

President's Column

Carole Gilbert

Last Spring the MLA Knowledge and Skills Task Force produced a document entitled "The Impending Crisis in Health Sciences Librarianship" which stated:

Health sciences librarianship may not exist as a profession in the next century. It could easily be supplanted by health information professionals drawn from other disciplines unless immediate action is taken by the Medical Library Association, its leadership as well as its members, sections, and chapters. MLA must reach out and develop partnerships with other institutions and organizations to strengthen its programs and policies in support of the health sciences librarian. Members have to assume individual responsibility for developing the skills and knowledge that will be required for successful performance in the changing health sciences information environment.

MLA's response to this document is the Platform for Change which is based on a comprehensive approach to education and learning through collaboration among educational partners, with a continuum of learning from structured education to self-directed learning. It emphasizes that the ultimate responsibility for lifelong learning and professional development and for influencing and strengthening the profession belongs to individual health information professionals.

Should MHSLA adopt Platform for Change (PFC) as its guideline for the future? What is

MHSLA doing to help its members meet the challenges the Task Force identified? How can individuals be involved in implementing PFS? What is YOUR personal responsibility for working with employers, with MHSLA, with MLA, and with other professional associations?

This year we have had a Task Force working to recommend whether MHSLA should become a chapter, join with a smaller group of states to become a chapter, or to remain a member of the Midwest Chapter. Is it enough to maintain status quo? It appears from the above that we must make some difficult decisions, knowing that whatever we do probably will not make everyone happy.

Continued, page 2

Inside:

- ◆ Past members sought
 - ◆ MLA Code of Ethics Draft
 - ◆ New MISHULS announced
 - ◆ MHSLA member announcements
 - ◆ JCAHO Site Visit
 - ◆ MLA Fellow named
 - ◆ WSU Announces Medical Library Director
 - ◆ WMU offers November seminar
 - ◆ AHIP to open to non-MLA professionals
 - ◆ *Ariel* Document Transmission system
 - ◆ MHSLA Fall Conference
 - ◆ Support Staff Workshop
 - ◆ Document Delivery Committee Survey
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How can we as an organization make the most impact?

For starters, it is essential that MHSLA members understand that individual responsibility is the key to moving our profession forward. All of us must assume greater responsibility for our own continuing education, thereby strengthening our professional competence. Feedback from non-MLA participants to the Knowledge and Skills Task Force yielded some disturbing comments. "Outsiders" had a more expansive view of what health sciences librarians should and could be doing in the future. Health professionals seemed willing to delegate a greater role to librarians than librarians seemed willing to assume.

We also need to develop partnerships with the library schools to support their programs, to provide input into what is needed by medical librarians in today's health care environment, and to try to impact the selection of students so that those graduating are a credit to our profession. To this end, we need to encourage the brightest and the best to enter medical librarianship, and to discourage schools from taking everybody just to fill quotas and classes. We need to offer scholarships and awards, and provide funds for research and professional development.

Further, we need to respond to the draft of the Code of Ethics which will be presented to the MLA Board of Directors at its February meeting. MLA President June Fulton has stated that the code that will be ultimately approved will be everybody's code, and that it should be a strong code. Each of us must be willing to take a stand whenever the opportunity presents itself.

Of interest is the stand taken recently by the Connecticut Health Sciences Librarians (CAHSL). When Connecticut psychiatric hospital libraries were threatened with closure, CAHSL members wrote the governor and informed administrators that other libraries would not be able to serve these institutions.

They also have amended their bylaws to state that Institutional representatives must have a Master's degree in a Library and Information Science, thus refusing full access to the benefits of membership (Interlibrary Loan, etc.) to those hospital administrators who place little value on professional library services or on libraries themselves. An exception was granted to health sciences libraries in the smallest hospitals (categories E & F) as long as a qualified librarian is retained as a consultant on a fee bases, in which case, the consultant holds institutional representative status. All institutional members as of January 1, 1993, were "grandfathered in" as institutional reps.

What does all this mean? It means that MHSLA must continue to respond to the challenging environment in positive ways. It means we will have to be more visible as a profession. It means that we will have to be proactive rather than reactive. And it means that we will have more opportunities for professional growth, personally and as an organization whatever our acronym.

Reminder

The Local Arrangements Committee is still seeking past members to invite to the 20th Annual Educational Conference in October.

If you are in touch with a past member, or know an address, please send the information to:

Mary Jo Wyels, Local Arrangements Chair
David A. Amos Health Sciences Library
Mercy Hospital
1500 E. Sherman Blvd., P.O. Box 358

Or Call: (616) 739-3972

OR FAX!: (616) 739-3842

Draft Code of Ethics for Health Sciences Librarians
6/10/93
Issued by the Medical Library Association Task Force

Preliminary Comments

It is important to consider the nature of what we mean by a code of ethics. Many of the difficulties we encounter with other codes of ethics is that they are not. Rather, they are an assortment of edicts and guidelines and random rules, which often tend to be diluted by exceptions and qualifying phrases. They seem to lack commitment.

A starting point for dealing with this involves the distinction between ethics and morality. Morality derives from the Latin word "moralis" which means "custom." Anthropologists and sociologists use the word "mores" which derives etymologically from that same Latin word. Morality and Mores refer to the principles and guidelines posited by custom (society, its institutions, legal system, traditions, etc.) governing behavior. As we all know, mores (customs, morality) differ, not only from one society to another, but also from one social group to another within the same society.

Ethics is often confused with morality, and the words are often used interchangeably. But in fact, ethics means something a little different. Ethics derives etymologically from the Greek "ethikos." The word became the Latin "ethice" and expressed a different concept from "moralis." Ethics involves the essential distinction between right and wrong, good and bad, virtuous behavior, etc. Ethics has to do with basic principles of duty, obligation, and responsibility. Ethics transcends morality; morality is a part of ethics, but they also sometimes conflict. Ethics refers to more universal and timeless principles.

The distinction between ethics and morality is subtle, but important in drafting a code of ethics. It is, in fact, central to our task of devising a code of ethics. A code of ethics should not

be merely a random list of rules. It should be a statement of ideals. It should state unambiguously and without reservation what those ideals are. And it transcends divergent institutional guidelines, social conventions, differing mores, traditions and customs.

A code of ethics is one of the most important documents of any profession. The word profession means to publicly declare a belief, to commit to certain ideals, to adopt certain values, to dedicate oneself to certain ideals. A code of ethics, then, becomes a public espousal of ideals and a commitment to achieve them. It is the touchstone of a profession.

It is not, or should not be, a listing of specific activities, but a statement of general guiding principles.

It is also important to understand that ethics involves relationships with others. In isolation, for a person on some deserted island, ethics is pretty much meaningless. A code of ethics defines relationships of a profession and its practitioners. It establishes responsibilities and obligations to others. It should, thus, address such basic questions as: "To whom do we have responsibilities and obligations as a profession?" and "What do these responsibilities and obligations entail?"

There are three essential points to be made here:

1. A code of ethics should be a statement of principles, a declaration of ideals;
2. Aspirations and ideals transcend the practices of individuals or institutions; and
3. A code of ethics should identify those to whom the professionals have responsibilities and what it is those responsibilities consist of.

Draft Code of Ethics, Cont.

Since the essence of the health sciences library profession is education and service to others, the Task Force has set the framework for the Code of Ethics on the health sciences librarian's responsibilities to oneself, clients, colleagues, the profession, the institution, the state, and to society. Under each group, a broad ethical goal is given and the goal implies certain behaviors that are listed and numbered.

The open forum at the 1993 MLA Annual Meeting was the first opportunity for the membership of MLA to review the draft code. The chapter meetings in the fall offer another opportunity for it to be reviewed and the draft code will appear on the MEDLIB LISTSERV. The Board of Directors will discuss it at its February 1994 meeting. The Task Force plans to present a final copy to the membership at the 1994 annual meeting.

Task Force Members:

Marjorie Anderson
David King
Carolyn Lipscomb
Katherine Lindner
Scott Plutchak
Richard Lyders, Chairman
Carla Funk, MLA Liaison

GOALS AND PRINCIPLES FOR ETHICAL CONDUCT

As a member of the profession, the Health Sciences Librarian believes that knowledge is the sine qua non of informed decisions in health care, education, and research and that the Health Sciences Librarian serves society by assuring that informed health care decisions can be made.

The Health Sciences Librarian has a responsibility to each of the following areas and, within each area, to the goals and principles stated:

1. ONESELF

Goal: To assume personal responsibility for developing and maintaining one's own professional excellence.

To that end, the Health Sciences Librarian will:

- 1.1 Maintain high standards of professional conduct.
- 1.2 Be actively involved in service to the profession.
- 1.3 Design and implement a plan for continuing professional development.
- 1.4 Collaborate to enhance the profession.

2. CLIENTS

Goal: To assure that the information needs of the client are met.

To that end, the Health Sciences Librarian will:

- 2.1 Respect equally the information needs of all clients.
- 2.2 Respect the privacy of clients and protect the confidentiality of the client relationships.
- 2.3 Advocate access to health information for all.
- 2.4 Assure that fees are commensurate with services performed and consistent with the clients' ability to pay.
- 2.5 Exercise professional judgement to assure that the best possible information available is provided.

3. COLLEAGUES

Goal: To assure the fulfillment of the professional aspirations of all colleagues.

To that end the Health Sciences Librarian will:

- 3.1 Support the fulfillment of the professional aspirations of colleagues.
- 3.2 Treat colleagues with the respect due them as equal members of the profession.
- 3.3 Share professional expertise and knowledge.

4. THE PROFESSION

Goal: To uphold the philosophy and ideals of the profession.

To that end the Health Sciences Librarian will:

- 4.1 Contribute to the knowledge base of the profession.
- 4.2 Advocate the values and standards of the profession.
- 4.3 Recognize and condemn unethical conduct.
- 4.4 Encourage the best and brightest to join the profession.

5. THE INSTITUTION

Goal: To advance the mission of the institution.

To that end the Health Sciences Librarian will:

- 5.1 Participate in the institutional planning process
- 5.2 Exercise responsible management of institutional resources.
- 5.3 Demonstrate the essential value of library services in meeting the information needs of the institution.

6. THE STATE

Goal: To advance laws and policies that promote informed health care decisions.

To that end the Health Sciences Librarian will:

- 6.1 Support legislative initiatives that politically impact informed health care decisions and oppose those that impede this process.
- 6.2 Contribute knowledge and expertise in the formation of public policy.

7. SOCIETY

Goal: To create and maintain conditions of freedom of inquiry, thought and expression under which scholarship can exist.

To that end Health Sciences Librarians will:

- 7.1 Design, develop, and manage effective information systems that support freedom of inquiry, thought and expression.
- 7.2 Create and provide effective education programs and information services.
- 7.3 Recognize the value of information and balance the intellectual property rights of authors, publishers and users.

NEW MISHULS TO BE PUBLISHED SOON

Barbara Kormelink, Document Delivery chair, announces that the MISHULS new edition will be available for purchase this fall. If there are any errors in the introductory pages listing codes, addresses, telephone numbers, and names, please notify Barbara at Bay Medical Center Library, 1900 Columbus Ave., Bay City, MI 48708-6880; phone (517) 894-3782, or fax (517) 894-4862.

MISHULS participants are reminded that it is necessary to be an institutional member of MHSLA in order to participate in MISHULS. For the last two years, the Document Delivery Committee has had to call and check on memberships for a number of institutions in order to confirm eligibility. Institutional Members should strive to renew as soon as possible after receiving their annual dues notices to avoid extra work for the hard-working committee which delivers a new MISHULS list to you each year. If you need to have an invoice in some particular format, please contact the MHSLA treasurer to request such an invoice. Cooperation will facilitate faster production of our valuable list.

On a Personal Note:

Judy Barnes made her radio debut "North of the Border" on June 25, when she presented "The Fairy Tale Comes True: an In-House Integrated Library System" as part of Telemedicine Canada: Canada's National Telehealth Network. Canadian healthcare professionals from Edmonton to Halifax participated in the interactive broadcast. The teleconference presentation, based on a paper published in the November 1992 National Network, detailed Judy's experience in automating Lansing General's medical Library on a limited budget.

Robin Alanen Mosher (Battle Creek Health System Professional Library) has earned international recognition in another arena. A photo taken during her family vacation in Scandinavia last summer has been awarded a prize in an annual contest sponsored by the Finland Society. The snapshot, titled "Exploring the Castle at Häme," features Robin's daughter Liisa and will be published in the July/August 1993 issue of "Suomen Silta" magazine.

Also abroad -- member Maureen Watson (Ferris State University College of Optometry Reading Room) left the first of this month for Botswana, Africa, where her husband, an entomologist, will teach this year. Write to Maureen c/o Dr. Phillip Watson, Department of Biological Sciences, University of Botswana, Private Bag, 0022 Gaborone, Botswana, Africa. The fax number: 011267356591.

The Local Arrangements Committee wishes to thank Maureen Watson for her work on the Fall Conference brochures and publicity. Maureen worked on the mailings right up to the day she left town! We wish her luck in her year in Africa.

Correspondence for Yvonne Mathis should be sent to her home at 65 White Hills NE, Grand Rapids, Michigan 49546; phone (616) 942-9865.

We extend a welcome Janice Heather, who replaces Amanda Binoniemi as Librarian at Calumet Public Hospital in Laurium.

McLaren Regional Medical Center Medical Library also announces two new staff members, Mary Fitzpatrick and Tim Fowler.

Craig Mulder is the new Human Health Information Services Librarian at Michigan State University. A former Grand Rapids resident, Craig returns to Michigan from a post at Johns Hopkins Hospital. He may be reached at (517) 336-3819.

Ellen Marks, Wayne State's new Medical Library Director, is now Michigan's representative to the Greater Midwest Region. The position alternates between Basic Health Sciences Library and Resource Library representation. We thank David Keddle (Michigan Affiliated Health Systems, Inc., Ingham Campus) for his able representation during the term just completed.

Sheryl Stevens will be leaving her position at Henry Ford Hospital for a new job at the Medical College of Ohio in Toledo. Her new title is "Head of Bibliographic Control." She will begin there on September 1, 1993. She plans to continue as president of MDMLG for the 1993/1994 year.

Arlene Devlin has accepted a position as Chief, Library Service at the VA Medical Center in Bedford, Massachusetts. Arlene has spent the past 13 years at the VA in Allen Park, where she has been Chief of Library Services for several years.

JCAHO SITE VISIT

Genesys Regional Medical Center St. Joseph Campus was surveyed by JCAHO in May. In the past, the visit to the library was done by the physician surveyor. This was the first visit to the library since the responsibility for the library was changed to the administrator surveyor. WHAT A DIFFERENCE!! The library went from a token visit to a surveyor who spent an hour to an hour and a half asking very specific questions. Although I can't remember everything about the visit I've tried listing the highlights of some of the questions.

- ◆ briefly walked around and looked at collection arrangement and accessibility
- ◆ who are users and how do services vary for different users
- ◆ who participates in collection development and how are purchase decisions made (be sure and have collection development policy)
- ◆ how much staff
- ◆ education/qualifications of staff
- ◆ the library director's perception of five most important functions the library serves (remember, this is an administrator who wants to hear things like: identify current & future needs that coincide with hospital goals; prepare & defend realistic budget; monitor customer satisfaction; marketing library services as a hospital supported privilege; preparation of personal & library goals)
- ◆ library budget, especially amount for collection development
- ◆ number of literature searches performed, what databases are available, and how & who can access all the databases
- ◆ several questions relating to document delivery (surveyor was impressed with bar charts showing the amount of journal articles we could provide inhouse vs. articles borrowed)
- ◆ scrutinized policies & procedures manual (specifically asked for donation policy and library use policy)
- ◆ asked for explanation of any unique services the library provides (such as continuing education, satellite television responsibilities)
- ◆ how is information provided when library is closed and staff is unavailable
- ◆ who does the librarian report to
- ◆ how does the director/librarian learn of new or innovative hospital services that must be supported
- ◆ is there a library committee and are they active (it didn't seem to matter that my committee had been inactive for three years)
- ◆ safety was important (i.e. will ask staff what they are suppose to do in certain emergency situations such as tornadoes or fire; also opened cupboards looking for materials that could be dangerous)
- ◆ strong emphasis on continuous quality improvement
 - ◆ what indicators were currently being used
 - ◆ is the quality improvement plan written
 - ◆ how is customer satisfaction continuously surveyed
 - ◆ how often do we do customer satisfaction surveys
 - ◆ how can anybody make comments or suggestions anonymously
 - ◆ what recent changes have occurred as a result of suggestions
- ◆ strong emphasis on having new employee orientation outline as well as an orientation post-test (this orientation includes hospital wide information as well as orientation to specific job responsibilities)

The hospital administrator accompanying the surveyor was impressed with my ability to retrieve, show, or answer anything the surveyor requested. He was also delighted that over an hour was spent in the library and away from other areas!

I hope this summary will prove useful for anyone completing the accreditation process during 1993. Although every surveyor is different I expect the above information will lay a very strong foundation.

As the guidelines change in 1994 I hope somebody will be willing to summarize what was expected during their visit!!

Please feel free to contact me with any questions.

Ria Lukes
313-762-8519

**MLA News Release:
Gwendolyn S. Cruzat named MLA Fellow**

Gwendolyn S. Cruzat, Ph.D., former professor, School of Information and Library Studies (SLIS), University of Michigan, was recently honored as a Fellow of the Medical Library Association. Fellowship is conferred by the MLA Board of Directors in recognition of outstanding contributions to the advancement of the Association's purposes.

In the late 1970s, Cruzat developed a concentration in health sciences librarianship at the University of Michigan which has continued in the SLIS since its inception. She has been a visiting professor at several universities around the country and has served on numer-

ous university committees, including the Commission for Women, the Advisory Committee for State Relations, and the Board in Control of Intercollegiate Athletics.

Cruzat has also served on advisory committees, boards, and as a consultant to both private and government agencies such as the U.S. Department of Education, the National Library of Medicine, the Library of Congress, and the Institute for Scientific Information. She has previously been chosen to deliver the Janet Doe Lecture at MLA and was named a regent of NLM.



**Wayne State University Library System Announces Appointment of
New Medical Library Director**

Wayne State University Library System is pleased to announce the appointment of Ellen Marks as Director of the Shiffman Medical Library effective July 15, 1993.

Marks is joining Wayne State University from the University of Cincinnati Medical Center where she has served as Director of Information Research and Development Department, Medical Center Information and Communications since 1986. As Director of Information Research and Development, she provided leadership to implement a federal grant which was used to develop and test information technologies applicable to clinical care, research and instruction. She was instrumental in obtaining a \$1.2 million NIH National Library of Medicine grant. She also planned and helped implement a new state-wide library in-

formation system (OhioLINK) in four libraries at the University of Cincinnati Medical Center.

"Ellen Marks has demonstrated leadership skills and we welcome the experience and expertise she brings to her new position," said Peter Spyers-Duran, Dean of Libraries and Library and Information Science.

Before her position at the University of Cincinnati Medical Center, she was Assistant Professor of Library and Information Studies at the State University of New York at Buffalo. She received a B.A. in English from Ohio State University and an M.S. in Health Sciences Librarianship from Case Western Reserve University in Cleveland, Ohio. She has completed her course work toward a Ph.D. in Information Sciences at the University of Illinois.

DEALING WITH CHAOS! LEADERSHIP SKILLS FOR SPECIAL LIBRARIANS

**Friday, November 5, 1993
Western Michigan University**

Our environment for the next decade will be one of ambiguity and change. Therefore, it is essential to develop process-oriented skills to implement strategies for the future. Jane Dysart and Stephen Abram will present practical techniques for adopting critical behaviors for success. Achieving excellence as a special librarian at a time when entrepreneurship, intrapreneurship, quality, and continuous change are the current buzzwords will require you to become a leader on many levels.

During the workshop, you will learn to integrate the leadership skills necessary to create an effective organization and overcome the ever-increasing chaos. The workshop topics include:

- ◆ Characteristics of Leadership
- ◆ Corporate Culture: Understanding the Environment Vision and Mission
- ◆ Fostering Change
- ◆ Achieving Success through Others
- ◆ Empowerment and Motivation
- ◆ Communication: The Key to Leadership Success

Workshop Presenters

Jane I. Dysart, B.Sc., M.L.S., is a principal with a newly formed information consulting company, Dysart & Jones Associates. Jane co-authored *Business Online: a Canadian Guide*, aimed at the users of business information. **Stephen Abram**, B.A., M.L.S., is Publisher, *Electronic Information (Canadian Tax Online and Canadian Law Online)* for Carswell, Thomson Professional Publishing. He is currently Chair of the Library Management Division of the Special Libraries Association in Washington D.C. and Past-President of the Toronto Chapter of the Special Libraries Association.

Registration

To register, contact the Office of Conferences and Institutes at (616) 387-4174. The \$45.00 registration fee includes materials, refreshments, lunch and parking. SLA CEUs are available.

AHIP Open to All

Membership in the Academy of Health Information Professionals will be opened to all health information professionals, not just those who are members of MLA. A plan for membership for non-MLA members will be presented to the MLA Board at its September meeting. This is an opportunity for those librarians who are not MLA members to become certified. Watch for further developments.

A recent issue of the UNYOC Newsletter (New series no. 52, undated) advises that

"Certification is good for your professional health." The newsletter reports that in six recent issues of the *MLA News*, nearly 25% of the professional positions advertised "preferred," "expected," or "desired" certification. "Membership in the Academy of Health Information Professionals is an excellent way to help you reach your career goals, recognize your professional achievements, and give yourself a competitive edge in the health information job market," notes the publication.

ARIEL[tm] DOCUMENT TRANSMISSION

Developed by the Research Library Group, *Ariel* [tm] is an innovative document transmission system. Using commercially available hardware and RLG's software, users can scan articles, photos and other documents and transmit the electronic images through their Ethernet LAN to each other's *Ariel* workstation over the Internet. The resulting transmission is less expensive, faster, and more reliable than fax transmission and produces images of greater resolution and quality.

Bronson Health Sciences Library has purchased an *Ariel* document transmission system from the Research Libraries Group.

Bronson is interested in finding out who else has *Ariel*. If you are considering purchasing *Ariel* or have already done so, please call Marge Kars at (616) 341-8627, or send a message to her Internet address: Kars@MLC.lib.mi.us; her ID is Karsm.

Cost of Ariel software (1 copy, send and receive modules): \$479.

Recommended Hardware:

20 MHz 386 PC, 640 K RAM, 80 MB hard disk
4 expansion slots
5-1/4 or 3-1/2" floppy drive
DOS 4.1 or later

3Com 3c503 EtherLink II LAN adapter, cable, and transceiver

HP ScanJet Plus with scanner interface
HP LaserJet II or III

Tall Tree Systems JLASER Ariel adapter
2 MB expanded memory (EMS)

Other configurations are possible. Check with RLG for compatibility information.

Additional Ariel features:

- ◆ Concurrent send/receive capability
- ◆ Transmission error correction
- ◆ High data compression
- ◆ Multiple simultaneous transmission of images
- ◆ Image manipulation possible
- ◆ Online user directory
- ◆ Print-only workstation configuration available

MHSLA FALL CONFERENCE 1993

ROOMMATE WANTED -- Margaret Connors (Chelsea Community Hospital) is looking for a non-smoker to share a room from Monday, October 11 through Thursday morning, October 14. Contact Margaret at (313) 475-1311 ext. 3309, or FAX (313) 475-4017.

The Education Committee advises that the application deadline for MHSLA Educational Conference Scholarships is September 1, 1993. Eight MHSLA members who have not previously attended the Fall Conference have submitted applications, while no library school students have yet applied.

MHSLA WORKSHOP FOR SUPPORT STAFF

The MHSLA Education Committee has announced a support staff workshop to be held on Friday, September 24, 1993, from 8:30 AM - 4:00 PM, at Market Street Inn, Birch Run MI. The morning session, *Medical terminology for library support staff*, will be presented by Carolyn Roseberry, Lecturer, Delta College. *Humor in the workplace -- an interactive workshop* will be presented by Lora A. Foy, Program Coordinator, St. Mary's Health Connection, in the afternoon. \$25.00 Registration fee includes lunch and all refreshments. Contact Cheryl Putnam, Saginaw Health Sciences Library, 1000 Houghton Ave., Suite 2000, Saginaw MI 48602, phone (517) 771-6846. Registration deadline: September 10, 1993.

MHSLA
Document Delivery Committee
Survey
August, 1993

The Document Delivery Committee requests that all library in MISHULS who charge other MISHULS libraries for services to complete the following:

Library Name: _____

OCLC Symbol: _____

Services charged for (i.e., ILLs, Fax, etc.), and amount charged:

Please complete the form by *September 15, 1993*, and return it to:

Barbara Kormelink, Chair, Document Delivery Committee
Bay Medical Center Library
1900 Columbus Ave.
Bay City MI 48708-6880

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1992/1993

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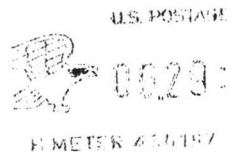
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