

# mhsla news

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## Outgoing Presidential Speech

This has been an interesting year for me, a year of learning more about myself, my skills, and my deficiencies. I would urge all of you to volunteer some of your time to keep our organization viable and strong and to develop and/or share your skills as a person and a professional.

As you all know, this is the age of technology. The decisions as to who gets it and who decides the distribution will impact us all.

We are experiencing the same type of chaos during this automation revolution that our forefathers dealt with during their industrial revolution.

There are growing pains, roles are unclear, the simplification promised for our lives through automation actually complicates and creates crises as our nation scrambles to cope with, and explore, an unknown, ever growing territory.

Within seven years it is predicted that 85% of health care will be performed in the home or ambulatory.

What impact will that have on the health sciences librarian profession; what changes must we make in our services, methods of delivery, and customers we serve, to maintain our value in the health care arena?

As we maneuver to fit into a new mindset, other professions will be doing all they can to prove themselves indispensable. Often by infringing in areas for which they clearly do not have expertise to those already serving in that area.

The July 1996 "Nursing" journal had an article written by a nursing doctoral student describing a scenario in which hospital nurse will use Internet to provide patient education materials upon request, from the nursing station.

I found this an amazing article because nurses are already limited in the time they have for patient care - when are they to find the time in their busy day to "surf" the Internet for information when they are already drowning in overwork?

Why would someone advocate nurse doing additional work when virtually every hospital has a masters prepared professional whose main purpose is to provide needed information to health care professionals, their patients, and the public? Not only is information provision our main focus, but also a skill for which we are specifically trained so that other health care professionals are free to perform the duties for which they were specifically trained.

I've raised a child, spent over twenty years at it and have done fairly well, but that doesn't make me a pediatric nurse - never will. I would not presume to imply it.

So why would nursing, or any other health care professions, decided that they are equipped, after one workshop or articles, to perform the duties for which we have been prepared through masters level education?

Who is minding the health care store while these professionals are dipping their hands into our information cookie jar?

Eventually administrators will realize that their time, and that of their employees, could (or should) be better spent in managing health

care, at least one hopes so. In the meantime, it is vital that we show our skills and their superiority to other profession's amateur attempts to provide our expert services.

Last year I implored you to throw off your raincoats; to uncover and display your talents to your institutions and administrators.

We are going to have to be not only visible in the future, but militant, in maintaining and provide our worth as information providers.

In the future, we need to prepare and put on our flak jackets to fight for our rightful positions of relevance in the health care arena.

Fasten your seatbelts. it's going to be a bumpy fight!!

At this time I would like to turn the duties of MHSLA President and the gavel over to Four-star general, Debbie Adams, and wish her well in the coming year.

Melba J. Moss

## Incoming Presidential Speech

Now...let's pretend you are a person going to work in Anytown, USA. When you get to work you sit down at your desk and the first thing you do is turn on your computer. The first screen that comes up shows a screen saver in operation with the following words scrolling by:

"Hello. Let me be your guide to the world of information. Push any key to begin..."

Do you feel threatened? Do you feel angry? The world of information and access to that information is changing at a phenomenal speed. Wee. it is OK to feel both threatened and angry.

However, we must remember that it is not productive to act defensively and continuously argue about the value of our profession. What we need to do is channel our energy into developing a proactive plan which allows us to show our administration on a day-by-day basis why our skills are needed and how we can impact the organization's mission.

You can hardly pick up a library publication or read your Internet messages without seeing a discussion about the demise of librarianship or the need to change our title from "librarian" to "cybrarian" or "information specialist". What is really important in this changing information world is not labels, but rather our success in communication our unique skills and services. These should first be communicated to our administrators and then to everyone else. This is not a one-time shout but rather should be a daily occurrence. There is an old saying that "actions speak louder than words"/ We need to discover what information our customers really need and provide appropriate access to that information, along with instruction and guidance on how to access it. If we do this successfully, we do not have to defend our territory because the customer will want our services to continue because we are meeting their information needs.

Since administrators are the decision-makers and hold the purse string to our departments, it is only logical that we determine their information needs specifically and cater to those needs. Guy St. Clair in his book Entrepreneurial Librarianship stresses the fact that information services provided by the library staff are only valued by senior management if they use the service. If you involve them in determining what information they need and the best way to deliver it to them, and then you fill this need on an ongoing basis, do you think your services will be of value to them?

We of course have skills to offer senior management such as the ability to acquire, organize, manage and disseminate information in a variety of formats. But we also have skills such as

networking, establishing partnerships, and teamwork skills. Health science librarians have been working together to share expertise and resources for decades! We need to demonstrate those skills by becoming active on teams and committees within our own institutions. We need to be proactive. Do not wait until a budget crisis or restructuring demands a defensive posture.

Now you might ask how can I do all this for my administrators and other customers and also keep up with the almost daily changes in technology? This is where I believe the strength our association lies. This association can provide both formal and informal educational opportunities, as well as support networking and communication between our librarians.

Now we should keep in mind that technology is only a tool. Information tools have changed many times in past history - from books to microfilm to microfiche to CDROM to computer files.

Paralleling the changes in information tools has been the changes in communication - from telephone to fax to the Internet. Now we have reached a juncture - some people might call it a paradigm shift - and that is the joining (or should we say collision) of the information world with the communication world. More than at any other time in history, information can now be accessed and retrieved, without direct human intervention. Let me repeat that - without direct human intervention.

This does not preclude the need for our services as librarians. As we all know, the information over the Internet is neither complete nor organized. Robert Jacobson in an article published in the Chronicle of Higher Education, summarized the Internet in the following way (and I quote): "Imagine a library where all the books have been donated by patrons and placed randomly on the shelves. There are no call numbers or classification schemes, and people can move the books around from shelf to shelf whenever they wish." (unquote)

Even acknowledging the current state of the Internet, we are moving steadily closer to a "library without walls" or the virtual library as some call it. This is not necessarily bad but it will require us to rethink the way we provide services. New technology always requires us to learn new skills. We will need to question old processes and establish new one based on our customer needs.

In the new century, which, by the way, is only a little over three years away, we may or may not want the customer to come to a central library for service. But we DO want them to come to their librarian -- their guide, their teacher, their mentor to the information world. Look beyond that desktop computer I mentioned earlier - the one with the words "I am your guide to the world of information". There is a person behind that computer - that person will be you, the librarian!

Thank you  
Deborah L. Adams

## Scholarship Winner Perspective

As a recent graduate of Wayne State University's Library and Information Science program, not yet employed in a medical library, I am very grateful to have had the opportunity to attend the 1996 MHSLA conference in East Lansing. I found the conference to be a very valuable experience for me; it was both educational and enjoyable.

Probably the most valuable benefit from attendance at the conference, for me, was the opportunity to meet the members of MHSLA who were in attendance and to learn about what they do and how they accomplish their professional goals. This opportunity to interact with people employed in the medical field and to obtain an "inside view" of the benefits and difficulties that are a part of medical librarianship was a great learning experience for me. I also value being afforded the chance to learn about possible employment opportunities and to

be presented to the membership as a possible employee.

From the point of view of professional development, the business meeting and the vendor/poster session were important highlights of the conference. At the business meeting I got a firsthand view of the nature of association membership and the ways in which the members assist each other and work together to develop the field of medical librarianship while enhancing their personal competencies. At the vendor/poster session I saw some "cutting edge" technologies; in addition I was able to get a feel for the types of materials used in medical libraries including essential, desired, and "luxury" items. This session also demonstrated the "business end" of library management and the importance of prioritizing needs and establishing beneficial relationships with publishers and salespeople. These are all aspects of professional librarianship that don't get a lot of attention in the library school classroom. Attendance at a conference like this can allow a new graduate to "fill in the gaps" in his/her education and preparedness for professional employment. Because of this I found these experiences -- attendance at the business meeting and vendor/poster session as well as informal interaction with members -- to be of the greatest benefit for me.

Next to the experience described above, I found the continuing education classes I took "Basics of Using the Web" and "Web Page Design" -- to be of greatest value. These classes were well taught and provided useful information about the Internet, accessible to beginners but also appropriate for more experienced searchers. The notes and handouts at these classes will be of continuing use. Traditionally, the credit certificates distributed provide proof of professional development, which can also be of benefit in the future.

Finally, the conference also provided some very enjoyable occasions for socializing. There was ample opportunity to get to know new people

and share knowledge and experiences. The Riverboat Cruises was great fun.

As for as suggestions for future conferences, I would suggest perhaps an orientation session for scholarship students, to explain the nature and goals of the conference, MHSLA membership, and the "division of labor" among officers and committee members. This would enhance understanding of the benefits and obligations of association membership and would make attendance at the business meeting an even more informative experience.

In conclusion I would say that I found attendance at the MHSLA conference to be an enjoyable opportunity to learn -- overall a very valuable. Once again, I am very grateful for this scholarship, and I hope to attend future conferences as a member and participant.

Anne Marie Bedard

## Once Upon A DOCLINE...

**How the Michigan Hospital Librarian Made Everyone Happy!**

by Lisa Jacob, NN/LM Greater Midwest Region

Once upon a time, there was a Michigan hospital librarian who shared her resources wisely with her fellow librarians using DOCLINE. When she took a vacation and went to Grandma's house, she asked her neighboring hospital librarian to reroute the incoming requests for the week. She posted a message on her regional listserv explaining that she would not be available to fill her loans that week. She even called her fellow consortium members and let them know. She knew none of them would let the Big Bad Wolf in on her trip. She was also innovative about her resource sharing. She began using telnet through her Internet provider long before the Queen of DOCLINE issued the edict that the VANs (value added networks) would be going away.

There is a point to this tale. Receipt your incoming DOCLINE requests daily and update them daily too. DOCLINE's

lesson is if you be a borrower, then a lender you be. Even DOCLINE changes, so be sure to keep up with the telecommunications changes. Experiment now with telnet access, so when 1998 arrives, you are ready with a reliable, economical Internet provider.

This thoughtful and innovative hospital librarian made it to Grandma's house and all documents were supplied by other libraries while she was away. By anticipating the Queen's request, she conserved her part of the \$800,000 of the queendom's funds that go annually to support DOCLINE telecommunications. If you need more information on how to be a more thoughtful and innovative resource sharing librarian, contact Cara Wilhelm (caralw@uic.edu) at the National Network of Libraries of Medicine Greater Midwest Region office. She can advise you about your options and help you troubleshoot your telnet connection.

## Committee Chairs

### Standing Committees

Audit	Lea Ann McGaugh
Bylaws	Mary Hanson
Collection Development	Betty Marshall
Conference Planning	Ken Nelson
Education	Stephanie John
Local Arrangements	Joan Emahiser Diane O'Keefe
Document Delivery	Jane Claytor
Membership	Michael Simmons
Nominating	Doris Blauet
Publication	Leslie Behm
Research	Lynda Baker

### ad Hoc Committees

Technology	Craig Mulder
Marketing	Leslie Behm

## MISHULS

If there are any changes or corrections of address for the MISHULS directory.

Please notify:

Jane Claytor

St. Lawrence Hospital

Medical Library

1210 West Saginaw

Lansing, MI 48915

e-mail: claytorj@mlc.lib.mi.us

## MHSLA Directory

If you have moved or your institution has changed name/address since last

December, please let Michael Simmons,

Membership Chair know.

Michael Simmons

Collections Management

100 Main Library

Michigan State University

East Lansing, MI 48823

Phone: 517/353-6401

FAX: 517/432-3532

Email: simmon11@pilot.msu.edu

## Personnel/Institution News

New email addresses for **Hurley Medical Center** librarians:

Martha Studaker:

mstudaker@centuryinter.net

Laura Friesen-Lynn:

lfriesenlynn@century.net

Update from the **INTERLIBRARY LOAN SERVICE at TAUBMAN MEDICAL LIBRARY, UNIVERSITY OF MICHIGAN**

The good news:

Taubman ILL has reinvented itself over the past few years! A tremendous amount of staff time and energy have resulted in dramatically increased turnaround times

and a fill rate that's very respectable. Taubman strives to provide you with access to our wealth of resources as quickly as possible. This translates to our goal of getting 75% of filled requests on their way within one day.

The bad news:

In late August and September everything that could go wrong did and our turnaround time had ups and downs. The ILL staff talked to a number of you about specific requests and they were processed quickly. Our operation is back to normal and we apologize if you noticed a temporary lag in our performance.

The staff in ILL:

If you call our ILL Office (313-763-2037) you may speak to Rosemary Whelan, Manager of ILL, or one of our Library Assistants, Marguerite Jacobsen or Alison Ramsay. We employ a number of UM students so you might also talk to Brent, Emily, Kevin, Kizzie, Mikerra, Sean, Shanna or Tyeisha. Any of these staff can assist with you questions about a particular request. If you have policy questions, please feel free to call me at 313-936-1396 or e-mail to pmr@umich.edu.

Pat Redman

**Kern Hospital** has filed for bankruptcy and the assets are being sold. There was no further information about what will happen to the hospital. If you have them in any of the cells of your routing table for DOCLINE, you may wish to remove them.