



# CUMC LIBRARY & COMPUTING NEWS

Augustus C. Long Health Sciences Library  
Columbia University Medical Center

VOLUME 8, NUMBER 4  
APRIL 2009

AMAZING THINGS ARE HAPPENING HERE!

## MORE ON ENDNOTE X2

If you've installed EndNote X2 already you may have missed the installation of an additional patch that enhances this version and allows it to work more smoothly. For detailed instructions on downloading and installing this patch go to the EndNote Web site:

[http://www.endnote.com/support/ENX201\\_WinMac\\_updater.asp](http://www.endnote.com/support/ENX201_WinMac_updater.asp)

There are several new features that make this latest version appealing, not least of which is the ability to retrieve the full-text of articles. You may select a reference in your EndNote library and connect to the full text of the article through the Open URL feature. You may also highlight multiple references and have EndNote scan and retrieve the full text wherever available.

You will soon find information about these new EndNote features on the Health Sciences Library Web site at:

<http://library.cpmc.columbia.edu/hsl/citation/endnote.html>

A reminder for Mac users that EndNote X2 is now available for Mac. The software may not be downloaded from the CUIT Web site yet, but you may contact us at [hs-library@columbia.edu](mailto:hs-library@columbia.edu) to set up an appointment or stop by the reference desk with your laptop and we'll help you with the installation.

## CONSTRUCTION UPDATE

The Hammer Education Center renovation is in full stride. Please visit our library Web site to catch a glimpse of the changing landscape on the two lower levels through the slides put up by our Web librarian, Mike Purcell. We'll keep you updated on new developments as the construction moves towards completion:

<http://library.cpmc.columbia.edu/hsl/index.html>



## STATREF DEMO AND PROMO

# STAT!Ref

Stat!Ref is an online collection of core medical and nursing textbooks and handbooks (e-books). You may access the entire collection of Stat!Ref titles available at Columbia by visiting the Stat!Ref page at:

<http://library.cpmc.columbia.edu/hsl/statref/refstat.cfm>

On **Monday, April 20**, from **12 noon to 1 pm**, a Stat!Ref representative will give a presentation of the collection. Please come to the **24/7 Computer/Study Room** on the Lobby Level of Hammer Building to learn tricks and tips for using this collection efficiently!

## REMINDER: NYC HEALTH DEPT. DATA TRAINING CLASS

Sign up for a workshop with research analysts from the NYC Department of Health & Mental Hygiene to learn how to use the department data for your research. The first workshop is scheduled for **April 22 at 2:30 pm** in the **computer lab** on the **2nd floor of Hammer**. Register at:

<http://library.cpmc.columbia.edu/hsl/classes/desc.cfm?classid=156>

## LITERATI CAFÉ: POEM IN YOUR POCKET

Welcome spring with a poem in your pocket! In celebration of the National Poetry Month, New York City is hosting its 7th annual Poem In Your Pocket day (PIYP) on Thursday, April 30, 2009. You can "dare disturb the universe" by writing your own poem or borrowing one from your favorite poet. Be part of the excitement by carrying a poem in your pocket and sharing it with your friends, family, and colleagues. Learn more at:

<http://www.poets.org/page.php/prmlD/406>



## CUMC IT REQUESTER CONSOLE

Every time someone contacts us, we create a “ticket” to help track the type of problems, questions and requests that come in. This also helps if we have to enlist other technical support groups with resolving an issue – the ticketing software, Remedy, will let us quickly view updates and any communication related to the problem.

A recent upgrade to the Remedy software has now made a Requestor Console available online. Just go to <https://sd.cumc.columbia.edu> (the sd stands for “Service Desk”) and log in with your UNI and password. The Remedy program will launch, select for the Requestor Console link on the left to view a list of recent tickets that were created under your UNI:

a problem or adding different contact information – creating a new request, and more. Updated information about using the Requestor Console will be on our web site at: [http://www.cumc.columbia.edu/it/getting\\_help/ticket.html](http://www.cumc.columbia.edu/it/getting_help/ticket.html)

### Have a Suggestion or Comment?

Please email us: [5help@columbia.edu](mailto:5help@columbia.edu). We want to hear from you!

## PHAROS PRINTER TRIAL EXPANDED

Two additional printers were converted to use the Pharos print system, and the trial has been extended past March. There are now four total Pharos printers in the Hammer Health Sciences Building:

- Two in the 24 Hour Computer Lounge, Lobby level *replaced Ninja24 and Ninja24\_2*
- One across from the CUMC IT Service Desk on the 2<sup>nd</sup> floor of Hammer *replaced Ninja2ndfl\_1*
- One between the eLounge and Microcomputer Lab on the 2<sup>nd</sup> floor of Hammer *replaced Ninja2ndfl\_7*

Remember that when you send a print job to the Pharos queue- **HS0124BW**-you may use any of the Pharos printers to print it.

More information on Pharos is at:

<http://www.cumc.columbia.edu/it/pharos>

## HSL SPRING SEMESTER HOURS

Mon. - Thurs. - 8:00 am – 11:00 pm  
Fri.. - 8:00 am – 8:00 pm  
Sat. - 10:00 am – 11:00 pm  
Sun. - 12:00 Noon – 11:00 pm  
Walk-in Research Help:  
Mon. - Fri., 11:00 am - 5:00 pm  
*24 Hour Computer Room - 24 hours/7 days*  
*After Hours Study Room - 24 hours/7 days*

**My Console**

**Welcome to the IT Requester Console**

Use this Requester Console to submit requests to IT.  
The My Requests table displays the requests you have submitted.

[Create a New Request](#)

**My Requests**

8 entries returned - 8 entries matched

INC000000017403	Room and Audio Visual Reservat	Stag
INC000000017401	Room and Audio Visual Reservat	Clo
INC000000017398	Room and Audio Visual Reservat	Clo
INC000000017397	Room and Audio Visual Reservat	Clo

Highlight any of the items listed under My Requests to view more details on it below, including the name of the technician assigned to the ticket, its status, and a summary.

We’ll be creating step by step tutorials soon on using more features in the Requestor Console including adding information to an existing ticket – great for things like updating the details of

### AUGUSTUS C. LONG HEALTH SCIENCES LIBRARY HAMMER HEALTH SCIENCES CENTER

701 W. 168th Street, New York, NY 10032.  
TEL: (212) 305-3605  
FAX: (212) 234-0595  
EMAIL: [hs-library@columbia.edu](mailto:hs-library@columbia.edu)  
WEB: <http://library.cpmc.columbia.edu/hsl/>