

# mhsla news

MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION

no. 34

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1991

## The President's Page

I've really had trouble trying to write this column. It isn't that I don't have anything to say; I have too much to say and I've had trouble picking the topic. For starters:

I wanted to comment on the article in the January issue of MLA NEWS about upcoming changes in JCAHO standards for library services. These look like positive steps that have come about through the efforts of many librarians.

I could report on the Association's Strategic Plan. I've appointed subcommittees of the Board to review each objective in the plan and report back with goals and time frames.

I wanted to tell everybody about the horrendous budget experience I've just been through and the amount of communication we did during the process and before hand and how that communicating helped support our recommendations.

And finally, I wanted to put in a plug for the Contributed Papers Session at the MHSLA Educational Conference. The session is a great way to exchange ideas and programs. If you're interested, I urge you to contact Heidi Koch.

As it turns out, all of these topics center on communication and sharing information. We are in the business of sharing information in the healthcare business. That's something like being pecked to death by ducks in the middle of an earthquake;

trying desperately to respond to all requests while trying desperately to keep our footing and stay alive.

It's alright to report circulation and shelving; those are indicators of productivity. But we need to report who our clients are and what services they use; so we show a link between what we do and patient care. Administrators find information helpful or useful if it's related to patient care or productivity or return on investment. Ray Banks wrote an article for *Bibliotheca Medica Canadiana* in 1989 on demonstrating the worth of the health information professional. In the article he states "for every dollar that the hospital invests in library services, it receives about three in return." That's a powerful, economic statement and one that an administrator can understand. The entire article is worth reading as it details the study Banks used to reach his conclusion.

As health information specialists in the healthcare business, we need to communicate to the decision makers our link to patient care. We have the tools, the information; we only need to say it differently than we have in the past.

(The complete citation is Banks R., "Measuring the impact of a hospital library in terms of valued added processes." *Bibliotheca Medica Canadiana*; 10(4): 184-192, 1989.)

-- Marge Kars

## *An Interview with* **Dr. Hiram Davis,** **Director, MSU Libraries**

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**Q. - *Where did you get your MLS?***

**A. - My MLS was received from Emporia State University, Emporia, Kansas. My focus was on academic libraries and administration.**

**Q. - *Which institution did you receive your PhD from?***

**A. - My PhD is from the University of Michigan in administration, higher education and library science.**

**Q. - *What positions did you hold prior to coming to MSU? What were your major accomplishments?***

**A. - I was Dean of Libraries at New Mexico State University, Los Cruces, New Mexico before coming here. Three major accomplishments were:**

**1. A building feasibility study was completed resulting in an 11 million dollar bond passage for a new building. Phase I planning for the new library was put in place.**

**2. I helped formed a state-wide academic library consortium which resulted in increased state funding for academic libraries in New Mexico.**

**3. I reorganized the New Mexico State University Library.**

**Before going to New Mexico, I was Dean of Libraries at the University of the Pacific, Stockton, California. Three accomplishments there were:**

**1. A new building was built.**

**2. I played a principle role in helping to raise 6 million dollars for the new facility including a NEH (National Endowments for the Humanities) challenge grant of \$600,000.**

**3. A restructuring of the library to improve resources and access.**

**Q. - *What are your plans/visions for the future of MSU Libraries?***

**A. - A strategic planning process providing new direction for MSU Libraries has been completed. Five major areas have been identified:**

- 1) The role of the Libraries within the University**
- 2) Issues regarding the facilities**
- 3) Issues regarding collection development**
- 4) Staffing concerns**
- 5) Fund raising**

**Within each area a number of recommendations for implementation have been identified which will strengthen and improve the function of MSU Libraries thereby increasing its ability to meet the diverse needs of the faculty and students.**

**Q.- *How do you see the MSU Libraries fitting in with the community health sciences libraries?***

**A. - One stakeholders group in the strategic planning process was the health sciences libraries. This group of users was surveyed which captured the major issues and concerns in this special and important area.**

**A task force looked at medical literature access and retrieval. Its report was folded into the strategic plan.**

**To begin implementation we will need to have meetings with target people in the hospitals to address the needs. The are major challenges ahead. The field of medical education is changing rapidly creating implications for the library. New technologies and financial resources will be needed.**

*(Continued on next page)*

*Interview with Dr. Davis, Continued:*

Because of the community based curriculum at MSU, distance creates a problem for the students. Ways need to be created to work in partnership with the hospitals for MSU students to get the information they need. We need to work together to bridge the gap. Changes in technology are exciting and will lead to success.

Q. - *What visions/plans are there for specifically meeting the needs of both on and off campus faculty and students?*

A. - Communication needs to be improved. A structure needs to be in place to meet periodically with the community hospitals. Technology needs to be looked into. MSU Libraries should take a leadership role in facilitating this process.

Q. - *What budget concerns are ahead? What alternative sources of funding are anticipated?*

A. - Difficult times for higher education are ahead. The state economy in general is in for difficult times. The library need to become more aggressive in obtaining extramural funding. We now have a half time development officer who is working on a long range development plan for upgrading equipment and technology.

The MSU Libraries will have to increase grant capabilities looking at opportunities to work with faculty to improve resources.

Endowment programs need to be created; especially for technologies and specialized collections. Focused capital campaigns and annual fund raising are essential to our future success.

MSU Libraries should be working collaboratively with other institutions (e.g. University of Michigan, Wayne State University, CIC) for resource sharing and collection development.

Q. - *What one major item do you hope to accomplish for MSU Libraries?*

A. - The modernization of existing facilities and the addition of new facilities. Improvements are critical to enhance our ability to better serve the faculty and students.

Q. - *Any further comments in closing?*

A. - This is a very exciting time to be at Michigan State University. It is one of the premier land grant/AAU institutions. Exciting things are going on providing a lot of opportunities for reassessing, redefining and reshaping the library within the academic environment.

*Thank you.*

### *Announcement*

DATE: March 18, 1991

FROM: Mildred Kingsbury, Library Director, Marquette General Hospital

We were notified on March 12 that we were awarded a grant for establishing a fax network between the Marquette General Hospital Clinics and the Kevin O'Brien Health Sciences Library. The National Library of Medicine funded this project under its Information Access Grant program. The amount of the award is \$16,065 for seven (7) fax machines; the project period begins March 1, 1991.

Many of our Clinics already own fax machines so that our interactive networking will be significantly enlarged by these additional faxes. Since both NLM and MHSLA have the goal of bringing information quickly and efficiently to the rural practitioner, we feel that this is a significant step forward.

By now most of you have undoubtedly heard a variety of evil rumors about whether or not you must join the GMRMLN union list, or "GMRMLN GAC" or whether access to SERHOLD can still be maintained through MHSLA. Following is an attempt at clarification (gleaned from a variety of reliable sources)...

Michigan libraries can continue to have their serials records input into SERHOLD (the serials holdings database component of DOCLINE) through MHSLA and do not have to join either the GMRMLN GAC or the GMRMLN Union List of Serials (ULS) for DOCLINE/SERHOLD by participating in MISHULS (the MSHLA union list) and/or the GMRMLN ULS as NLM plans to continue to accept more than one holdings tape per region.

A library, however, may NOT participate in the GMRMLN GAC if it does not participate in the GMRMLN ULS, although it may participate in the GMRMLN ULS but not in the GAC. The GMRMLN union list of serials (ULS) has traditionally contained the holdings information only for the regional resource libraries and a few other academic libraries. Now, and in the future, the GMRMLN ULS will be open to any Region 3 library of any size wishing to participate. An invoice/form requesting a response to this question is currently being circulated by GMRMLN. One time costs for participation in the GMRMLN ULS require a profiling fee and start-up fee. Ongoing costs include the cost of the tape (used to generate the ULS) each year and the annual maintenance. Essentially, GMRMLN is now doing what MHSLA did a number of years ago: rather than a state union list, a regional union list is being created. GMRMLN is advocating more widespread participation (which will help defray the cost significantly).

The question now is, what are the relative advantages or disadvantages of participation in the GMRMLN ULS?

The points to consider in weighing the benefits of GMRMLN or MHSLA (or both) include the following: the dates of tape submission (and therefore the currency of holdings), the ongoing costs for either union list and of the microfiche products generated by each organization and, by extension, the benefits of joining the GMRMLN GAC.

**DATES:** Currently, MHSLA directs OCLC to run a tape of the state holdings each February and forwards this tape to GMRMLN. The tape is then held until the following November when it is forwarded to NLM and loaded. The GMRMLN tape is processed in October, forwarded and loaded in November. There has been some discussion at MHSLA about changing the processing date for the state tape to bring it more in line with the NLM uploading date.

**COSTS:** The ongoing costs for both the MHSLA union list and the GMRMLN union list would be approximately \$11-\$12. The cost of the microfiche, however, may differ greatly. At present, the MHSLA fiche has been running \$50-\$60. The price for the GMRMLN fiche has not been set but will probably be substantially below the MHSLA fiche. The price of either the MHSLA fiche or the GMRMLN fiche is even less if one participates, rather than just purchases the product. The GMRMLN fiche will be produced by NLM rather than by OCLC. The costs of tapes and microfiche is in large part determined by the number of institutions participating in the project. Overall, the costs of tape or fiche products are in large part influenced by the number of participating institutions.

**GMRMLN GAC:** The GMRMLN GAC (group access capability) will be an OCLC online holdings list for Region 3 with access to the combined journal and monograph holdings of 7 states. The point can be made that full members of OCLC already have access to more than the holdings of Region 3. Libraries which would only have GAC access (access limited to the institutions profiled in the GAC) might benefit if the GMRMLN GAC afforded them access to a wider array of holdings than they already have (e.g. participation in the State of Michigan GAC which gives information only on Michigan holdings).

The state regions of cooperation have been processing LSCA grant applications for retroconversion of monograph holdings and input to OCLC for libraries participating in the Michigan state-wide GAC. These grants also include OCLC terminals and training. An institution which had start-up costs for a GAC covered by a grant would be responsible for the ongoing costs of GAC membership (yearly OCLC connect time, etc.), however, the OCLC equipment, once installed, could certainly be used to access any OCLC holdings. Currently a library may belong to about four separate GACs (or none).

The question before us now, which must be answered (and paid for) by August 1991, is whether or not to join the GMRMLN union list. For those able to participate, a decision about the GMRMLN GAC will be made later in the year. There are short term and extended benefits of the GMRMLN union list, currency, cost and comprehensiveness, which make it a reasonable choice for some institutions.

Questions about either may be referred to Ruby May at the GMRMLN Management Office, PO Box 7509, Chicago, IL 60612 (phone: 312/996-2464, fax: 312/996-2226).

## **NOTICE**

### **HACKLEY HOSPITAL MEDICAL LIBRARY GETS NEW ADDRESS**

Please note that there has been a change in the mailing address for Hackley Hospital Medical Library. The change is important to speed mail delivery to the Library. Be sure to change both the street address and zip code lines in your MISHULS directory. The new address is:

Hackley Hospital  
Medical Library  
P. O. Box 3302  
Muskegon MI 49443-3302

MARK YOUR CALENDAR:

**OCTOBER 13, 1991  
MIDWEST CHAPTER/MEDICAL LIBRARY  
ASSOCIATION  
41ST ANNUAL MEETING  
AKRON, OHIO**

**HOSTS:**

NEOUCOM Council of Associated Hospital Librarians  
Trumbull-Mahoning-Columbiana Medical Librarians  
Tri-County Biosciences Librarians

**THEME:**

*SYMBIOSIS: Interdependence and Interaction*

**LOCATION:**

Sheraton Suites, Cuyahoga Falls.  
Easy access via Akron-Canton and Cleveland airports and  
major interstate highways (I-80,77 and 76)

**FOR ADDITIONAL INFORMATION, CONTACT:**

Lisa Dumoulin, Co-Chair/Registration Committee  
Ocacek Regional Medical Information Center  
Northeastern Ohio Universities College of Medicine  
Phone: (216) 325-2511 Ext. 530  
FAX: (216) 325-0522

## COMMITTEE REPORTS

### CONFERENCE PLANNING COMMITTEE

Lansing will host the 18th Annual Educational Conference of the Michigan Health Sciences Libraries Association, on October 1-4, 1991, at the Harley Hotel. This year's theme is "A Capitol Year." For additional information or to be included on the mailing list, contact:

Mrs. Doris H. Asher,  
Sparrow Hospital Library,  
P.O. Box 30480,  
Lansing, MI 48909-7980.  
Phone: 517-483-2274.  
Fax: 517-483-2273.

Mrs. Doris H. Asher, Department Manager,  
Medical Library, Sparrow Hospital.

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### RESEARCH COMMITTEE

The MHSLA Research Committee asks that all hospital libraries that are conducting or have recently conducted any research communicate with the committee. This information will be used as a data bank to help other MHSLA member institutions and to help the committee in setting its goals.

Please contact:

Lois Huisman  
Medical Library  
Blodgett Memorial Medical Center  
1840 Wealthy, S.E.  
Grand Rapids, MI 49506  
Telephone: (616) 774-7624  
Fax: (616) 774-7201

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### DOCUMENT DELIVERY COMMITTEE

#### 1990 INTERLIBRARY LOAN STATISTICAL REPORT

Norma Powers, Munson Medical Center  
Document Delivery Committee

Interlibrary loan statistical data for 1991 has been compiled and is published in table form in this edition of the Newsletter. Data is included from 77 MHSLA member

hospitals/MISHULS participants. ILL stats are shown in the following ways:

- Alphabetical list of libraries showing complete breakdown of '90 borrowing and lending records
- Ranked list of libraries, both by total borrowed and total loaned in '90
- Compilation of ILL totals by institution for 1988-1990

Libraries indicating cell preferences as lenders are shown on the alphabetical list. This information should be taken into consideration when making changes in your cell configurations.

A copy of individual ILL Statistical Survey forms will be included in the new MHSLA Directory for the 79\* responding institutions. Information regarding both size and unique aspects of journal collections can be obtained from this addition to the Directory.

The MHSLA Directory will be published in May, 1991 and will include information formerly published separately in the Membership and Technology Directories, plus copies of each of your completed ILL Surveys.

To make reporting easier in 1991, plan now to keep stats on FAX and OCLC ILLs, as well as to break down the journals from the monographs. This information is necessary in order to track the change in document delivery as a result of these new technologies.

Thanks for your cooperation in completing the Survey . . . we're up 41% in libraries responding from 1989 and 52% from 1988!

A special thanks to Judy Barnes and volunteer staff for inputting stats to Nutshell for the various statistical breakdowns.

\*Of 79 responding institutions, two (2) had no ILL records.

## EDUCATION COMMITTEE ANNOUNCES CONTRIBUTED PAPERS AND CE'S FOR MHSLSA 1991

The Committee is pleased to announce that Holly Shipp Buchanan will present "Total Quality Management (TQM) for Libraries" as one of the CE workshops at the Conference. This workshop teaches the total quality approaches championed by Crosby, Deming, and others. You will learn to identify specific methods and tools of quality improvement. Techniques to bring TQM back to your library will also be discussed. The TQM program is intended for Library managers who are developing a TQM program or implementing JCAHO's Agenda for Change. It is also useful for those who are interested in initiating a "stand-alone" quality improvement process for the library.

Also on the program is Government Information Resources. A bibliographic guide to government information documents for health sciences librarians. The program will discuss the federal document system, planning a documents collection, organizing the collection and providing reference services.

Leslie Behm will present a paper on The role of the Librarian in an ambulatory care journal club for medical students -- teaching basic library skills/lit searching/quality filtering, etc.

The Education Committee would like to thank everyone who submitted a paper for presentation. The response was better than anticipated. A total of ten papers were received. Due to time constraints, however, only four could be accepted.

Stephanie John's paper discusses her NLM grant for Grateful Med training to rural health professionals, with emphasis on coordination of outreach, need for this project.

Marge Kars will present Joint venture between Library and Strategic Planning Department. The presentation will discuss using information access, analysis skills of librarians to coordinate and improve outcome quality, process quality and corporate strategic vision.

Mollie Lynch's paper will focus on Budget review with justification.

For more information contact Nancy Nicholson, Education Committee Chair at (517) 771-6950.

### REGION 3 MEETING SCHEDULED

Ingham Medical Center will host an "Address by Frieda Wise, Director of Region 3" on Tuesday, May 16, 1991 from 2:00-4:00pm.

Frieda Wise will discuss issues of concern to the Michigan Health Sciences Librarians and the role of NLM, GMRMLN, and the State Council. PLEASE PLAN ON ATTENDING.

R.S.V.P. to David Keddle at Ingham Medical Center, Chi Medical Library (517) 334-2270 or by FAX (517) 334-2551.

**MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION EXECUTIVE BOARD 1990/1991**

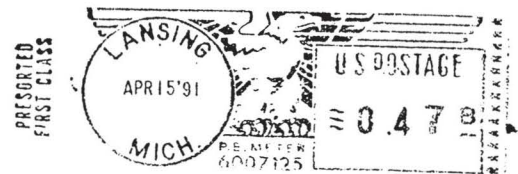
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