

## President's Column

It's been a busy spring! DOCLINE, as we are all aware, came up in February. Things appear to have settled down now that we all know how to use the system. The MHSLA board voted to fund two free seminars on DOCLINE. Dave Keddle (chair of the union list committee) and Caryl Scheuer (chair of the interlibrary loan committee) did a great job in setting up these seminars on short notice. All reports say that both the Lansing and Detroit workshops were very useful. Contact either Caryl or Dave if you'd like a tape of the Detroit workshop.

The Library of Michigan has granted another round of telefacsimile machines (see the related article). I urge all libraries with telefax machines to postpone placing restrictions or charges on their telefax-based traffic for one year, at least. It will take a year or more for the state's document delivery network to fall into new patterns as we all adjust to having both DOCLINE and telefax. It's our library's policy not to charge for or restrict ILL's by fax. We also check items as they come in and process all ILL's marked "rush" immediately. Once we threw out the old procedures that went with the old delivery methods, fax hasn't been a problem for us. The initial disturbance has been worthwhile considering our patrons' astounded joy at receiving ILL's the same day. We shouldn't restrict such marvelous technology. Remember when people said MEDLINE cost too much? Could you take it away now? Information received too late to be useful is money down the drain. Information when you need it is priceless!

There's something I have to ask you which concerns the future of MHSLA. This appears to be a year in which a great number of changes are taking place at the local, state and national levels. MHSLA is old enough that we have met our initial goals. We're now facing a host of new problems with no direction from our membership.

When I was first elected president of MHSLA, I asked: What is MHSLA's mission? is it still relevant? how about our primary goals? should we restrict MHSLA-sponsored products or services to our membership? charge more to non-members? where will we get future funding? are we getting what we want from GMRMLN, NLM, MC/MLA, and MLA? if we aren't, how do we? how will

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## Announcements . . .

■ South Macomb Hospital has changed its name as of April 1 to Macomb Hospital Center. Their LIBID and address remain the same.

■ Detroit Memorial Hospital on May 1 will change their name and address to: Detroit-Macomb Hospital Association, Detroit Riverview Hospital, Library, 7733 E. Jefferson, Detroit, MI 48214  
Their LIBID will remain the same.

■ Hurley Hospital's telephone is incorrectly listed in the latest edition of MISHULS. The correct telephone number is 257-9427.

■ Bi-County Community Hospital in Warren has a new telephone number. It is 759-7345.

■ Bronson Methodist Hospital in Kalamazoo has an immediate, full time opening for a medical librarian with MLS degree. Program development and marketing experience in a healthcare facility preferred. Responsible for reference service including online searching of MEDLINE, BRS, DIALOG and serials management. Excellent benefit package. Salary commensurate with experience. Send resume to: Human Resources, Bronson Methodist Hospital, 252 East Lovell, Kalamazoo, MI 49007.

Anyone interested in forming a Data-Trek users group should call either Marth Studaker at Hurley Medical Center, (313) 257-9427 or Eileen Lane (313) 766-2655.

## FALL CONFERENCE:

■ West Michigan Health Sciences Library Association will host the 14th Annual Educational Conference for the Michigan Health Sciences Libraries Association October 13-16, 1987, in Kalamazoo, Michigan, at the Kalamazoo Hilton Inn. The conference will include a MEDLINE Update, exhibitors, speakers, and CEU'S (specific announcements will be made at a later date.) Local accommodations will be available. For further information contact: Marge Kars, Bronson Methodist Hospital, Health Sciences Library, 252 E. Lovell St., Kalamazoo, Michigan 49007. (616) 383-6311

# President's Column

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we be affected by the new technologies? by the changes in the healthcare system?

I was able to get some answers at an informal meeting of the new board held in Lansing in October - just enough answers to get the ball rolling for the new year. But this session brought up more questions than it answered. It has become obvious that MHSLA, just like MDMLG and MLA, needs to take some time to look at our current environment and future plans. My question to you is, do you agree? Should the board, for example, have a planning retreat this year? How should we get input from everyone? Please discuss this at your local group meetings and call me with your suggestions or questions.

Speaking of strategic plans: Lynn Sorensen Sutton and I attended the board meeting of the Midwest Chapter of the Medical Library Association in Chicago last month. (The president-elect and I happen to be the representatives-at-large from Michigan.) The MC/MLA board is very concerned about MLA's strategic plan, which was just published in the April 1987 *MLA News*. You should have received a letter from Mary Mueller, MC/MLA's president, which asked for your "expression of concern". The MC/MLA board wants you to read the plan carefully and to consider its impact on MHSLA and MC/MLA, who will be asked to assist in implementing it (for example, read page S-11 under "measurement indicators").

The MC/MLA board urges you to consider each goal and objective and "1.) how they apply to you and your library; 2.) how they affect your relationship to MLA; 3.) how they affect your relationship to MC/MLA..." Send your thoughts to: Holly Shipp Buchanan, MLA President Elect, NKC Hospitals, Inc., Corporate Information Resources, P.O. Box 35070, Louisville, KY 40232 and copy your letter to: Audrey Kidder, MC/MLA Chapter Council Representative, Health Sciences Library, Wright State University, Dayton, OH 45435.

This has been a very long President's column. I hope you'll let me and your local group representative know how you feel about the issues raised here. Please feel free to call anytime. In the meantime, get out and enjoy that weather while it lasts!

## Update On Telefacsimile Proposal

The Ad Hoc Grants Committee will be meeting on May 7th and 8th at Ingham Medical Center in order to collate the responses from the second mailing. A deadline for return was April 15, 1987. The Committee plans to write the final draft at the May meeting in order to submit the proposal for funding this summer.

## UPDATE: MHSLA Statewide Hospital Library Survey

As the first draft of the MHSLA Survey is winging its way toward various destinations for review, reflection, and hopefully lots of constructive comments, we have a brief moment to consider the process to date, and future goals for the survey. After initial discussions regarding overall goals for the survey, the committee each took one or two of the following areas and wrote questions for the survey:

1. Description of the institution.
2. Description of employees and staff of the Institution.
3. Library users.
4. Library staffing.
5. Collection size and management.
6. Library services.
7. Budget of the library / charges for services.
8. Audiovisual equipment, programs, production.
9. Computer equipment and software.
10. Telefacsimile equipment and access.

After considerable review and editing by the committee, the first draft was assembled, and has been sent to the MHSLA Executive Board and twelve additional hospital librarians in Michigan for comments. The MHSLA Board will discuss the questionnaire and time table at their April meeting, and the survey committee will complete the final draft by mid-May. The goal is to have the questionnaires returned by mid-June, with tabulation and results available at the October conference.

To safeguard the confidentiality of all respondents, the survey will be divided into two sections. Part I will request a variety of data, including staffing, services, users, and budget. For Part I data, the name of the library will be kept confidential by a unique process where sealed envelopes with these answers will be sent to a separate location before being opened. This insures that responding libraries can share complete data with their colleagues and maintain confidentiality. Part II will contain such information as make and model of audiovisual, computer and telefacsimile equipment. From Part II, directories will be compiled to assist library managers with equipment selection, and names and addresses will be included so we can call and ask for advice about equipment listed.

As with any survey, the most important factor in determining success is the number of responses. Please answer the survey completely and within the desired response time so that all of us can benefit from the data collected and the directories that will be generated. All libraries which return a complete questionnaire will receive a free copy of the results including any specialized data analysis done by the Survey Committee. Non-participants may receive a copy of the results for a significant charge.

When you receive the questionnaire, please give it a high priority so that we can provide hospital librarians in

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## UPDATE: MHSLA Statewide Hospital Library Survey

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Michigan a comprehensive and valid management tool for the turbulent '80s.

Please call Dina Nameth with any questions or comments about the survey. The Survey Committee members are:

Dina Nameth, Chair, Henry Ford Hospital, Detroit  
Deborah Adams, Botsford General Hospital, Farmington  
Leslie Behm, Michigan State University, East Lansing  
Jane Claytor, St. Lawrence Hospital, Lansing  
Beth Heinlen, Lansing General Hospital, Lansing  
Heidi Koch, Chelsea Community Hospital, Chelsea  
Nancy Nicholson, Saginaw Cooperative Hospitals, Saginaw.

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## Special Libraries Association

### FORTHCOMING MEETINGS

Michigan Chapter, Special Libraries Association

Thursday, May 21, 1987

Windsor Hilton, Windsor, Ontario  
Annual Business Meeting

Tuesday, September 15, 1987

1/2 day Educational Workshop / co-sponsored with  
Wayne State University Library Science Program  
WSU Purdy Library, Kresge Auditorium  
Speaker: Jim Matarazzo

Topic: re: Corporate Library Survival  
Cocktail Reception

Dinner

Evening — Business Meeting

WSU Purdy Library, Kresge Auditorium

Speaker: Joseph Mika, Head WSU Library Science  
Program

Topic: Update and description of WSU Library Science  
Program.

Western Michigan Chapter, Special Libraries Association

Friday, May 15, 1987

Library of Michigan, Lansing, Michigan  
Meeting / Getting Acquainted with the New Library of  
Michigan

Wednesday, September 16, 1987

All Day

Bernard Center, Western Michigan University,  
Kalamazoo, Michigan

Alberta Brown Lecture Series

Strategic Use of Information in a Competitive Environment  
Principle speakers internationally known

Continuing Education Credits will be awarded

— Nancy Ward

## REACTIONS TO DOCLINE

According to the December, 1986 issue of *3 Sources*, there were 65 Michigan libraries with Docline codes. Thirty of these were contacted in a recent telephone survey. In order to keep telephone costs down, only three libraries were outside of the metropolitan Detroit area, one each in Lansing, Holland and Grand Rapids. Most of the libraries use Docline in both the lending and borrowing modes and check for requests daily. One library used the system just once and found it very unsatisfactory, primarily because of the need to use the unique serial identifier. They check sporadically to see if there are any requests addressed to them. Everyone else checks at least daily.

The third library contacted raised a new question, which was asked of everyone from that point on. This library had been receiving about 100 ILL forms a year, year after year. Since Docline, their requests had only numbered six: This was the sole report of any drastic decrease and nobody had noticed any large increases. There were changes seen by those few libraries which charged for filling a request, since these were usually listed in the fourth or fifth cell. Another pattern which surfaced was that more requests came from a single library than had been the case in the past, and the requests often came from libraries which had never borrowed from a particular library before.

System problems seem to be at a minimum. Most of the libraries were not suffering from garbled messages, although some requests seemed to disappear unaccountably. One institution had discovered that when printing requests, the 9th one would be garbled in almost every case. Almost all have adjusted to the slow response time by getting on the system early and/or late. One library had high praise for the staff on the Docline "trouble" desk, while another had left a message three times with nary a call back.

The academic libraries have often been accused of slow service. With Docline, their service seems to be better. Many of the academic libraries are those which are out of state and which previously had demonstrated a faster turn around time than universities in the state. The University of Wisconsin, for example, sent an article within five days. One problem which is very frustrating to the hospital libraries is that the academic libraries tend to ignore the price limit on the request or to overlook "free" entirely.

In general, the libraries view Docline with favor. They find it fast, and appreciate not having to look up who owns what journal. Many of the libraries are using the ILL forms as well as Docline. Usually when they lack the unique identifier, they will use the ALA forms. With budgets in hospitals the way they are, the only concern seems to center around what Docline costs may be once the experimental part is over. For now, the gravy is appreciated.

— Jean Monroe

# NEW TELEFAX MACHINES

23 Michigan libraries will be receiving telefacsimile machines provided by the Library of Michigan through L.S.C.A. funds. These machines are Pitney Bowes 8220 models and should be received and installed within the next two months. Several health science libraries are among the 23. Below is a list of Michigan libraries currently using telefacsimile and their fax phone numbers.

ARBOR ASSOCIATES (PETOSKEY)	616-347-5203	HARPER HOSPITAL (DETROIT)	313-494-8997
BARRY CO. HEALTH DEPARTMENT (CHARLOTTE)	616-945-4304	HENRY FORD HOSPITAL (DETROIT)	313-876-7519
BOTSFORD GENERAL HOSPITAL (FARMINGTON HILLS)	313-471-8508	HIAWATHALAND LIBRARY COOPERATIVE (SAULT STE. MARIE)	906-635-0210
CADILLAC-WEXFORD LIBRARY (CADILLAC)	616-775-1749	HURON COUNTY HEALTH DEPARTMENT (BAD AXE)	517-269-9066
CENTRAL MICHIGAN COMMUNITY HOSPITAL (MT. PLEASANT)	517-772-1150	INGHAM MEDICAL CENTER LIBRARY (LANSING)	517-484-5161
CENTRAL MICHIGAN DISTRICT HEALTH DEPARTMENT (MT. PLEASANT)	517-773-4319	IONIA COUNTY HEALTH DEPARTMENT (IONIA)	616-527-1060
CENTRAL MICHIGAN UNIVERSITY PARK LIBRARY (MT. PLEASANT)	517-774-4499	JACKSON COUNTY HEALTH DEPARTMENT (JACKSON)	517-787-4373
CHILDREN'S HOSPITAL (DETROIT)	313-494-5602	LANSING GENERAL HOSPITAL LIBRARY (LANSING)	517-377-8750
CRITTENTON HOSPITAL (ROCHESTER)	313-652-5655	LAPEER COUNTY HEALTH DEPARTMENT (LAPEER)	313-667-9399
DEPARTMENT OF NATURAL RESOURCES (SAGINAW)	517-771-1740-740	LEILA HOSPITAL AND HEALTH CENTER (BATTLE CREEK)	616-966-8010
DETROIT PUBLIC LIBRARY (DETROIT)	313-833-5039	LENAWEE COUNTY HEALTH DEPARTMENT (ADRIAN)	517-265-5628
DISTRICT HEALTH DEPARTMENT #1 (LAKE CITY)	616-775-5372	LIBRARY OF MICHIGAN (LANSING)	1-800-292-2431
DISTRICT HEALTH DEPARTMENT #3 (CHARLEVOIX)	616-547-6238	LIBRARY OF MICHIGAN, LAW LIBRARY (LANSING)	517-373-3915
DISTRICT HEALTH DEPARTMENT #4 (CADILLAC)	616-775-5372	LIBRARY OF MICHIGAN, UPPER PENINSULA BRANCH (ESCANABA)	906-786-8284
EATON COUNTY HEALTH DEPARTMENT (EATON)	517-543-0451	LUCE-MACKINAW-ALGER-SCHOOLCRAFT DISTRICT HEALTH DEPARTMENT: NEWBERRY OFFICE	906-293-5453 906-643-7719
GREATER LANSING VISITING NURSES' ASSN. (LANSING)	517-323-3778	ST. IGNACE OFFICE MANISTIQUE OFFICE	906-341-5959
GREATER MIDWEST REGIONAL MEDICAL LIBRARY NETWORK LIBRARY OF HEALTH SCIENCE (CHICAGO)	312-733-6440	MACOMB COUNTY LIBRARY (MT. CLEMENS)	313-286-7187

# NEW TELEFAX MACHINES

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MALPH (MICHIGAN ASSOCIATION FOR LOCAL PUBLIC HEALTH) (LANSING) **517-485-6412**

MARQUETTE COUNTY HEALTH DEPARTMENT (NEGAUNEE) **906-475-9312**

MARQUETTE GENERAL HOSPITAL (MARQUETTE) **906-225-3524**

MAYO CLINIC (ROCHESTER MN.) **507-284-2268**

MCLAREN HOSPITAL LIBRARY (FLINT) **313-238-4112**

MICHIGAN TECHNOLOGICAL UNIVERSITY LIBRARY (HOUGHTON) **906-427-2357**

MID-PENINSULA LIBRARY COOPERATIVE (IRON MOUNTAIN) **906-774-3005**

MONROE COUNTY LIBRARY (MONROE) **313-241-4722**

MT. CLEMENS GENERAL HOSPITAL (MT. CLEMENS) **313-574-1104**

MUNSON MEDICAL CENTER (TRAVERSE CITY) **616-922-9524**

NATIONAL LIBRARY OF MEDICINE (WASHINGTON, D.C.)  
(Information # **301-496-5511**)  
Fax Number **301-496-2809**

NORCARE, INC. (PETOSKEY) **1-800-882-9084 or 616-348-2582**

NORTHERN MICHIGAN HOSPITALS (PETOSKEY) **616-348-4284**

NORTHLAND LIBRARY COOPERATIVE (ALPENA) **517-356-1622**

OAKLAND GENERAL HOSPITAL (MADISON HEIGHTS) **313-399-6665**

PORT HURON HOSPITAL (PORT HURON) **313-985-2652**

SAGINAW HEALTH SCIENCES LIBRARY SAGINAW COOPERATIVE HOSPITALS **517-753-3439**

SAGINAW PUBLIC LIBRARY (SAGINAW) **517-753-1125**

SAGINAW VALLEY STATE COLLEGE LIBRARY (UNIVERSITY CENTER) **517-790-4383**

ST. CLAIR COUNTY HEALTH DEPARTMENT (PORT HURON) **313-985-2150**

ST. JOSEPH HOSPITAL EAST (MT. CLEMENS) **313-466-9304**

ST. JOSEPH HOSPITAL WEST (MT. CLEMENS) **313-263-2304**

ST. JOSEPH HOSPITAL (PONTIAC) **313-858-3048**

SANILAC COUNTY HEALTH DEPARTMENT (SANDUSKY) **313-648-2646**

SANTIAGO, CAYE REGION V, DEPT. OF HEALTH & HUMAN SERVICES (CHICAGO) **312-353-1194**

SENIOR CENTER GRAYLING, MI (TEMPORARY) **517-348-4890**

SHIFFMAN MEDICAL LIBRARY (WAYNE STATE UNIVERSITY, DETROIT) **313-577-1113**

SINAI HOSPITAL (DETROIT) **313-837-1891**

SISTERS OF MERCY (FARMINGTON HILLS) **313-478-1805**

SPARROW HOSPITAL LIBRARY (LANSING) **517-483-2273**

SUPERIORLAND LIBRARY COOPERATIVE (MARQUETTE) **906-228-7697**

UNIVERSITY OF MICHIGAN HOME CARE (ANN ARBOR) **313-936-0589**

UNIVERSITY OF MICHIGAN, TAUBMAN LIBRARY (ANN ARBOR) **313-763-1473**

VAN BUREN COUNTY HEALTH DEPARTMENT (HARTFORD) **616-621-4956**

VISITING NURSES' ASSOCIATION (PORT HURON) **313-984-1612**

WAYNE / OAKLAND LIBRARY FEDERATION SERVICE CENTER (WAYNE) **313-326-3035**

WILLIAM BEAUMONT HOSPITAL (ROYAL OAK) **313-288-1907**

Diane M. O'Keefe  
Phone Numbers provided by S. John