medical researcher so can't tell you what works and what doesn't work for your cough. It may be because cold medicines have a goal of helping you sleep. It may be because the main ingredients are more soluble in alcohol than in just water or in an oil-based substance.

For more questions and answers, funny or serious, check out the Book of Answers, still in its traditional location in Perkins Lobby, or see online questions and answers — including historical archives — at <http://www.lib.duke.edu/suggest/>.

The Savvy Researcher: Improving the Library through LibQual™

LibQual+™ is a survey tool that many academic libraries use to get a better sense of how users perceive library services and collections. It was created by the Association for Research Libraries (ARL), of which Duke is a member. Until recently, libraries evaluated and compared themselves to one another through statistics like number of books owned, annual budget, and number of staff. LibQual+™ allows libraries to gather data on less easily quantified elements such as user satisfaction with collections and services.

The Duke library conducted its first LibQual+™ survey in the spring of 2002 and most recently in the spring of 2005. We sent the online survey to random samples of 900 undergraduates, 600 graduate students, and 900 faculty and staff. Rates of return were 40.8%, 22.4% and 29.87% respectively. The survey is divided into three categories: service provided by staff, environment of the libraries as physical places, and how library technology (i.e. the online catalog, website and interfaces to access articles and databases) and materials satisfy user needs. There are a few questions about how users get to information (i.e. visiting the libraries physically or digitally or by using Internet search engines such as Google) and an open comments box for feedback and ideas.

Of greatest importance to library planning are the answers and comments survey respondents made about how the library delivers resources to users. Survey respondents were clear that they want to be able to find the information they need, whether it is a book, journal article, or data set, with minimal help from library staff, and ideally, by doing one simple online search. This sentiment is understandable, but the resources the library owns and for which it has digital licenses are diverse and often challenging to use. In addition, many library resources are not available online. The library's goal is to satisfy library users' desire for fast, easy-to-find information, while also encouraging users to explore the depth and complexity of the rich resources we have to offer. It's a big challenge! We are always looking to hear your ideas on how we can do it better. The LibQual+™ survey is one of many ways for us to learn more about what you want and need from the library.

For information about the survey, visit <http://www.libqual.org/>. Anne Langley (see below) is the chair of the committee looking at the data from the current survey. She can be reached at anne.langley@duke.edu. All feedback about the library is valuable to us — we accept it through many venues, from comments to askref@duke.edu to letters directly to University Librarian Deborah Jakubs.

Meet Your Librarian

Anne Langley, Head of the Chemistry Library and Chair of the Perkins Library Systems LibQual+™ 2005 Committee

Q: How did you become a librarian? Do you have a background in chemistry?

A: I decided to become a librarian after working as a student assistant in my university library and then in graduate school, as library support staff. I found that I liked and had great respect for all the librarians I knew because they were smart, well-read (ha-ha), and had found a way to be generalists in the often hyper-specialized world of academia. So, I went on to graduate school to get my Masters Degree in Library and Information Science. For those who don't know, this is the terminal professional degree for librarians.

I studied chemical engineering my first three years in college. While working on a shrimp boat in the Gulf of Mexico between junior and senior years, I did a lot of self-examination and decided to drastically change my major to creative writing. So, while I don't have a degree in science per se, I do have solid background in the field. And it's funny, now I work in a science-focused job, and use my creative writing skills mostly to write songs for the band I sing in (Fluff Chick).

Q: What's special about working in a smaller branch library?

A: Having the opportunity to be closely linked with the teaching, learning, and research of a focused set of students, faculty and researchers.

Q: What are the most interesting things you learned from the latest LibQual+™ survey?

- A:**
- a) email reminders really do work!
 - b) many people actually come into the libraries to work and do research.
 - c) users want library research to be a do-it-yourself activity — That "Eureka" effect is a profound part of the learning experience.