

mhsla news

MICHIGAN HEALTH SCIENCES LIBRARY ASSOCIATION

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Summer

1992

President's Column

I would like to take this opportunity to highlight some of the activities of MHSLA. All of these activities are a part of my plan to look at what is best for the Association and how to achieve continuing success.

Recently the Membership Committee mailed a survey to all members and selected nonmembers. This survey was developed with the suggestions made by last year's Task Force groups. The Membership Committee is busy tallying the results. It is my hope that the survey will help the Executive Board and the incoming officers have a sense of what is truly most important to MHSLA members. Thank you for participating. If you did not receive a survey and would like to participate, please contact Marge Kars.

The Nominating Committee has worked hard and should be commended for delivering to the Board an excellent slate of candidates. Remember to do your part by voting when you receive the ballot.

The Education and Local Arrangements Committees have been busy preparing the Annual conference. Mark your calendars!! The ever fiscal-minded Executive Board initiated an "all-inclusive" fee for this year's conference for members. It is a real bargain--so take advantage of it!

The Ethics Ad-Hoc Committee has been dissolved. After two years of effort the decision was made to wait until the Medical Library Association adopts its ethics statement. Many thanks to Nancy Winslow.

My previous President's Column concerning Loansome Doc did receive some attention. Thanks to everyone who called to discuss the article. I also received a call from the National Library of Medicine (i.e. Lois Ann Colaiani) in response to the article. We specifically discussed NLM's support to the local library vs. direct physician support. After the program at MLA involving Dr. Lindberg and Dr. White, the Executive Board decided to extend an invitation to Lois Ann to attend the Annual Conference. Unfortunately, although very interested, she had another commitment for the dates of the conference.

The Bylaws committee is making some suggested changes to be voted on at the Annual Business Meeting. Watch for the suggested changes so you will be ready to vote!

It's hard to believe how quickly time has gone since taking office. The success of MHSLA is truly a team effort. I would like to salute the efforts of everyone involved in MHSLA work. The team work has made my job so much easier.

-- Ria Lukes.

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**Local Area Group News
and
Personal Notes**

FAHSLN

Two Decades of Dedication

On 18 June 1992 Marilyn C. Schleg retired from the Medical Library. Since 1970 Library Staff and users have been served by her dedication to good Library service, her expertise in the fields of Biology and Medical Genetics, her friendly smile, and her special touch. Marilyn began her career at Hurley with Masters Degrees in Microbiology from the University of Wisconsin and in Library Science from the University of Michigan.

As an active member of the Michigan Health Science Libraries Association she participated in many ongoing workshops and educationally classes to keep current in the Medical Library field. She served on the Local Arrangements Committee each time the organization had its annual meeting in Flint. The organization's Bylaws were rewritten under her capable chairmanship. The entire bookkeeping system for the group was revised when Marilyn found an expert (her Father) to do the revision. Locally, Marilyn has been active in the Flint Area Health Sciences Library Network, serving as President and Secretary on several occasions. Obviously Marilyn will be missed by her fellow professionals.

In 1991 Marilyn was recognized as Hurley's July Employee of the Month. At that time, with no surprise to us, she said, "I'm proud to say I'm a Hurley employee." Marilyn will continue to contribute to Hurley as a volunteer in the Research Department but our Staff will miss her presence in the Library. We wish her well on her retirement and her plans to travel. Take care, good friend and colleague.

--Nancy J. Winslow

MDMLG

MDMLG's executive board met on June 25, 1992 for their annual transitional meeting. President Sandra Martin introduced the officers for next year -- Valerie Reid, Secretary, and Kim Schultz, Treasurer. Because President-elect Faith Van Toll Ross has resigned her position (She is moving to

Chicago -- Best wishes, Faith!) the board selected Sheryl Stevens to fill this position.

The new committee chairs will be: Newsletter--Beth Navalta. Nominating--Daria Shackelford. Professional Development--Cathey Eames. Program--Sheryl Stevens. Public Relations--Ellen O'Donnell. Research Task Force--Michele Attar. State Council Representative--Diane O'Keefe. Practice Parameters--Beth Navalta.

The Local Arrangements Committee for the MHSLA conference reported that all is moving along relatively smoothly. The preliminary notice has been mailed--it is a blue post card. This year there will be a special rate for those who attend the total conference (CE, conference fee and "mystery dinner" all for only \$150). This would represent over \$50 savings for full registrants. This year MHSLA will offer grants to provide registration for a couple of library science students to attend the annual conference. Information about these grants will be sent to the library schools in the area.

Faith Van Toll Ross, formerly Director of the Wayne State University Shiffman Medical Library, has recently accepted the position of Associate Director at the Northwestern University School of Medicine Library in Chicago and will be relocating at the end of June.

The Library at the Lafayette Clinic in Detroit will remain in service, at least for the present. On April 27, Wayne County Circuit Court Judge Richard Hathaway issued two injunctions which prevented the Michigan Department of Mental Health from implementing its plans for drastically reducing the scope and services of the Lafayette Clinic. These plans could have resulted in the closing of the Lafayette Library which has a valuable and unique collection in the psychiatric area.

Watch for Diane O'Keefe of Wyandotte Hospital on the "small screen". Diane has been accepted as a contestant on "Jeopardy" and will be taping the show in July for a tentative September showing. This is Diane's second try at hitting the jackpot on "Jeopardy". She appeared on the show when

she was eighteen, but came in second. She is shooting for first this time!

Robin Terebelo, formerly at Providence Hospital Library is the new part-time Family Resources Librarian at Children's Hospital.

Karin Werner is the new Librarian at Detroit Osteopathic Hospital. She was formerly on the law library staff of Miller, Canfield, Paddock & Stone.

Cottage Hospital in Grosse Pointe has a new fax number: 313/882-3290. Please call the Library before faxing documents as the machine is located in Medical Records.

Christopher Hunt, formerly Librarian at Detroit Osteopathic Hospital, is now Manager of Library Services at Garden City Osteopathic Hospital.

Diana Balint is the new Librarian at Pontiac Osteopathic Hospital.

Maureen LeLacheur is now working part-time at the Mercy Hospital Library (formerly the Samaritan Health Center Library) and part-time at the Metro Medical Group / Detroit Northwest Medical Library.

-- Doris Blauet, Ellen O'Donnell

WMHSLA

Carol Aebli will be retiring from the Kalamazoo Regional Psychiatric Hospital Staff Library effective August 1, 1992. Interlibrary loan and DOCLINE services will be suspended until a replacement is found.

Glenda Evans of Bronson Hospital was recently elected Secretary of MLA's CAPHIS (Consumer and Patient Health Information Services) Section.

LAKENET, the Region of Cooperation for the West Michigan area (including Kent, Ottawa, and Muskegon Counties), has implemented a number of loosely-organized "special interest groups" on topics selected by the membership. The CD-ROM/PC SIG met at

Grand Valley State University on June 4th to discuss "Networked CD-ROM." Public, school, university and health sciences librarians were able to pool our information (and our ignorance) as well as picking the brains of a member of GVSU's Computer Science Department, which was instrumental in getting the GVSU CD-ROM network off the ground. The group plans to meet in September at a REMC for a demonstration of a multimedia product. For more information on the LAKENET CD-ROM/PC SIG, contact Tom VanDam at Pine Rest Christian Hospital Library.

--Sandy Swanson

Greater Midwest Region Report

David Keddle, Director
Chi Medical Library
Ingham Medical Center

At the July 16, 1992 meeting of the Regional Advisory Council of the Greater Midwest Region, election of the 1992-93 Executive Committee was held.

The following are the new Executive Committee members:

1. Resource Library Representative: Ellen Nagle, Director of Biomedical Library, University of Minnesota;
2. State Council Representative: Jody Branson, Humana Hospital, University of Louisville;
3. Health Professional Representative: Robert J. Culxton, Jr., Director of Clinical Pharmacy Program, College of Pharmacy, University of Cincinnati;
4. Chair of the Regional Advisory Council and Chair of the Executive Committee: **David G. Keddle**, Director, John W. Chi Memorial Medical Library, Ingham Medical Center Corporation, Lansing, Michigan.

REMINDER

Additional copies of the MHSLSA Technology Directory are available from Judy Barnes, Lansing General Hospital. (517) 377-8389.

JCAHO Site Visit

Norma Powers, Director,
Health Sciences Library & Medical Education
Munson Medical Center

Munson Medical Center was surveyed by JCAHO on June 2-4. Our survey team had last been in Texas and Indiana, so we had little knowledge of what to expect, other than that they were a "no-nonsense" team. Needless to say, I had a busy week in between MLA and June 2 getting our paperwork in order: Policies and Procedures, Safety, Continuing Education, etc.!!

Those of you at the JCAHO session in Washington at MLA heard that the Library could expect at least a token visit at their next reaccreditation inspection. In years past, sometimes I received a visit, sometimes not!

I was pleasantly surprised to see the Library on the scheduled itinerary for the second day of the visit. The administrator on the team, C. Weeks, spent 45 minutes to an hour chatting with me in my office and touring the Library.

Because I have received phone calls from colleagues who have JCAHO coming soon, I've briefly listed some of Mr. Week's questions:

- Who are our users (physicians only or all health professionals)?
- What's the educational background of staff?
- How is the Library funded and what is my budget for collection development?
- Asked specific questions about number of literature searches performed and how document delivery was provided.
- Toured facility and seemed pleased with physical plant and technology.

It was an informal, positive discussion with one of our Vice-Presidents in attendance. The Survey went well and we were told we would receive full accreditation.

FREE CONFERENCE!!!!

MHSLA members who have never attended our Annual Educational conference now have an opportunity to attend free! The organization will sponsor a member with registration fee, travel, lodging, and meals. Also, selected library school students will receive one day's registration, travel and meals. This is a great opportunity to participate in your professional meeting. It might also provide the ammunition needed to get future meetings funded through your own institution. What have you got to lose? For more information, or an application, call Leslie Behm at (517) 353-3037 or Martha Studaker at (313) 257-9089. ACT NOW!

Association of Visual Science Librarians

The Association is happy to announce the publication of the Sixth edition of the Union List of Vision-Related Serials. Since the Fifth edition was published in 1985, the List has grown to include over 1000 serials titles, both current and ceased, held in thirty three health science and special libraries with significant collections in the areas of vision, optometry, and ophthalmology. Libraries from Canada and the United States (including Puerto Rico) have participated in this project. In addition to English language titles, the List includes holdings for more than 150 titles in other languages. 235 pages, spiral bound -- \$35.00.

Order prepaid from:

Laurel Gregory, Optometry Librarian
Pacific University Library
2043 College Way
Forest Grove, Oregon 97116

Please make checks payable to the Association of Visual Science Librarians.

MHSLA CONFERENCE UPDATE:

Looking to the Future Keeping the Best from the Past

Be sure to reserve October 13-15 for the Annual MHSLA Educational Conference. This year's meeting will be held at the Mayflower Hotel in Plymouth, Michigan and hosted by the Metropolitan Detroit Medical Library Group. The MHSLA Education Committee has finalized plans for the program. Highlights include two MLA CE courses, "AIDS: Concepts and Resources" and "Basic Library Management" on Tuesday, then on Wednesday, the keynote address "Preserving the Past: Looking to the Future" plus an interactive workshop on library operations by Bob Cheshier, Director of the Cleveland Health Sciences Library. On Thursday morning, Evonne Alhaddad of InterAct will present a workshop on resolving conflict and listening, and Elizabeth Siegel and Kim Goldman from GMR NN/LM will present the Grateful MED "Train the Trainer" class.

The conference is a real bargain this year for those attending all three days! A special \$150 rate includes MLA CE course registration, the two day conference fee, and a dinner/mystery theater production at Genitti's Restaurant in Northville on Wednesday night. For those unable to attend all three days, the following prices apply:



2 day conference fee: (Wednesday and Thursday)

Member \$100
Non Member \$125

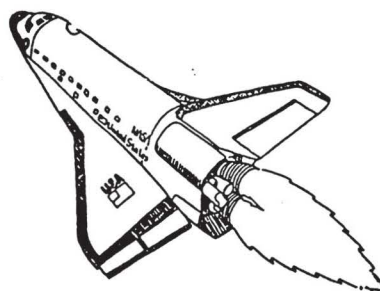
1 day conference fee:

Member \$ 60
Non-member \$ 75

CE course fee:

Member \$ 85
Non-member \$ 95

Dinner/Mystery Theater: \$ 20



This is the perfect opportunity to pick up some continuing education credits toward credentialing in the Medical Library Association's Academy of Health Information Professionals, or just to expand your knowledge of the library field. The half-day workshops will also earn CE credits.

Thursday afternoon will provide opportunities for both formal and informal interaction with your colleagues through a contributed paper session and roundtable discussion groups. Papers scheduled include: "Institutional vs. Professional Loyalty" by Lynn Sorensen Sutton, (Wayne State University), "Bibliographic Instruction Using MEDLINE on CD-ROM" by Maureen Watson (Ferris State College of Optometry), "Labor Union Activity: Its Impact on Michigan Health Sciences Libraries" by Carol Aebli (Kalamazoo Psychiatric Hospital), and "Interlibrary Loan Inter-Relationships of Michigan DOCLINE Libraries" by Lea Ann McGaugh (McLaren Hospital). Topics for the roundtable discussion groups are 1) "MSU/Hospital Libraries Interaction", 2) "MLA Credentialing", 3) "Support Staff", 4) "One-Person Libraries/Managing with Limited Resources", and 5) "Favorite Forms/Tools".

The pre-registration mailing will be going out early in August. If you do not receive a copy, or need further information, please contact Ellen O'Donnell, at St. John Hospital, Detroit at (313) 343-3734.

MAXIMIZING CUSTOMER SATISFACTION

***A Professional Development Workshop
Thursday, November 12, 1992***

Returning to West Michigan to present the second in her series of professional development workshops is Arlene Farber Sirkin. Ms. Sirkin presented *Marketing Plans: How to Maximize your Marketing Resources* at the April 1991 conference of the West Michigan Health Sciences Library Association. This is a great opportunity to attend the second topic in her series of professional development workshops. The 1992 Alberta L. Brown Lecture Series is presenting as its 1992 program, *Maximizing Customer Satisfaction*. The workshop will be held Thursday, November 12, 1992 at the Bernhard Center on the campus of Western Michigan University in Kalamazoo, Michigan.

Arlene Farber Sirkin received an MBA from the Wharton School in marketing with a concentration in planning. She also has an MA in Library and Information Services from Columbia University, an MA in Communications from the New School for Social Research and a BA in Education from Simmons College.

Maximizing Customer Satisfaction will focus on the users of your facility--your customers. Future funding, and in some cases, survival of your facility depends on providing quality customer service. In the past, some

information centers have not always focused on the delivery of customer satisfying service. Yet studies show that, on average, it is five to fifteen times harder to get a new customer than to retain an old one.

For special libraries, particularly those with very specialized user populations, there is a limited supply of new users and clients. This seminar will focus on what is involved in improving your customer satisfaction quotient.

Topics include

- Measuring customer satisfaction in your information center
- Developing a customer service program for your organization
- Is the customer always right?
- How to truly integrate a customer service philosophy into your library

To receive more information, contact the office of Conferences and Institutes, Western Michigan University, Kalamazoo MI 49008-5161; phone (616) 387-4174. The registration fee is \$45.00 which includes parking, materials, breaks, lunch and a reception. CEUs are available.

Support Staff Workshop

The MHSLA Education Committee is planning a support staff workshop to be held on Friday, September 18, 1992, in Frankenmuth, Michigan.

Two speakers have been chosen for the full-day meeting. June Cronenberger will conduct a morning workshop entitled "Rx for Support Staff." This will be a review of resources and useful information to make your job easier. After lunch, Laura Foy will explore the concept of balance in her presentation of the "Superwoman Syndrome."

Please mark your calendar and plan to spend the day in Frankenmuth. For additional information call Judy Eastland or Cheryl Putnam at Saginaw Health Sciences Library, (517) 771-6846.

Update: Michigan Library Catalogs Online

The Autumn 1987 edition of MHSLA News featured instructions for accessing Wayne State University's WSUnet through the Merit Computer Network. Since that time, a number of catalogs have become available through Merit and via direct dial-in access. The following information has been extracted from the June 3, 1992 updated publication, *Dial Access to Michigan Library Catalogs & Information Computer Databases*, compiled by Lansing Community College Library Information Services. (For a copy, please contact the Lansing Community College Library, P.O. Box 40010, Mail Code 51, Lansing, Michigan.)

Merit

Set your communications software to the following settings:

Terminal type: VT100
Data Bits: 7
Parity: Even
Stop bits: 1
Flow control: Xon/Xoff
Phone number:
(Lansing) 353-8500

(Other areas: check with local libraries if you do not know your local Merit number)

The following catalogs may be accessed through your local Merit node by entering the host name at the "Which host?" prompt:

Central Michigan University Library

Host name: CMU-IBM
Select "G" - Centra from the CMU menu

Detroit Area Library Network/Wayne State

Host name: WSUNET
Type choice LUIS at the WSUNET menu

Eastern Michigan University Library

Host name: EMU-VAX
Type username NOTIS at the EMU menu

Michigan State University Library

Host name: MAGIC

Michigan Technological University Library

Host name: FOCUS

University of Michigan Library

Host name: MIRLYN

Western Michigan University Library

Host name: WMU-FINDER

Direct Access

A variety of libraries have made their online catalogs available through direct dial-in access rather than through Merit. People wishing to use these catalogs will pay long-distance phone charges if the catalog is not in their local area.

In the Lansing area, catalogs of the following libraries are available on-line. Instruction sheets are included in the Lansing Community College publication listed above.

- Lansing Community College CL-Cat
- Cooley Law School Library
- Library of Michigan

In West Michigan, dial-in for access to these library catalogs:

- Aquinas College (Grand Rapids)
- Ferris State University (Big Rapids)
- Grand Rapids Public Library
- Grand Valley State University (Allendale)

Due to space limitations, we are unable to print the full instructions for these catalogs. Contact the library in question for instructions.

If you have information to share about dial-in access catalogs in your area, please contact Sandra Swanson, Publications Chair, Butterworth Hospital Health Sciences Library; phone (616) 774-1655 or fax (616) 732-3527. We will include this information in a future *MHSLA News*.

MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION EXECUTIVE BOARD
1991/1992

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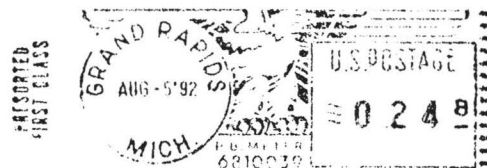
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GMR Representative: David Keddle

Sandra Swanson
Butterworth Hospital
Health Sciences Library
100 Michigan NE
Grand Rapids MI 49503-9979



Bill Nelton PER92
Michigan Department of Public Health
Library Resource Center
3423 N. Logan; P.O. Box 30195
Lansing, MI 48909

