

# National Library of Medicine



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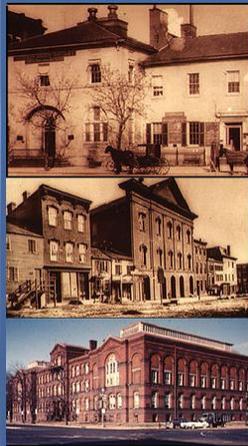
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## Agenda

- NLM Overview
- Customer Service
- Resources

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# Intro



The first three buildings that housed the National Library of Medicine, beginning in 1836; (from top to bottom) the U.S. Army Surgeon General's Office, Ford's Theatre, and the Army Medical Library.  
Photos: National Library of Medicine

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# World's Largest Medical Library

- 20+ million items
- 200+ languages
- 50+ miles of bookshelves



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# Sampling of Employee Backgrounds

- Library & Information Science
- Medicine
- Computer Science
- Bioinformatics
- Information Technology
- Mathematics
- Engineering
- Molecular Biology
- Linguistics
- Toxicology
- History
- Liberal Arts



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# Who Uses Us

- Researchers/scientists
- Health professionals
- Librarians
- Students
- Teachers
- Historians
- Public
- Millions of users from around the world each day



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## Examples of Research & Development

- Personal health record
- Disaster management info & communication
- Tools to study genes and their role in disease
- The Visible Human Project

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## What makes us different from many biomedical reference services?

- Large volume (FY12)
  - Over 98,000 questions
- Answering questions regarding our own products and services
- Supporting those products and services
- Feedback into product improvement
- Diverse and international customers
- Many first-time, one-time customers asking repetitive questions

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# Reference and Customer Service

## 1<sup>st</sup> level - Contract Staff

- First line defense for customer service
- 15 minute limit
- Telephone & e-mail
- Handle 66% of all questions from offsite
- Refer others to reference staff

## 2<sup>nd</sup> level - Reference Staff

- Provide expert service
- Create & modify tools
- Reference questions from NLM staff
- Special projects

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# Questions!

*I would like to find the longest surviving renal transplant patient. I am aware of a patient transplanted in April 1971 and would like to know if any are known to have survived longer, urology.*

*Would you please help me find a list of all allowed CC/MCC Complication comorbidities and major CC's. I've found the list of DRGs, just not the list of cc/mccs.*

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# All kinds of questions!

*Can I sell my body after I die*

*If a person has one testicle will he get one baby girl*

*Can the "near" operator be used in a PubMed search? If so, can you please describe how to use the operator (for example, should the word 'NEAR' or 'N' be used?) and what does the functionality do (for example, does 'NEAR' finds hits within 3 words?)?*

*The bride is middle-aged, newly wed and is about to lose her groom. She had no history of snoring prior to being married. She has tried "everything" including surgery. Could she be allergic to her husband? Could this be psychological because she married for convenience?*

## Resources: PubMed

The screenshot shows the PubMed website interface. At the top, there is a navigation bar with "NCBI Resources" and "How To" links. The main header includes the PubMed logo, a search box with a dropdown menu set to "PubMed", and a "Search" button. Below the search bar, there is a "PubMed" section with a description: "PubMed comprises more than 21 million citations for biomedical literature from MEDLINE, life science journals, and online books. Citations may include links to full-text content from PubMed Central and publisher web sites." Below this, there are three columns of links: "Using PubMed" (including Quick Start Guide, Full Text Articles, FAQs, Tutorials, and New and Noteworthy), "PubMed Tools" (including Mobile, Citation Matcher, Batch Citation Matcher, Clinical Queries, and Topic-Specific Queries), and "More Resources" (including MeSH Database, Journals in NCBI Databases, Clinical Trials, E-Utilities, and LinkOut).

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# Resources: MedlinePlus

The screenshot shows the English version of the MedlinePlus website. At the top left is the MedlinePlus logo with the tagline "Trusted Health Information for You". To the right, it states "A service of the U.S. National Library of Medicine NIH National Institutes of Health". Below the logo are navigation links: "About MedlinePlus", "Site Map", "FAQs", "Contact Us", and a blue "ESPAÑOL" button. A search bar labeled "Search MedlinePlus" with a "GO" button is on the right. A large green banner features a photo of a man and a woman jogging in a forest, with the text "Stay in shape this summer! Find tips for getting active on our Exercise and Physical Fitness page." Below the banner are three green buttons: "→ Health Topics", "→ Drugs & Supplements", and "→ Videos & Cool Tools".

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# MedlinePlus / MedlinePlus en español

The screenshot shows the Spanish version of the MedlinePlus website. The layout is similar to the English version but with Spanish text. The logo and tagline are in Spanish. The search bar and navigation links are also in Spanish. The main banner features a photo of a man and a woman jogging, with the text "Manténgase saludable a cualquier edad" (Stay healthy at any age). Below the banner are three green buttons: "→ Temas de salud", "→ Medicinas y suplementos", and "→ Videos y multimedia".

This screenshot shows a detailed view of the Spanish MedlinePlus homepage. The main heading is "Manténgase saludable a cualquier edad". Below it, there is a list of health topics: "artritis", "colesterol", "diabetes", "embolia", "leucemia", "miocardiopatía", and "pancreatitis". Each topic has a small icon and a brief description. On the right side, there is a section for "Actualizaciones por email" (Email updates) with a form to enter an email address and a "Enviar" button. At the bottom, there is a "Suscripción de noticias" (News subscription) section.

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# Medicines, Supplements & Videos



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# Resources: Clinical Trials



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# Clinical Trials Results Page

Find Studies - About Clinical Studies - Submit Studies - Resources - About This Site -

Home > Find Studies > Search Results Text Size ▾

**46 studies** found for: "breast cancer" AND maryland | Studies With Results  
[Modify this search](#) | [How to Use Search Results](#)

List **By Topic** On a Map Search Details

**+ Show Display Options** Download Subscribe to RSS

Include only open studies  Exclude studies with unknown status

Rank	Status	Study
1	<b>Completed</b> Has Results	<b>A Study Of SU01248 Plus Paclitaxel Versus Bevacizumab Plus Paclitaxel In Patients With Advanced Breast Cancer</b> Condition: Breast Neoplasms Interventions: Drug: Sunitinib; Drug: paclitaxel; Drug: bevacizumab

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# Clinical Trials Single Record

**A Study Of SU01248 Plus Paclitaxel Versus Bevacizumab Plus Paclitaxel In Patients With Advanced Breast Cancer**

**This study has been completed.**

Sponsor: Pfizer  
 Information provided by (Responsible Party): Pfizer

ClinicalTrials.gov Identifier: NCT00373256  
 First received: September 7, 2006  
 Last updated: September 5, 2012  
 Last verified: September 2012  
[History of Changes](#)

Full Text View **Tabular View** Study Results Disclaimer ? How to Read a Study Record

**Purpose**

To compare treatment with SU01248 plus paclitaxel versus bevacizumab plus paclitaxel to determine which treatment works better against **breast cancer**

Condition	Intervention	Phase
Breast Neoplasms	Drug: Sunitinib Drug: paclitaxel Drug: bevacizumab	Phase 3

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# Resources: Environmental Health

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# Resources: Genetics

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# Resources: Mobile Apps and Sites

**Gallery of Mobile Apps and Sites**



**NLM Mobile**

Use this authoritative guide to NLM mobile resources to locate sites and apps from NLM. Browse by Type, Device or Tags.

Type: HTML5 Web Application  
Device: Smartphones

**Launch**



**MyMedList**

MyMedList (MML) allows users to electronically manage their medication list(s). Medication lists can be e-mailed or printed, can serve as a reminder for taking medications, or be shown as reference information in doctor's offices or hospitals.

Type: Application  
Device: Apple iOS

**Install**



**HazMap Mobile**

HazMap is an occupational health and safety database for health and safety professionals and consumers seeking information about the adverse effects of workplace exposures to chemical and biological agents.

Type: Website

**Launch**



**NLM Native Voices**

Explore video interviews from the Native Voices exhibition at the National Library of Medicine. (iPad Only)

Type: Application  
Device: Apple iOS

**Install**



**Drug Information Portal Mobile**

A mobile interface to information for over 31,000 drugs. Names, usage, and structures are displayed, as well as search links to key NLM and government sites, using their mobile version when available. Spell checking and

Type: Website

**Launch**



**TOXNET Mobile**

Easy to use, mobile-optimized Web interface to the TOXNET databases, covering toxicology, hazardous chemicals, environmental health and related areas.

Type: Website

**Launch**

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## NLM Database Assistance

- Training Manuals: PubMed, and TOXNET
  - [http://www.nlm.nih.gov/pubs/web\\_based.html](http://www.nlm.nih.gov/pubs/web_based.html)
  - <http://sis.nlm.nih.gov/enviro/manuals.html>
- PubMed Help/FAQ and Tutorial
  - <http://pubmed.gov> (Using PubMed)
- NLM Fact Sheets
  - <http://www.nlm.nih.gov/pubs/factsheets/factsheets.html>
- Help Links for TOXNET Databases
  - [http://sis.nlm.nih.gov/toxnet\\_faq.html](http://sis.nlm.nih.gov/toxnet_faq.html)

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# Questions?

[whitneyw@mail.nlm.nih.gov](mailto:whitneyw@mail.nlm.nih.gov)  
[custserv.nlm.nih.gov](mailto:custserv.nlm.nih.gov)

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