

mhsa news

MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION

no. 37

Winter

1992

The President's Column

During 1992 I expect the three "C's" to dominate every MHSLA Executive Board meeting and every committee meeting. The three "C's" I am talking about are change, challenge, and caring.

During my presidential remarks I indicated that I would be the catalyst that would instigate "change." During 1991 several task forces met to discuss the future of MHSLA. Many suggestions for change were recommended by these task forces. The Executive Board will spend, and has already, a portion of each board meeting looking at some of the recommendations of the task forces. During the November board meeting the board, along with committee members from the Education Committee and Local Arrangements Committee, spent an hour talking about possible formats for future educational conferences. Many ideas were discussed including: divorcing CE courses from the educational conference; shortening the number of days of the conference; having the annual business meeting in conjunction with an NLM update; and providing CE courses several times a year at various locations in the state.

The "challenge" will be for the Executive Board to act appropriately on behalf of the majority of the membership. But in order to do this, the membership must be willing to share their ideas by talking to their local area representative or any executive board member. Also, by April the MHSLA Membership Committee will ask members to respond to a survey that

will express your opinion on what you expect from the Association and any ideas you have on how it can be done more efficiently.

Why should the membership and the Executive Board spend all this time and effort to determine the future of the Association? Because we "care." As professionals we understand how useful this Association has been to our professional life and our institutions. The task forces recognized that healthcare has undergone a revolution. With that revolution some of us have lost jobs, some have lost staff, some have lost purchasing power, and some have lost the ability to actively participate in their professional organization. The needs of our membership have changed. We must now look at how to best meet the needs of the members in the current healthcare environment. If you care you can do your part by participating in the survey and also by contacting your local area representative.

I'm sure there are innovative, wonderful ideas among our members. Please take my challenge to show you care by voicing your opinion on how, or if, the Association should change.

-- Ria Lukes

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MHSLA Committee News

AUTOMATION GRANTS COMMITTEE

The Automation Grants Committee is considering the submission of an access grant to the National Library of Medicine. The grant would request funding to implement Grateful Med searching. If you have any comments or suggestions, contact Stephanie John, chair of the Automation Grants Committee, at Saginaw Health Sciences Library (517-771-6846).

TECHNOLOGY COMMITTEE

Doris Blauet, Chair of the Technology Committee, announced that the Technology Directories are now finished and have been sent to all MHSLA Institutional Members along with the new MISHULS directory inserts.

If you have not received your copy, contact Doris at Flint Osteopathic: (313) 762-4587.

NOMINATING COMMITTEE

The Nominating Committee is just looking for a few good officers. Committee members Mary Anne Wallace of McPherson Hospital, Joan A. Emahiser of William Beaumont Hospital (Royal Oak), and Sandy Swanson of Butterworth Hospital will be looking for nominees for the offices of President-Elect and Treasurer in the next couple of months.

AD-HOC MEMBERSHIP COMMITTEE

Under the chairmanship of Marge Kars, the ad-hoc Membership Committee is developing a survey to send to members and to those who have chosen not to be members. The Committee is also working on a brochure for the Association.

MSU - COMMUNITY LIBRARY AD-HOC COMMITTEE

The committee met with Hiram Davis, PhD, Director of the MSU Libraries, on November 20, 1991. Some of the topics covered were:

- Ways and means of teaching information management skills to medical students;
- A Kellogg grant for rural health care delivery awarded to the MSU Colleges of Human Medicine, Osteopathic Medicine and Nursing. It includes funding for four years, for a part-time librarian to assist in information delivery to the grant participants. The Librarian will work out of the Saginaw Health Sciences Library. The details of how to provide information services to these rural practices (located north of Grayling) are still being worked out.
- The idea for forming an advisory committee to the MSU libraries. This would be similar to the PLACs (Participating Libraries Advisory Committees) from the days of the KOM (Kentucky Ohio Michigan) region of the National Library of Medicine network. This committee would be charged with providing input to the MSU libraries on Document Delivery, Collection Development, access policies and the MSU Libraries strategic plan, as they relate to hospital libraries. It would promote communication on issues of mutual concern to the hospital libraries and the MSU libraries regarding information services for their health care students working off-campus in clinical settings.

For more information contact Ria Lukes, MHSLA President, at (313) 762-8519 or Stephanie John, Chair of the MSU-Community Library Ad Hoc Committee, at (517) 771-6846.

Local News & Announcements

Valley Regional Health Science Librarians

Stephanie John reports that the group is thinking of establishing an MLA journal club. If you are interested, please contact Barbara Kormelink at Bay Medical Center (517-894-3782).

Stephanie John and June Cronenberger, from Saginaw Health Sciences Library, recently spent an "all expense paid" fun filled four days in Chicago at the American Radiological Society Meeting teaching Grateful Med to "grateful" radiologists. There were over 29,000 attendees at this meeting! Of course, NLM was down all day Thursday.

* * * * *

Western Michigan Health Sciences Libraries Association

Western Michigan librarians will meet at 9:30 A.M. on February 11, 1992 at Hackley Hospital. Marge Kars will speak on Crosby's theory of Total Quality Management.

WMHSLA will host MLA CE course 905, *Government Information Resources*, (formerly CE 352) in Grand Rapids on April 30, 1992. Ellen Gay Detlefsen of University of Pittsburgh School of Library and Information Sciences will teach the course. For more information, contact Mary Jo Wyels, Mercy Hospital (Muskegon), (616) 739-3972.

* * * * *

Metropolitan Detroit Medical Library Group

Chelsea Community Hospital Library will resume services immediately following the appointment of Margaret Connors as library director. Most recently with Ann Arbor Public Library, Ms. Connors is a practicing psychotherapist as well as a research librarian.

Pontiac General Hospital has changed its name to North Oakland Medical Center/ Pontiac General Hospital Division. Librarian Naim K. Sayhoun advises that a name change is in the future for the library itself, as well. Stay tuned for developments!

Personal Notes:

Diane Dustin, formerly of Providence Hospital, is now the Systems Librarian at Madonna University in Livonia.

Congratulations to Nancy Bulgarelli of William Beaumont Hospital, Troy, and Valerie Reid, Henry Ford Hospital, on the recent births of their sons.

Correction: Janis Fox-Heroux and Ruth Taylor retired in December, 1991, *not* 1992 as previously printed.

Reminder:

MHSLA membership privileges will expire for those who have not yet paid their dues. Please send dues payments to:

Yvonne Mathis,
MHSLA Treasurer,
Saint Mary's Hospital Library,
200 Jefferson SE
Grand Rapids MI 49503
Phone: (616) 774-6243

Corrections to the 1991 MHSLA Membership Directory

Members still using the 1991 Membership directory for personal phone or fax numbers will want to note the following corrections:

Mathis, Yvonne FAX: (616) 774-6419
(Please call ahead)

Swanson, Sandra FAX: (616) 732-3527

DOCLINE UPDATE

Lea Ann McGaugh

As you are compiling your interlibrary loan statistics, you may find that you want to make changes in your DOCLINE routing tables. To do so you can contact Kim Goldman at the Greater Midwest Region of the National Network of Libraries of Medicine (GMR NN/LM, formerly GMRMLN) at 1-312-996-2464, or fax a request for a DOCLINE update packet to her at 1-312-996-2226. She will send you a DOCLINE Routing Table Change Request Form, a list of current Region 3 SERHOLD participants, and copies of your current routing tables. However, Kim says that if you are doing ten (10) or fewer changes, you may simply send her a memo detailing the changes you want.

To change a library from one cell to another, you should include the LIBID, the name of the library, the cell it is currently in, and the cell to which you want it changed. If you want to delete a library, include the LIBID, library name, and the cell from which you want it deleted. To add a library, include the LIBID, the library name, and the cell to which you want it added. Be sure to fully identify the institutions in your cells in either your memo or in the DOCLINE updating packet. Staff at GMR NN/LM cannot be expected to recognize local abbreviations. You may change your routing tables at any time.

Your routing table should reflect your interlibrary loan patterns and should be responsive to your needs. (*See related chart on the next page. - ed.*) However, you should also make an effort to reduce the impact of requests on those libraries who are large net lenders. You might want to put net borrowers in cells 1 and 2, net lenders in 2 and 3. The annual report of interlibrary lending statistics from MHSLA will include lists of net borrowers and lenders.

If you are a library that does not always authorize charging for interloans, be sure to put charging libraries in a higher cell. The first time a request is updated as

refused because of charging (CST), the request is retired, and will not route further.

Putting more regional libraries in your higher cells should help you avoid using NLM as often. You may enter institutions from outside the region in your cells, but many may charge for interlibrary loans to institutions outside their regions. If you have any doubts about whether to enter an institution in your cells, call the librarian and ask.

The SERLINE update and MISHULS will both be pulled from OCLC in August, 1992, so it is very important that you have any changes to your records completed in time for your agent to have them entered into OCLC by July 31.

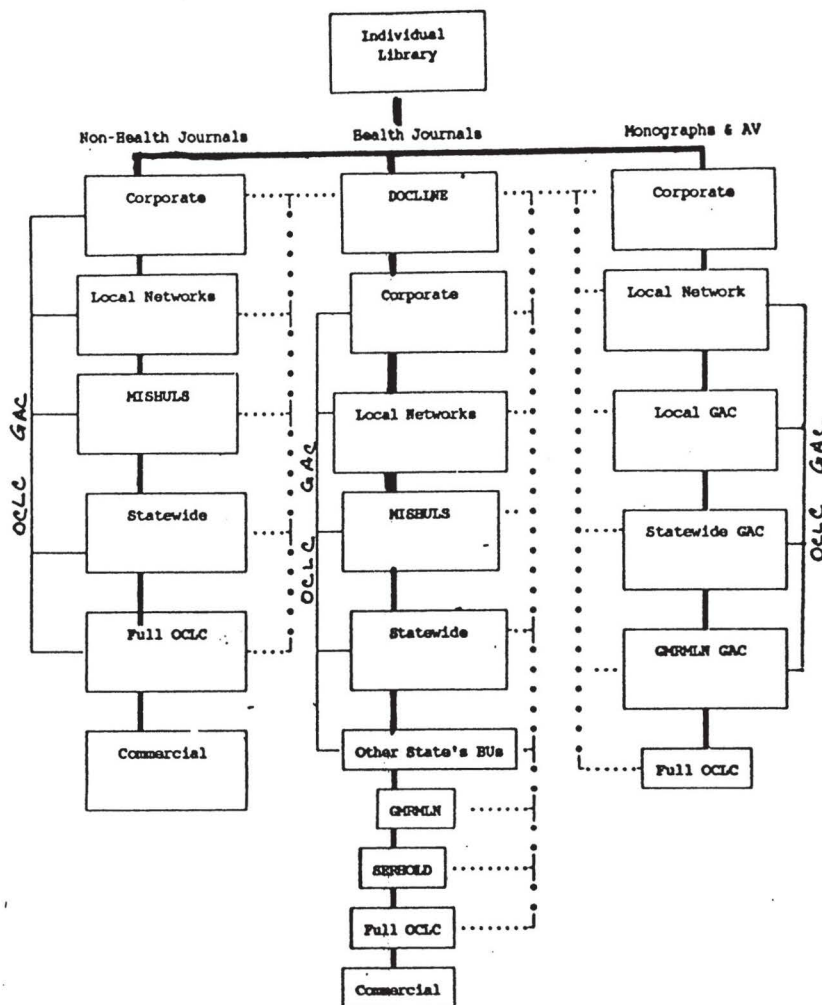
At this time last year, we had been told that the only mechanism for updating SERHOLD would be through the GMR NN/LM GAC. At this time, it looks as though we will be able to update through MHSLA as usual. However, those of you who have not yet joined the GMR NN/LM GAC may want to consider doing so to be prepared for any future changes. Only 26 of the current 83 MHSLA SERHOLD libraries are also part of the GMR NN/LM GAC, so if NLM should change its rules, many of us would be without an alternative method of updating our holdings.

Questions about the GMR GAC should be directed to Melanye Coleman, 1-312-996-2464.

If you have questions or comments about DOCLINE or other aspects of the document delivery process, please feel free to contact any of the Document Delivery Committee members listed below.

Lea Ann McGaugh, Chair	Jane Claytor
Barbara Kormelink	Betty Marshall
Norma Powers	Bonnie Swegles

ILL Flowchart



INTERLIBRARY LOAN NETWORKS

This chart represents current and alternative interlibrary lending networks. The most familiar routes are indicated by thick lines. This flow should be reflected in DOCLINE routing tables. The corporate box refers to organizations which utilize members' libraries first (i.e. Sisters of Mercy Health Corp.). In this case all corporation LIBIDs would be placed in the first DOCLINE cell. Local groups with special lending agreements will place those LIBIDs in the first cell.

The dotted lines on the chart indicate alternative routes for ILLs that would bypass normal flow; i.e., if an interloan is prefixed to a specific institution rather than just input into DOCLINE, or if an interloan is sent via fax or mail or phone.

The thin lines on the chart indicate the alternatives when using OCLC GACs for interloaning. Interloaning may be done via OCLC terminal, mail or fax, and can be initiated at any point in the chart.

-- Doris Blauet

"But I need it TODAY..."

A few times in the past year we've been asked to obtain an article "rush" from a journal not listed in MISHULS or our admittedly outdated GMRMLN Union List microfiche. The following sample search shows our technique for locating a copy in a library with FAX services using the NLM databases.

SAMPLE SEARCH

(Connect to MEDLINE in the usual way.)

SS 1 /C?

USER:

File Serline; find chemioterapia (ta)

YOU ARE NOW CONNECTED TO THE
SERLINE FILE.

SS (1) PSTG (1)

SS 2 /C?

USER:

prt loc

PROG:

1

TI - CHEMIOTERAPIA

L1 - 01MSK 01NYA

L6 - 06WAS

L8 - 08CON

CA - W1 CH303

UI - C15965000

SS 2 /C?

USER:

file docuser; find 01nya

PROG:

YOU ARE NOW CONNECTED TO THE
DOCUSER FILE.

SS (1) PSTG (1)

SS 2 /C?

USER:

prt detailed

PROG:

1

NA - NEW YORK ACADEMY OF
MEDICINE

NA - LIBRARY ILL (S-2)

AD - 2 EAST 103RD STREET NEW YORK
NY 10029

CITY- NEW YORK

...

TEL - ILL: (212) 876-2531

TEL - REFERENCE: (212) 876-0375

TEL - FAX: (212) 722-7650

FAX - YES:OMNIFAX :3 :(212) 722-7650

...

NOCO- CHARGES: \$7.00

NOCO- COMMENTS: WILL COPY 50
PAGES

NOFX- CHARGES: \$8.00

NOFX- COMMENTS: \$3.00 SURCHARGE
FOR FAX

...

(DOCUSER record edited for length.

Actual cost for a "rush fax" of 6 pages
from New York Academy of Medicine is
\$16.00--higher than this record would
lead one to believe.)

*Since the SERLINE file does not show
volumes held, we usually print the
DOCUSER records for 2 or 3 libraries if
we can, in order to have a backup source
if our request is rejected. We've also
learned to be wary of time zones, since a
"Need by 5 p.m." plea to a Central Time
zone library will sometimes result in a fax
arriving after we've left for the day.*

*Also, we've found that most of the
resource libraries do not want a phone call
but prefer a faxed request form that
clearly states 'FAX BACK.'*

-- Sandy Swanson

If you have a "tip" to share with your
fellow Health Sciences librarians,
send it to:

Sandy Swanson,
MHSLA Publications Chair
Butterworth Hospital
Health Sciences Library,
100 Michigan NE,
Grand Rapids MI 49503-9979.
FAX (616) 732-3527

Changing Information Needs in Nursing Libraries

When the Butterworth School of Nursing closed its doors in June 1985, there were many questions about the future of the Nursing Library collection. It is now six years into that future and demand for library services increases every year.

The past six years have brought many changes to the Nursing library and the types of services that the nursing staff requires. Our client base is no longer primarily students, but practicing nurses who need mediated searches and document delivery services to supplement patient care on the unit. We also are experiencing a substantial number of nurses coming to the library with information requests to support staff development programs, research projects, publication endeavors and coursework for BSN completion and MSN programs.

Requests for nursing research information are the most challenging for both the student and practicing nurse. Research published in scholarly or professional journals is generally available through interlibrary loan networks, but increasingly nurses need a dissertation, government document, standard, or record of proceedings. Many of these items can be difficult to verify and obtain through traditional interlibrary loan networks.

In recent years the Cumulative Index to Nursing and Allied Health Literature and AJN's International Nursing Index have included some government documents, pamphlets and dissertations in their indexes, but the coverage is by no means exhaustive.

As the pace of nursing research increases, nurses will turn to their libraries with increased demands for information in diverse formats.

-- Diane Hummel
Butterworth Hospital Nursing Library

MHSLA Research Project

The MHSLA Research Project is currently in progress. During the survey period, January 20 to February 14, 1992, the library staff will ask patrons requesting literature searches for direct patient care to complete the MHSLA survey. The librarian will send a survey to the patron one week after the search is conducted. The Committee must receive all completed surveys by April 17, 1992. The survey is expected to show the impact of mediated database searches on patient care.

It is exciting to have 43 institutions respond to the Research Committee's request for participation in the project. The Hospital Profiles completed by participants show that twenty-eight of the hospitals are teaching hospitals. Hospital sizes range from seven institutions with fewer than 100 beds to ten reporting more than 500 beds.

The libraries have an average of 1.7 professional librarians and 1.4 support staff. Only three hospitals reported that searches were not conducted by a professional librarian. In each of these cases, no professional librarian is on staff.

Libraries estimated an average of 44 direct patient care database searches performed each month, with a range of one to 225.

As completed patron surveys begin to arrive, the Research Committee will enter the responses into a statistical package and tabulate the results. A final report will be made at the Annual MHSLA Fall Conference.

Questions may be directed to Research Committee Chair Yvonne Mathis at Saint Mary's Hospital Library, (616) 774-6243.

--Yvonne Mathis

THANKS FOR YOUR COOPERATION

Thanks to all of you who took the time to sign the permission form enabling me to use your 1991 DOCLINE data in the research for my dissertation. And a special thanks to those who took the time to locate and send to me the DOCLINE statistics from earlier years.

I thought I would take this opportunity to tell you a little more about the project. The part of the research that is probably of the most interest to our group is the attempt to identify attributes of libraries and their collections that correlate with their patterns of interlibrary loan usage. Although each of us can look at our own statistics and see what type of libraries we are borrowing from and lending to, my interest is in seeing those patterns as a whole for Michigan DOCLINE libraries. I will be using a statistical technique called cluster analysis to produce groupings of libraries that are most similar in terms of their interlibrary loan data. These groupings will then be profiled on various attributes to see if the groups are distinguishable from one another on the basis of any of these attributes. The parameters checked will include staff,

institution, and collection size; geographic location; and local group membership. The groupings will also be compared with groupings produced from our DOCLINE routing tables by the same technique. This should give an indication whether our interloaning activity is, in actuality, occurring in the pattern we would expect from how we have organized our routing tables, or whether other factors are influencing our patterns of interloan. Individual libraries will not be identified. Only the structure and the parameters identified with that structure are of interest.

If there is a section for contributed papers at our annual conference in October 1992, I will report on the progress of the research. If not, I'll share with you any findings of interest through the newsletter. I will be contacting you one more time for information about the parameters I will be using to compare the groups. I have tried to keep my requests for information to a minimum because I know you are all busy. I appreciate your cooperation, and I hope I will have some interesting findings to share with you.

-- Lea Ann McGaugh

Cost-saving Tip

Dr. Ken Blanchard of Blanchard Training and Development reports in the newsletter *Personal Selling Power* that one company cut its annual phone bill by \$30,000 by eliminating the fax "cover page." As an alternative the company rubber-stamps the first page of each transmission with the company's name, address, fax and phone numbers, and leaves space for the recipient's and sender's names. (From *Boardroom Reports*.)

MC/MLA in St. Louis

**Midwest Chapter / Medical Library Association
will hold a joint meeting with the
Midcontinental MLA chapter in
Saint Louis, Missouri
September 30 - October 3, 1992.
The theme this year is "Discovery 92".**

**The planned program includes ten CE courses,
forty-two vendor exhibits, a keynote debate,
poster sessions, and lots of time to "network".
Hope to see you there.**

Number, Please!
A Computer Glossary

Much of the jargon heard in discussions of personal computers consists of *numbers*. Here's a quick guide to some of those most frequently used:

64, 128, 256, 512, 640 K: Refers to kilobytes ("K") of Random Access Memory (RAM) especially on older PCs. Memory "chips" are 8 K each; thus RAM comes in multiples of 8.

2 MB, 4 MB (or 2 meg, 4 meg): Newer PCs have *megabytes* of RAM. Two or four megabytes is lots of RAM but too small to be a hard disk! It's possible to install even more RAM in a PC but that's not very common yet.

286, 386, 486: Shorthand for 80286, 80386, or 80486, the "names" of the Intel microprocessor chips. The 286 is sometimes called "AT Class" since the AT was the first of the IBM line to use it. Higher number chips process more data faster. **8086** and **8088** are older Intel chips -- XT and earlier.

386sx: Lower cost Intel chips that emulate the function of the 386 chip. For an explanation of the difference between 386 and 386sx, see Dickinson J: *386 power to the people*. PC/Computing 1988 Sep; 1(2):83-90.

8, 12, 16, 20, 25, 33 MHz (Megahertz): Measures of speed; a higher number is a

faster machine. One criticism of "true IBM" PCs is that they often operate at lower MHz than clones. This number is sometimes added to the model number on newer PCs, such as Compaq's Deskpro 386/25m -- a computer with a 20386 Intel chip, operating at 25 MHz.

Idea Exchange

At the Annual Business Meeting last October, one of the points brought up was a need for librarians -- especially in one-person libraries -- to hear how other libraries handle common problems.

American Libraries features a column titled "Action Exchange," which addresses just this need. Readers' queries are printed each month; responses from those with pertinent information appear in subsequent issues. This column is modeled on that AL feature.

MHSLA News is your forum. Let us hear from you.

To start the ball rolling, a query from your editor:

1. What hospital libraries use barcodes and/or "tattle-tape" type security systems? How do they handle after-hours users' circulation needs?

Please send your questions, your responses, your comments to Sandy Swanson. Deadlines and address are listed below.

MHSLA News Publication Schedule

MHSLA News will be published in April, July, and November, 1992.

DEADLINES for the Spring 1992 issue:

April 1, 1992: Materials submitted in print copy due. Mail or fax to:

Sandra Swanson, Butterworth Hospital Health Sciences Library,
100 Michigan NE, Grand Rapids MI 49503-9979 FAX (616) 732-3527

April 6, 1992: Due date for floppy disk copy, either 5 1/4" or 3 1/2", any density IBM compatible, ASCII or Microsoft Word format. Mail to the above address.

MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION EXECUTIVE BOARD
1991/1992

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President-Elect:	Carole Gilbert	Treasurer:	Yvonne Mathis
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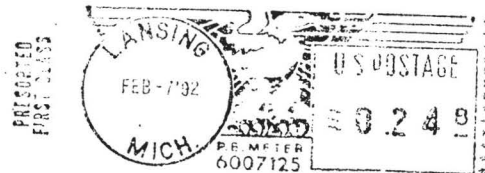
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