



E-document Retrieval Services in Dentistry and Nursing Libraries

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ABSTRACT

Rapid accessibility to the accurate, current and evidence-based information that forms the basis of medical librarianship is of the greatest importance. Available information should respond to the needs of individuals with regard to their health problems and should be current, meaningful, quickly accessible, providing patients with data on the most recent medical developments as well as on the newest methods of diagnosis and treatment. The number and types of electronic resources that can serve this purpose are steadily growing and library information services are accordingly diversifying. Electronic resources, particularly electronic databases, electronic articles, and electronic documents, are among the foremost resources used in making scientific information accessible to library users.

Libraries and health institutions in Turkey have inevitably joined in a cooperative effort to facilitate the process of accessing medical information. Medical libraries are in cooperation with each other in providing information services and accessing articles in national and international publications. These joint efforts not only encompass systems in individual libraries but also facilitate document retrieval on the basis of a national network. ULAKBİM's TÜBESS and ANKOS's KİTS can be cited as two examples of these nation-wide document retrieval systems.

The objective of the present study has been to obtain information on electronic retrieval services in medical libraries, a practice that has a direct impact on the quality of clinical and scientific research in Turkey. The study comprises a subject-based statistical analysis of e-journal types and article request figures for e-document retrieval services over the period 2006-2011 at two libraries in Istanbul that serve the nursing and dentistry schools of two universities.

Keywords: Medical librarianship, e-documents, e-journals, document retrieval, article request, ILL, dentistry libraries, nursing libraries

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I. Introduction

The amount of "information" and "documents" produced by individuals and organizations today is steadily growing. In this overwhelming complexity of information, responding to people's need to access "reliable information" and "accurate documentation" is becoming more and more important. Libraries and documentation-information centers provide users with the accurate and updated information or documents they need, performing this task quickly and reliably.

Medical libraries cannot by themselves hold all information resources in their collections and instead serve users by providing them only with the resources available in their own collections. The significant increase in the number of scientific publications in the area of health, particularly in periodicals and the rise in their prices as well, combined with reduced library budgets has put libraries in a difficult position. This

situation has caused medical libraries to reorganize their document delivery services and this has led to the formation of new mechanisms that promote the sharing of common resources among libraries. Evaluating the data on document retrieval at libraries is of importance in terms of helping library administrations in their decision-making and collection development processes.

According to Hugenholtz, document retrieval is defined as the delivery of copies of documents, and in particular of articles published in scientific journals, to individuals upon request (Hugenholtz, 1994). This service can be rendered by libraries, scientific organizations, organizations that are providers of commercial documents, database publishers and others (Hugenholtz, 1994). Providing document delivery services involves many different components, among them, verifying references, finding resources, publisher relations, copyright and user services (Marcinko, 1997). Document retrieval services offer libraries the opportunity to pool their resources in order to answer

requests (Lenzini, 1996; Ünal, 2002).

In order to access documents quickly, medical libraries provide their document retrieval services through the electronic medium. Electronic document retrieval services deliver documents electronically in response to electronic requests and retrieve documents from any electronically published journal.

Under today's conditions, libraries and documentation-information centers are not in a position to respond to all of the requests for documentation that are addressed to their offices. It is at this point that "document retrieval services" and "cooperative e-document delivery services," of which medical libraries are a part, step in.

The medical libraries in Turkey cooperate among themselves and with the hospitals in document retrieval. There are two major organizations in Turkey that provide national document retrieval services. The first of these is TÜBESS (Information Delivery and Lending System of Turkey). In line with Article 38 of the Information Society Strategy (2006-2010) and Supplementary Action Plan of the State Planning Organization (DPT), which delineates the "E-Integrated Library System (EE-KS)," ULAKBİM and the Turkish Ministry of Culture and Tourism signed a protocol to allow ULAKBİM to develop the Turkish National Aggregate Catalog (TO-KAT) and the Information Delivery and Lending System of Turkey (TÜBESS) (TÜBESS, 2012).

TÜBESS has the objective of meeting the demand of users for academic information, cooperating with other information centers in the country in an effort to share resources. The sharing of resources is carried out by providing photocopies or lending out resources via the information delivery unit of the information center that is part of TÜBESS.

Another organization is KİTS (Inter-library Cooperative Tracking System), operated by the ANKOS Cooperative Research Group; this organization has been active since 2006 (KİTS, 2012). The aim of this organization is to carry out online tracking of resources shared by the libraries/information centers of Turkey's universities. KİTS ensures more systematic and facilitated procedures in the inter-library task of providing institutions with publication lending and information delivery. The system is open to institutions that are ANKOS members and is completely free of charge.

KİTS is a multi-user application that is open to online access. KİTS is also a system that puts an end to the inter-library procedures that process requests in the printed environment, whether by post or fax, e-mail, Excel files, making processes manageable online and facilitating procedures for member libraries.

It is important that medical libraries examine documentation requests in terms of distribution by subject and year and be aware of unit costs involved in document retrieval in order to be able to provide effective services in electronic document delivery. This study took the model of two libraries, one of a nursing school, the other of a dentistry school, and sought to analyze the documentation retrieval data available at these libraries.

II. Method

This study benefited from the statistical information collected over the period 2006-2011 with regard to e-document delivery services at two university libraries in Istanbul--one a nursing school library and the other a dentistry school library. The content (subject headings) and the numbers of article requests were analyzed by year in the data evaluation.

The data analysis of the research was carried out at the Istanbul University Dentistry Faculty Library and the Koç University Nursing School Library. In the evaluation of the data, frequency distribution and percentage values were examined numerically and in graphic form as descriptive statistics.

III. Results

This study analyzed 256 article requests from the Istanbul University, Faculty of Dentistry Library, and 105 from the Koç University Nursing School Library. The articles were obtained from TÜBESS (Information Delivery System of Turkey). According to the data collected on e-document delivery, 71% of the e-documents provided from both libraries were in the field of dentistry and 29% in the field of nursing. An analysis of the subjects for which article requests were made showed that the majority of articles were requested in the field of dentistry (190), and the other larger groups of requests were in psychiatry (34), nursing (30), the practice of medicine (27), and medicine (14). The largest number of requests for e-document delivery from the dentistry library was recorded in 2009 and 2010. In the nursing library, an electronic information delivery service was used in the years 2006 and 2008 (Figure 1).

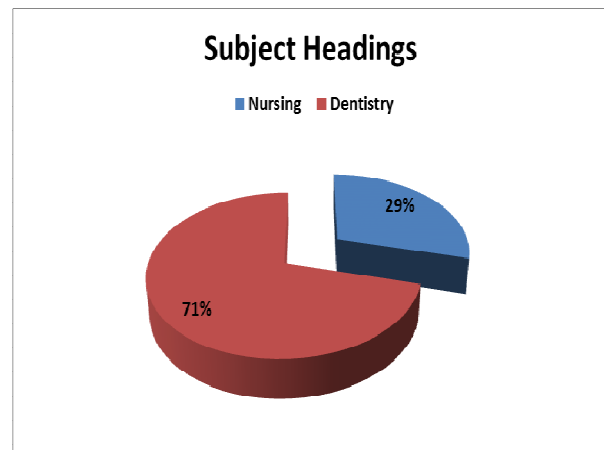


Fig. 1. Subject headings

According to the analysis of the subjects of the article requests, the majority of articles were requested in the field of dentistry (190), and the other larger groups of requests were in psychiatry (34), nursing (30), the practice of medicine (27), and medicine (14) (Figure 2, Table I).

The largest number of requests for e-document delivery made from the dentistry library was recorded in 2009 and 2010; the least number of requests were seen in 2006. In the nursing library, electronic information

delivery services were used the most in the years 2006 and 2008. The least number of requests were made in 2007 (Figure 3).

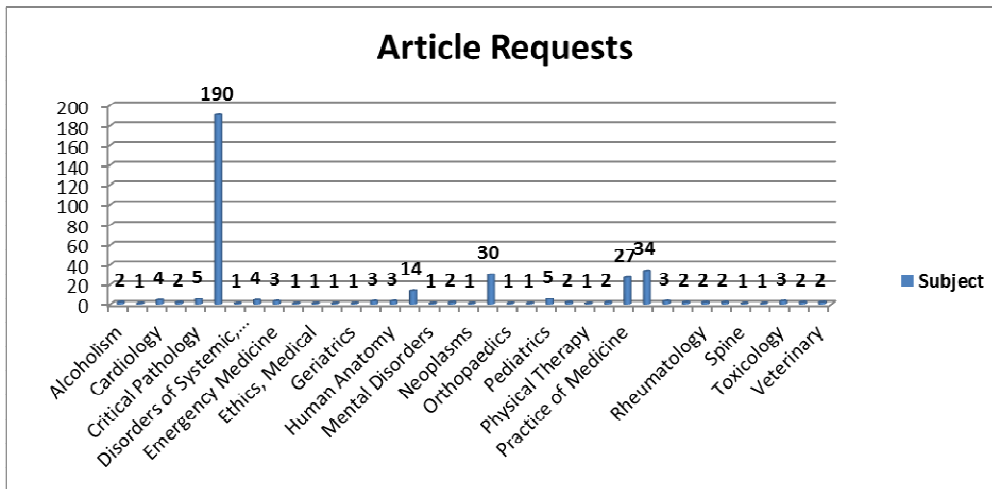


Fig. 2. Article requests

TABLE I
CATEGORIZATION OF JOURNAL TOPICS

JOURNAL TOPICS	N	JOURNAL TOPICS	N
Alcoholism	2	Neoplasms	1
Anesthesiology	1	Nursing	30
Cardiology	4	Orthopedics	1
Clinical Medicine	2	Otolaryngology	1
Clinical Pathology	5	Pediatrics	5
Dentistry	190	Pharmacology/Drug Therapy	2
Disorders of Systemic, Metabolic or Environmental Origin, etc.	1	Physical Therapy	1
Education, Medical	4	Physiology	2
Emergency Medicine	3	Practice of Medicine	27
Epidemiology	1	Psychiatry	34
Ethics, Medical	1	Radiology, Diagnostic Imaging	3
Gastroenterology	1	Rehabilitation	2
Geriatrics	1	Rheumatology	2
Gynecology	3	Social Medicine	2
Human Anatomy	3	Spine	1
Medicine	14	Toxicology	3
Mental Disorders	1	Thoracic Diseases	1
Microbiology and Immunology	2	Urology	2
		Veterinary medicine	2

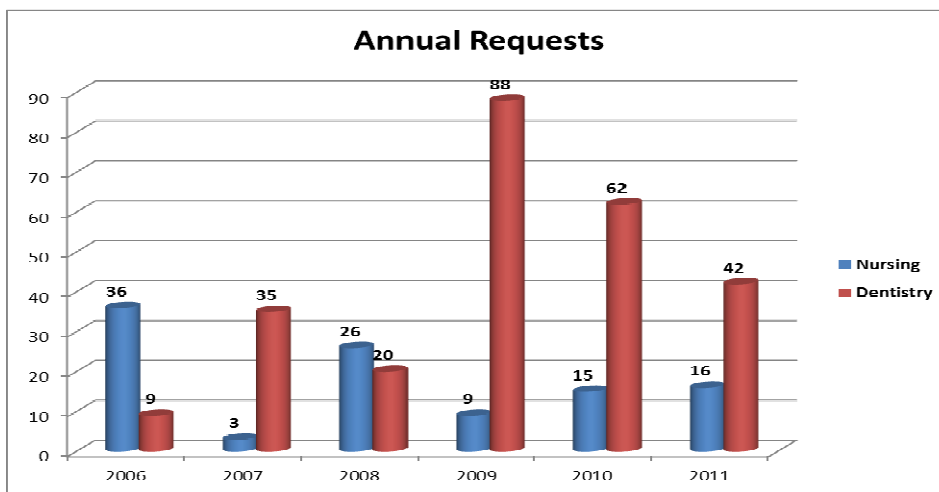


Fig. 3. Annual requests

IV. Conclusion

Information and documents obtained from medical libraries must be of a quality that answers the medical needs of individuals, containing updated, accurate, meaningful and quickly accessible information, as well as new data on the latest developments in medicine and new diagnosis and treatment methods. Medical libraries provide their users with access to scientific information through the use of electronic resources, particularly electronic databases and electronic articles.

According to the data on e-document delivery services, the fields that particularly attracted requests of e-document retrieval in the libraries of a dentistry school and a nursing school at two Turkish universities were the following: alcoholism, anesthesiology, cardiology, clinical medicine, clinical pathology, dentistry, disorders of systemic, metabolic or environmental origin, etc., medical education, emergency medicine, epidemiology, medical ethics, gastroenterology, geriatrics, gynecology, human anatomy, medicine, mental disorders, microbiology & immunology, neoplasms, nursing, orthopedics, otolaryngology, pediatrics, pharmacology/drug therapy, physical therapy, physiology, practice of medicine, psychiatry, radiology, rehabilitation, rheumatology, social medicine, spine, thoracic diseases, toxicology, urology and veterinary medicine.

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Authors' Biographies



Güssün Güneş completed her PhD at Marmara University Information and Documentation Management Science in 2009. In August 2012 she started to work as an Assistant Professor at Marmara University and also she has been promoted to Director of Marmara University Libraries. Worked at Koç University's Suna Kıraç Library for 1996-2012. She undertook an internship at Duke University Medical Center Library and visited several medical libraries in the United States and Europe. She organized and hosted first symposium of medical librarians in Turkey and EAHIL 2011 Workshop at Koç University. She is a member of Turkish Librarians' Association, University and Research Librarians' Association and University and Research Librarians' Association Medical Work Group, EAHIL (The European Association for Health Information and Libraries) and MLA (Medical Library Association). She was awarded 2013 International Congress on Medical Librarianship/Medical Library Association Cunningham Memorial International Grant. She is interested in digital libraries, electronic resources, information literacy, medical literacy, library science, library management, academic libraries, semantic web, medical & health sciences librarianship, and evidence based medicine.



Huriye Çolaklar completed her PhD at Istanbul University Information and Documentation Management Science in 2008. She is working in Istanbul University Faculty of Dentistry Department of Library as library manager since 1996. She is a member of Turkish Librarians' Association, University and Research Librarians' Association and University and Research Librarians' Association Medical Work Group and EAHIL (The European Association for Health Information and Libraries). She is interested in medical librarianship, quality management, information management, medical literacy, active learning, information literacy, evidence-based dentistry, and evidence-based practice on librarianship. She has been teaching medical literacy and evidence-based medicine.