

How to Use NLM



In the 21st century, scientific breakthroughs are happening almost every day. To make the most of this progress, health care professionals, researchers and consumers need to tap into reliable, current medical information, quickly and conveniently. The National Library of Medicine allows them to do just that.

WORLD WIDE WEB

Thanks to the World Wide Web, the doctor in rural Montana, the retiree in a Miami condominium, and the medical librarian in Melbourne, Australia can all search NLM's databases and catalog free of charge, 24 hours a day, 7 days a week.

HOW

Visit the Library's homepage
www.nlm.nih.gov



BORROWING ITEMS

Would you like to borrow items from the Library's collection? Through DOCLINE[®], NLM's automated interlibrary loan system, we lend almost all of our holdings (books, journals, videotapes, etc.) through the National Network of Libraries of Medicine[®]. We also sell or lend microfilm copies of rare historical materials. There is often a modest fee for each loan. Call 1.800.338.7657 to find a National Network medical library that can serve you or go to the information sheet at <http://nnlm.gov/members/>.

HOW

For more information on interlibrary loan, consult the NLM fact sheet on that topic at www.nlm.nih.gov/pubs/factsheets/ill.html or send an e-mail message to custserv@nlm.nih.gov.

INTERNATIONAL LENDING

There are now 36 international libraries that are partners in the DOCLINE network.

HOW

For information about these institutions and how to contact them during business hours, consult the NLM fact sheet on that topic at www.nlm.nih.gov/pubs/factsheets/ill.html or send an e-mail message to custserv@nlm.nih.gov. International patrons may also call NLM Customer Service, 301.594.5983, during business hours (listed below).

CONTACT NLM

Do you have questions about how the Library works? Our products and services? The hours that we're open?

HOW

During business hours, call our toll-free telephone number, 1.888.FIND.NLM and be connected with Customer Service. Local and international callers should phone 301.594.5983.

Monday–Friday, 8:30 AM–5:00 PM

Thursday, 8:30 AM–9:00 PM

(Summer 8:30 AM–5:00 PM)

Saturday, 9:00 AM–12:30 PM

(Eastern Standard Time in the U.S.)

e-Mail

Send your message, on any Library-related topic, to custserv@nlm.nih.gov.

FAX

Send your fax, day or night, to 301.402.1384. Send your mail request to: NLM Reference Services, 8600 Rockville Pike, Bethesda, MD 20894, USA.



U.S. DEPARTMENT OF HEALTH
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