

Growing a Service: EndNote Support

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Background

The UT Southwestern Library is a large, urban, academic health sciences library that has a history of providing support for EndNote, a bibliographic manager product.

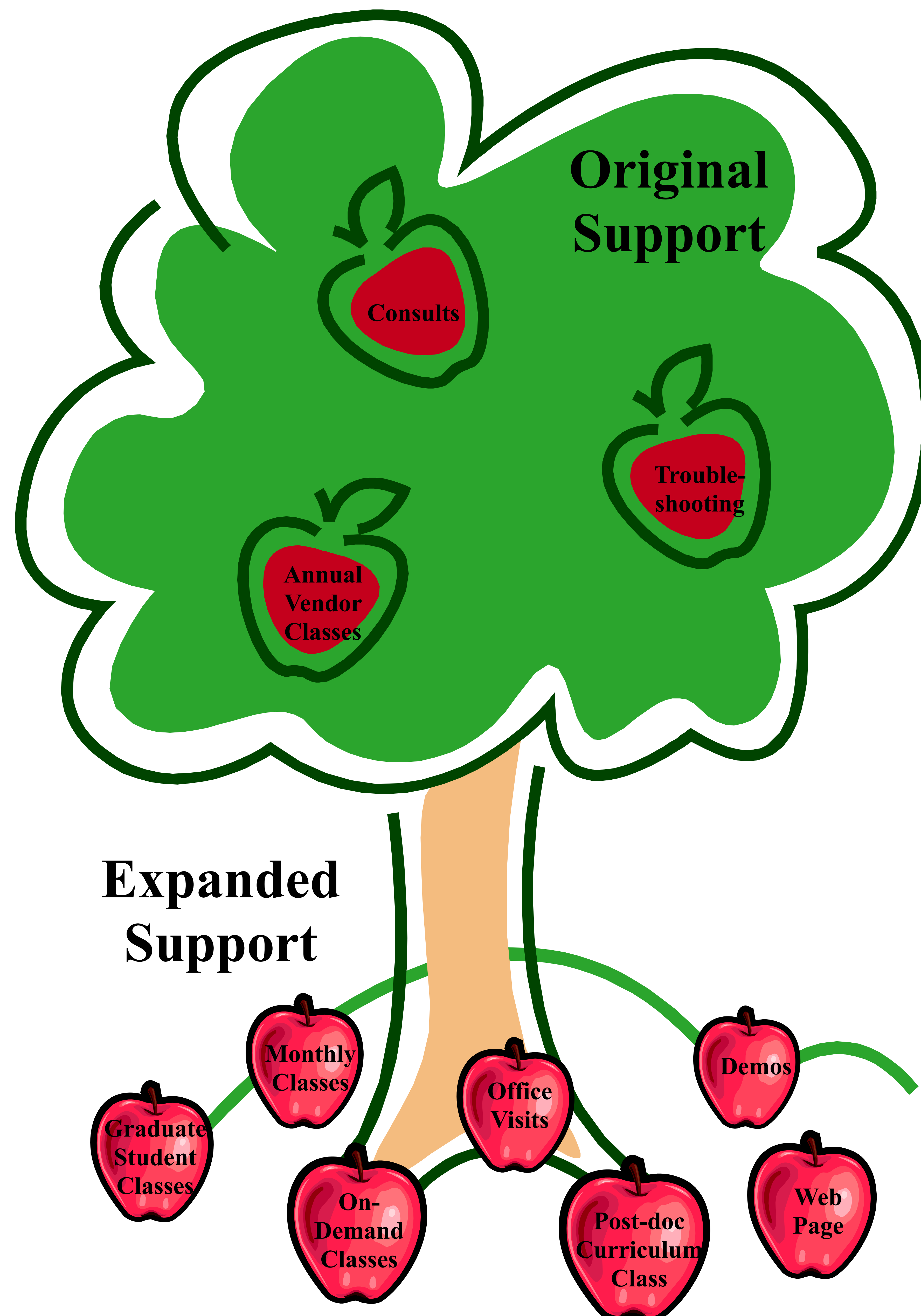
In 2005 the university purchased an EndNote site license, which has created a noticeable increase in the demand for support.

Education

For more than 10 years the library has offered EndNote education through:

- A free annual training class offered initially by the vendor.
- Monthly classes taught now by library staff, who also work with campus technical support to provide overall troubleshooting.

By 2005, EndNote support has become a high-demand service, and only one primary support person and one backup person handle all calls for assistance.



Purpose

UT Southwestern considers research and publishing to be very important activities, and EndNote helps our faculty, staff, and students accomplish those goals.

EndNote consultations often lead to other important contacts for library staff, and researchers will often discover other library products.

The site license was acquired to enhance the training environment of graduate students and postdoctoral researchers.

Expanded Support

The library offers EndNote support and education via:

- Departmental meeting demos
- Monthly classes
- On-demand classes
- Post-doctoral curriculum class
- Graduate student classes
- Office visits
- Troubleshooting by phone
- Library Web page
- Annual vendor class