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'The Effect of an Electronic Table of Contents Service on Library Staff, Clients, and Equipment'

Introduction

Purpose & Review

The purpose of the paper is to describe the transition from a paper table of contents to an electronic table of contents service in a fee-for-service program for nursing personnel. I will first review the specific services we offer, describing some relevant background that led us to move to consider a new method of providing an electronic table of contents service. After briefly reviewing the literature on electronic table of contents, I will present information on the services that offer electronic table of contents services. Then, I will review, in a timeline format, our introduction and promotion of the UnCover Reveal service to our clients and the results of a recent user satisfaction survey will be presented. Finally, I will conclude with our plans for the future; in fine tuning this type of service to our clients.

Background of Nursing Library Program

Our library situation is somewhat unique. We manage a nursing collection and employ a full time nursing librarian at an organization that does not have a nursing school. I am on the library faculty at Dartmouth College, which in turn, through two of its libraries, supports the information needs of Dartmouth-Hitchcock Medical Center and Dartmouth College's Biology Department. Permit me to explain the background. When the hospital-based two year school of nursing closed in 1980, the hospital nursing leadership and the Biomedical Libraries' director began cooperating to offer a library service program to support practicing nurses in patient care, administrative support, continuing education, and, to some extent, support for higher education pursuits. Resources, both financial and library materials, were moved to Dartmouth's Biomedical Libraries. A librarian to support nursing bibliography was hired to develop and manage the collection, and oversee the provision of library services to nursing clients at this 450 bed medical center in a rural part of the Northeastern United States. Dartmouth-Hitchcock Medical Center, closely affiliated with Dartmouth College, is home to Dartmouth Medical School--which happens to turn 200

years old this month **OVERHEAD**. The Biomedical Libraries are a part of Dartmouth College Library, which serve the undergraduates of 4000 students and the two other professional schools; an engineering and a business school. We are fortunate to be well supported by an extensive computer network principally characterized by Macintosh platform computers for everyone's use.

Specific Services to nurses

Over the years, a distinct list of library services available to nursing personnel has developed. These include: free mediated literature searches, photocopy of journal articles, photocopies of table of contents of journals subscribed at the Biomedical Libraries, and library oriented workshops

OVERHEAD In addition, the library purchases nursing journals, books, audiovisuals and relevant computer assisted instruction programs. The nursing librarian is active within the nursing department, serving on a Nursing Education Council and participating with groups that provide continuing education workshops to nurses.

Budgetary & Administrative Concerns

Nursing leadership annually grants to the Biomedical Libraries all the costs associated with employing the nursing librarian, a part-time clerk, and buying nursing educational resources for the Biomedical Libraries. Increases to this grant (or budget) are limited to college-mandated personnel increases and the rising costs of nursing education resources. This is no budgetary provision made for rises of the use of searches, or copying of table of contents. Journal article copying is additionally supported by a nominal per page fee, presently at 10 cents per page. Service statistics recording service to nursing personnel are kept and periodically presented to nursing and library administration **OVERHEAD**.

Usage increases for table of contents service

As indicated by this overhead, photocopying for journal articles and table of contents has been steadily increasing. While we are pleased to note an indication of increasing educational activity among nursing staff, these increases concern both the library and nursing administrations. As we thought journal article copying could be managed by encouraging nurses to make alternate arrangements for their article copying, that left managing the growth in the table of contents service. As an electronic table of contents

system was available, we took this opportunity to establish it as an alternative service to the paper table of contents service. This paper will focus on what we did to change our paper table of contents service to an electronic table of contents service.

Literature Review

First, it would be useful to review the literature available on electronic table of contents services. The literature on electronic table of contents services has been increasing over the past several years. I have limited my review to services that are compared or associated with the CARL Uncover Reveal service, since this is the service we have at Dartmouth. The name CARL UnCover refers to the entire database, available on the Internet, containing several years of some 17,000 journal titles, briefly indexed within days of the published date. The third name, Reveal, is the specific service which sends updates to the database to specific email addresses. This innovative service won the 1994 ONLINE Magazine Product of the Year award.⁵

The first mention of the UnCover service appears in the August 1993 Database journal⁶. It compares the UnCover service to the traditional paper *Current Contents* service available from Institute of Scientific Information. Not surprisingly, the Internet-supplied UnCover was judged better in currency than the print *Current Contents*, but several indexing errors in UnCover, in practice and in policy, were pointed out. The scope was also discussed, indicating more foreign journals were found in *Current Contents*. Briefly mentioned in the article were two upcoming services, ContentsFirst & ArticleFirst from OCLC, and Faxon Finder from Faxon Research Services.

An article published in 1994 reviewed UnCover, Faxon Finder and ArticleFirst in terms of subject analysis⁷. It compared journal lists provided by these three vendors by using the US. Library of Congress classification

⁵ Kohl, David F. Revealing UnCover: Simple, Easy Article Delivery. *Online* 19 (May/June 1995):52-60.

⁶ Notess, Greg. Internet Database Review: UnCover. *Database* 16 (August 1993): 99-102.

⁷ Goodyear, Mary Lou and Jane Dodd. From Library of Record to the Library as Gateway: An Analysis of Three Electronic Table-of-Contents Services. *Library Acquisitions: Practice & Theory* 18 (1994):253-264.

scheme and seven major indexes, including the US. National Library of Medicine's *Index Medicus*. Faxon Finder and ArticleFirst covered 65% and 69% respectively, while UnCover only approached 48% coverage of the 3,026 journals in *Index Medicus*. It is noteworthy to observe that a full 25% of those titles were not covered by any of the three services. This reflects the findings of a study published in *Health Libraries Review* in 1992 by Suzanne Bakker, in which she compared four current-awareness services available on floppy disks--not more than 60% of the titles were covered by one service⁸.

A similar article in 1995 compares articles and journals in the UnCover and Faxon Finder systems⁹, finding Faxon's overall subject coverage superior to UnCover's by over 15%. This article also reports an average overlap in journals for all disciplines covered was only 33.6%--again, a startling point to consider when choosing this type of current awareness database.

The year 1995 brought an article comparing four current awareness databases focusing on the mathematics discipline. UnCover, Current Contents, Inside Information (produced by RLG, Research Libraries Group) and ContentsFirst (produced by OCLC) were compared. UnCover was found to be the leader in currency and coverage in the mathematics discipline¹⁰. Another article in 1995 presents a case study using the UnCover system at the University of Cincinnati, focusing on article delivery service¹¹. However, the article includes the first mention of UnCover's Reveal service, noting it is very popular with the faculty. This is the first mention of the Reveal Service, the electronic table of contents service which sends tables of contents automatically to your email.

In 1996, three articles appeared on the topic. One focuses on the agriculture discipline. Two others use special library environments to present their case

⁸ Bakker, Suzanne. Subject Strengths and weaknesses of four current-awareness services on diskette. *Health Libraries Review* 9 (1992):131-137.

⁹ Holt, Janifer and Karen A. Schmidt. Carl UnCover2 or Faxon Finder? A Comparison of Article and Journals in CARL UnCover2 and Faxon Finder. *Library Resources and Technical Services* 39 (1995):221-228.

¹⁰ Jaguszewski, Janice M. and Jody L. Kempf. Four Current Awareness Databases: Coverage and Currency Compared. *Database* 18 (February/March 1995):34-44.

¹¹ Kohl, David F. Revealing UnCover: Simple, Easy Article Delivery. *Online* 19 (May/June 1995):52-60.

reports. Of these, the first article compares ContentsFirst, Faxon Finder and UnCover Reveal¹², using timeliness, format, ease of use and comprehensiveness to the paper issue as consideration points for judging five core scientific journals. OCLC's ContentsFirst is chosen as the best electronic service for the pharmaceutical company library's users during the 1994-95 year. While almost matching the ContentsFirst in timeliness, The UnCover system did not compare well in the other consideration points, particularly comprehensiveness, since UnCover does not regularly include journal columns or editorials. The Faxon Finder service lagged behind in timeliness this study. The second article describes the use of CARL's UnCover Reveal service in serving a US. Government Environment Protection Agency division of scientists and engineers¹³. This article closely corresponds with the library service environment of the Nursing Library Program. While the UnCover Reveal system is viewed as worthwhile and beneficial, the author stresses that attention to coordination, training, and promotion of the service is very important. She reports that 13 of the fifty potential users are receiving the service at the time of the article writing, after the introduction of the service. At the EAHIL conference in Portugal last year, Marianne Gretz and her colleagues gave a presentation involving their companies experience with tables of contents being delivered via e-mail¹⁴. They described the process for producing their blend of SwetScan raw data, the computer application MS-Access, and e-mail, offering an electronic table of contents service to their users worldwide.

¹² Hentz, Margaret Bell. Comparison and Utilization of Electronic Table of Contents Delivery Systems in a Corporate Library Environment. *Journal of Interlibrary Loan, Document Delivery & Information Supply* 7 (1996):29-41.

¹³ Bruno, Cynthia. Using CARL UnCover Reveal to Enhance Research in a Small Special Library. *Internet Reference Services Quarterly* 1 (1996):107-113.

¹⁴ Gretz, Marianne, Peter Stadler, Doris Baumann, Ernst Mernke and Martin Thomas. Contents Tables of Biomedical Journals Via E-Mail. In Bakker, S. (ed.) *Health Information Management: What Strategies? Proceedings of the 5th European Conference of Medical and Health Libraries, Coimbra, Portugal, September 18-21, 1996*: 191-193.

Finally, we identified one article on the UnCover service published in 1997¹⁵. While covering recommendations for effectively searching the UnCover database, it also comprehensively reviews the Reveal service, including step-by-step instructions to begin receiving tables of contents electronically. It covers the most information I have seen published on using the Reveal service.

In concluding this section on the literature review, it should be noted the literature is developing, probably reflecting the developing and changing marketplace for these new products. I have assembled a list of current information on the most popular suppliers of electronic table of contents services **OVERHEAD**. It is not meant to be comprehensive, but a guide to the suppliers at this time.

Procedure for producing paper table of contents

Turning back now to our library's concern with increasing paper TOCs, I will describe the procedure for producing the table of contents service that had been in place for several years. Annually, nurses chose up to 35 nursing and selected medical titles they wanted to see regularly. We developed a manual filing system which kept track of which nurses wanted what journal table of contents. As current journals arrived in the library, we copied the journal tables of contents [TOCs] weekly, then shelved the journals in the library. The copied table of contents were sent out twice a month to subscribing nurses. Some obvious disadvantages of this procedure affecting the library staff and equipment included: (1) journals are delayed on their way to the library shelves, (2) journals TOCs must be copied regularly, (3) TOCs must be mailed twice monthly to subscribers, necessitating addressing envelopes and sending out via interoffice mail to nurses, (4) if the library did not receive a particular journal issue, the subscribers did not receive a copied TOC. Of course, the principal disadvantage was the increasing amount of time which was being spent on supplying TOCs. For example, the part-time clerk was copying & distributing an average of 528 table of contents monthly. The nursing librarian began to look for alternatives or ways to reduce this high level of copying and handling of paper table of

¹⁵ Galpern, Nina F. and Karen M. Albert. UnCover on the Web: Search Hints and Applications in Library Environments. *Medical Reference Services Quarterly* 16 (Fall 1997):1-18.

contents. Fortunately, one alternative was currently available on the Dartmouth College Library Online system.

CARL UnCover Service Chosen at Dartmouth

From the Dartmouth College Library's standpoint, the CARL UnCover Reveal service was viewed as a low cost service which could appeal and potentially serve all the campus library users, from undergraduate students and faculty to graduate students and faculty in the three professional schools, throughout the computerized network previously noted. Using the Library Online Catalog, users could connect to the Internet-based service simply by selecting the option for UnCover, and wait for the connection. Alternatively, users could also use the specific internet address using a terminal application (this was in the early days of internet browsing, the web access wasn't available yet). Based on these attributes and others, the Dartmouth College Library chose the CARL Corporation's UnCover service, making it accessible on the Library Online catalog in April 1991. Over the years, Dartmouth College has renewed the annual contract to CARL UnCover service, as it is satisfied with the service CARL provides.

UnCover Reveal Implementation

The nursing librarian began experimenting with the Reveal service as a potential resolution to the increasing TOC usage by nursing clients. Further review of the Reveal service showed promise. Nurses could each choose up to 50 titles, selecting from over 17,000 titles. Journals not owned at the Biomedical Libraries [or Dartmouth] could be chosen, and once a profile and password was established for each subscriber and the journal titles selected, there was nothing more to do but wait for TOCs arrive via e-mail. Since there was no financial impact directly on the nursing budget, it was decided to go ahead and experiment with UnCover, moving ahead soon after to develop a library workshop to teach the UnCover Reveal service to interested nurses. At the time, we saw this as a way to supplement nurse client's current information. In a moment, I will share with you a timeline which presents our progress, perhaps evolution, with offering this service. First, I thought it would useful to briefly compare a typical paper table of contents to an electronic table of contents obtained from UnCover Reveal

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OVERHEADS

August 1995

A Do-It-Yourself instructional sheet for accessing UnCover Reveal via a hospital information clinical system is developed, sending it out electronically to selected nursing personnel, both users and non-users of the paper TOC service (the impact was small, probably to the complexity of navigating through several hospital systems to reach the UnCover Reveal Internet site).

September & November 1995

Library workshops offering instruction on accessing UnCover Reveal are offered, with moderate success. More options to accessing UnCover Reveal are outlined. We used promotional material explaining the benefits to using the electronic table of contents service and held several hour-long workshops with hands-on training, at hours convenient to our clients.

Late December 1995

- Taking advantage of a low hospital census period between the holidays in December, we offered a workshop to a nearly sell-out crowd of nurses.
- Although the web-based version was available, we continued to teach accessing this Internet service via the telnet interface, because it was more stable than the web-based service.
- Hands-on experience with the teacher-librarian present was essential to success by our clients.

1996

- More library workshops and selected department and unit workshops were held to encourage nurses to switch to the electronic table of contents.
- To assist successful hands-on experience by clients at the workshop, we began establishing names and passwords of our clients with the UnCover system prior to the workshop date.
- Paper TOC continued to be supported during 1996.
- As soon as they were comfortable, nurses were offered the option to stop their paper TOC service.
- Subscribers to the paper TOC service are targeted for library workshops offering 30 minute demonstrations and 15 minutes 'hands-on' experience. Alternate times for demonstrations and teaching are offered.

- Access via the WWW interface is improved, access is taught instead of telnet version.

1997

- Library workshops continue to be held to interested nurses; subscriptions in the paper TOC service begin to drop.
- Printed instructions on requesting citations from electronic TOCs are sent to nursing personnel known to be using the new system.

March & April 1997

- After reviewing the statistics and the success of the electronic table of contents service, nursing and library leadership agreed to completely switch to the electronic table of contents service. Selections held by remaining subscribers to paper TOC service are entered into the UnCover Reveal system by library staff. A list of the selections and explanatory notes are sent to remaining subscribers to paper TOC service, asking for confirmation to stop the paper service when they begin receiving their selections via e-mail. Only two requested journals are not available via the UnCover Reveal system; Med-Surg Nursing and Journal of Wound, Ostomy, and Continence Nursing.

May 1997

- Final paper TOCs are sent to subscribers, explaining change in service. Printed instructions on how to request citations from ETOC via electronically or via interoffice mail are sent with the paper TOCs.

July 1997

- Paper TOC service is no longer offered as a service.
- Subscribers to ETOC service via UnCover Reveal has risen.

August 1997

- User Satisfaction Survey is administered.

User Satisfaction Survey

An eleven question survey was developed to assess user satisfaction with the UnCover Reveal service. Since nurses could sign up for the service independently of the library, we compared our list of known users to a CARL-produced list of names of Dartmouth College users. We added several additional names by scanning for names known to be nursing personnel. 67 surveys were sent out via e-mail; with 44 usable surveys were

returned via e-mail and interoffice mail, producing a 66% return rate. A reminder asking for return of the survey was sent one week before the response date. The questions and responses are presented in these overheads **OVERHEAD**. I will also present significant comments on separate overheads **OVERHEAD**.

Conclusions

We will review the advantages and disadvantages in the following overheads **OVERHEAD**.

Advantages--

- Less handling of journals and photocopy work for the library staff.
- More rapid delivery of nursing and selected medical journal titles to library shelves.
- Lower costs due to less paper and photocopy machine use.
- Library staff are able to work on other tasks.
- Electronic TOC users are offered the opportunity to know about journals not owned by Dartmouth's Biomedical Libraries.

Disadvantages--

- We have lost specific collection development data concerning what journals nurses choose to monitor. However, some of this information is available in other ways, by monitoring article photocopy requests and specific journal usage in library. It also may be possible in the future to obtain this information from CARL UnCover.
- ETOC Users have had to adapt to the electronic presentation of table of contents; such as losing access to journal columns, editorials, and letters to the editor.
- The library needs to maintain a filing system of nurse's names, UnCover profile numbers and passwords in order answer queries from nurses and change specific titles. We found out quickly nurses were not remembering nor keeping their profile numbers or passwords.

Service Improvements

There are several areas where we can improve our service:

- Develop more printed instructions;
Including:
 - > an explanation of a sample UnCover Reveal mailing,
 - > emphasizing that the costs listed in Reveal mailings are not representative of the library photocopy costs,
 - > Educating users that journals not owned by Dartmouth may be obtained,
 - > Reminding users that their TOC selections may be changed at any time, not just annually.
- Continue teaching library workshops on using the UnCover Reveal service.
- Continue to monitor nurse's satisfaction with the electronic service and keep abreast of improvements/enhancements in CARL UnCover service and others.
- Investigate and implement other services available through the UnCover system; such as automated author or textword searching of just-indexed literature.

I have described and chronicled our transition from a manual, paper-generated table of contents service to an electronic service, in a fee-for-service library service program, using the CARL UnCover Reveal service. I hope conference attendees, the audience today, will offer their comments and suggestions on this paper. Thank you.