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Incoming President's Speech

WHO AM I? - WHO ARE YOU? In the opening line of my statement of aims: I mentioned a pre-conceived image of libraries as a warehouse of books & magazines, -- that there may be an incorrect notion or idea that some decision makers may have of the library service being a deficit, a liability, a non-revenue producing service, that eats up the dwindling profit, or they think it is less valuable than the direct care that nurses or doctors provide. These incorrect notions need to be changed. We must not give up this -- this fight.

We must seek every opportunity to demonstrate the value of the library. There is, however, an equally crucial battle that we must not lose that of our professional image, value and place among the health care team.

Yes, you and I know this, but who's telling the decision makers? ... are you tooting your own horn? -- who else is promoting your value?

When someone says.. "Thanks for the job you did" ... do we respond ... it was nothing... We've got to stop doing that! We are a professional we have taken too much out of our life in training for this career to belittle the effort it takes to make it look easy. If we are a professional at any thing... it may appear easy to those who don't share this dedication.

As a professional you should be devoted to the constant challenge of self renewal -- classes, seminars, workshops, conferences, networking,

association participation, and self-study.

Medical science information is exploding and we can and do help improve the operation of the health organization when we provide accurate and timely information to the health professional staff. We are, and should be the experts at finding the answers to the clinical information needs of the health field..... but are you neglecting the financial information that is affecting our business? What other areas would our services be useful to?....who are you neglecting?administration? Accounting?...biomed?... housekeeping? Pharmacy? Personnel? The hospital board? community leaders?....information systems? If we are neglecting anyone.....we are not getting in bed with them...(knowing their language)... we are not aware of their intimate information needs....and who is? Take a look at the pharmaceutical representatives as an example they will try every possible legal angle to impress, inform, and convince their customer that their product is the most efficient, effective and best for the patient. Laws prevent the drug companies from selling direct.... but they would ...if they could.... why?to cut out the middle person....to increase their profit. To maintain their livelihood.

The information vendors are listening to the end-users (your patrons) ..and information system people are listening to the vendors. Even the National Library of Medicine is listening.all of themthey are increasing their value. Are you? Dig...expand your interest, and knowledge of your potential clients. At least be aware of the forces (the general issues) that shape and effect their lives and ours.

Your livelihood ...our future is changing...we

can not be just a gateway to, and guardian of information.

We must become proactive.
Prepare yourself, our the role is changing, we must make the transition to guide, teacher and evaluator of the information process. Perhaps we could be an equal partner and mate in creating the information future.

Ken Nelson

Outgoing President's Speech

This has been an exciting year for all librarians across the state of Michigan. The Federal government has passed the Telecommunications Act which provides a discount program for libraries and schools called the Universal Service Fund. We have seen MEDLINE, Health, and many other NLM databases go from a fee-based service to a Free service over the Internet. We have also been given free access to FirstSearch databases and Information Access Company's General Reference Center, including many fulltext journals, through the Library of Michigan's program called Access Michigan. Access Michigan has also provided a statewide union list on the Web called SPAN. We have seen the pricing of competitive database companies change as a result of these initiatives. Hopefully, with careful planning. These price changes will allow our libraries to pursue other uses of our monies, such as the purchase of electronic medical journals.

These databases do require access to the Internet. I hope that most of our health sciences libraries are connected, but if you are not, please see Sandy Swanson, chair of our Technology Committee, about receiving a grant from this organization to get you connected.

Speaking of committees, I would like to again thank each and every one of you who have participated on a committee this year. Being a participating member of a committee not only benefits the organization and members, but allows

you to be the first to know what is happening in the organization, in the state, and on a national level within the field of medical librarianship.

I encourage you to also participate on committees and teams in your own organization. Stay tuned to what is happening within your institution and the health care environment, As president of MHSLA, I was privileged to attend the Michigan Health and Hospital Association annual meeting this year. The main topic of the conference was Community Service. Hospitals must prove, even more so in the current health environment, that they can maintain their tax exempt status by providing services to the community. Each hospital is or will be asking for written reports from every department listing the services they provide to the community.

As MHSLA president and also as a medical library director, I was very interested in this because this relates directly to our attempts to provide consumer health library services to the general public. It also relates directly to the provision of our services for the education of medical residents and students. I was asked for an itemized list of services and their monetary value in my hospital. I was able to show that we provide nearly \$60,000 in services each year to the community.

This is a very impressive way to show the value of library services to administration. If you have not already opened your doors to the community, I encourage you to reconsider. As evidenced at the MHHA conference, community service and tax exempt status are very important goals of all Michigan hospitals at this time.

I want to thank all of you for the privilege of leading this organization during these exciting times. And now I would like to introduce your next president, Ken Nelson.

Deborah Adams

Conference Report -

Scholarship Winner

I am a student at the School of Information at the University of Michigan and I had the good fortune to receive a scholarship from MHSLA to attend the annual education conference. I am half way through my program at Michigan and will be done in August 1998. It is taking me longer than most students since I am a University Library Associate which means that for two full years, I work about twenty hours a week at one of the university libraries and take a full course load of classes. I work at the Media Union Library, which is for engineering, art, and architecture, but this past summer I did a field experience at Taubman Medical Library. I had been interested in medical libraries for a while and wanted to find out more about them, so I applied for the scholarship when I saw a notice for it in the school newsletter.

I especially enjoyed the Digital Journals Panel. I learned a lot about the practical problems of a decision to increase subscriptions to electronic journals. I saw how some of the on-line projects to digitize journals are designed and implemented, and why they are done one way or another. I also discovered more about how to compare different vendors and evaluate their products

Another highlight of the conference was the dinner at Greenfield Village. (I will now certainly be wary of any people with marks on their faces that look suspiciously like they might have been made by forks!)

Listening to the speakers in the sessions and the people that I met helped me relate what I have learned in classes with the situations and issues that affect working librarians. I came back to Ann Arbor conscious that what I have learned here is pertinent and feeling very motivated to make the most of the time I have left in school. I would like to thank MHSLA and all its members for letting me be part of the conference and for the very positive experience I had there.

Susan E. Rondon

MSU Document Delivery Changes

These changes are primarily for the hospital libraries that provide services to MSU students and faculty.

DocLine

1. Incoming requests will be filled if we own the items.
2. For adjunct faculty requests, if we don't own the item we will cancel on Docline and fill through OCLC. It will be a separate workflow for priority treatment.
3. For non-adjunct requests if do not own the item the request will be referred.
4. We will not borrow using Docline unless unavailable on OCLC. Our intention is to use Docline as a lending operation for loans and photocopies.

Faculty Photo Duplication Service

1. If we own the item requested we will photocopy and charge the MSU account number supplied by the requester.
2. If we don't own the item requested we will fill the request via OCLC through the routine borrowing process.
3. Patrons should call ILL and notify us that the request they are sending should be rush processed. These are generally requests that involve patient care, submission of grant proposals, or development office needs. We will add the rush message on the MAGIC plus photoduplication request form.

Lonesome Doc

1. Service is free for off campus MSU medical personnel. Contact MSU ILL office for LIBID I.D. number. (517) 355-7641.
2. Non MSU affiliated health professional requests are charged as follows:
\$5.00 per photocopy or loan.
\$3.00 additional charge if item is FAXed.
\$10.00 for RUSH requests.

Access Michigan

**** Important! **** The IAC Reference Center Gold part of the AccessMichigan project is now available to those using a direct-connect rather than a dial-up access to the Internet. Get the application forms from the MLC website. Discussions on how to handle dial-up users is ongoing; the contract has not yet been signed, but IAC has made the database available for direct-Internet connection libraries already. Note that due to the need to keep the price within the budget, IAC Health Reference Center was not included in the project. ******

We started with a review of some cooperative arrangements that had already been in place, and with some preliminary information from a consultants' study. It was interesting to learn, for example, that k-12 REMCs were already purchasing fulltext sources cooperatively.

The Himmel-Wilson study showed that 97% of academic, 92% of public and 78% of school libraries were internet-connected -- but those high numbers don't necessarily represent adequate workstations -- just that at least one was hooked up. We also received a summary statement from the study of what types of information were most often mentioned as difficult to find/needing support. By library type:

****School library/Media Centers need** biography, government, legal, (consumer) health, education, science/technology, historical, business/corporate.

****Academic libraries: full-text scholarly** journals, legal, in-depth information, social sciences, business, government, medical.

****Public libraries: government, legal, (consumer) health, business/corporate, history & genealogy, biography, education, "other" (consumer, agriculture)**

****Special & State institution/agency** libraries; medical, legal.

The final report on the study will be out in mid-September and will be available in print and on a website (I presume Library

of Michigan's!).

Following lunch we brainstormed on the "Strategies for Implementation" section of the "What Is AccessMichigan" document (which you can find at <http://www.mlc.lib.mi.us/resources/accmich/whatis.htm>). The group agreed that the strategy categories "Access to databases, catalogs & electronic journals," "Delivery service/ Low-cost interlibrary loan service for the entire state," "Internet & WWW access" and "Local digitization projects" were good overall strategies. We were asked to focus on the patrons -- not necessarily our own patrons, but patrons defined as "residents of the State of Michigan." The goals of the project is equity of access by patrons, defined as "Information, anytime, anywhere." The brainstorming results, as best as I could capture them:

"Access to databases, catalogs & electronic journals" points raised by the group:
Need for "full content" -- graphics as well as text

Verifiability/attributability/authority of the source
Unified searches (search multiple sites/sources at once)

Compliance with standards

Customers "cradle to grave" -- all walks of life, all ages

Need for information about the state

Hardware information

Remote access from homes, offices

Achieve balance/fill the right holes

Pricing/finding an on going sustainable source of funding

Not enough money to be everything to everybody

TRAINING

Giving the product a "library shape" -- if you tap in on the internet at home, how do you identify this as a service of your library

Local access

Online state union catalog

Work with MIN (a state initiative)

Archival concerns -- preserving full text resources & government document

Maintenance, updates

"Courier delivery/low cost ILL"

Clear obvious links to tell customer when they order something, how it will be delivered & what's involved. (Made me think of people who request "fax" thinking they're ordering an article when in fact it's a whole issue, a book or a very long report/government document.)

Copyright/intellectual property
Delivery to workplace/home rather than to library

Don't forget the Upper Peninsula
Consider working with Wisconsin or other regional entities to serve U.P.
Alternate delivery options (examples included "Meals on Wheels"!)
Huge demand/output may be expected
Cost recovery/levels of service
Returnables vs. nonreturnables.

"Internet/WWW access"

Need for technology inventory, minimum standards change every year

Assist local institutions to find out what they need to get connected

Cooperation/partnerships

Publicizing needs can sometimes attract resources

Filtered/unfiltered

Plan for obsolescence

What kind & how many lines available

(T1, T3, ISDN, 56k etc.)

"Local digitization projects"

Materials that are uniquely your own
Freenets/may not need to host own files

Hardware

Economic development

Identify ongoing projects

Standard software

"What sets off the library is what you contribute to the web, not what you take from it."

Robustness/security of data

Next steps: The group agreed on the makeup of the steering committee, to include a member from each of the 10 state groups represented, regions of cooperation, REMCs, and three "wildcards" to be appointed by George Needham to round out the group & fill any gaps (such as, if all the groups send someone from a large city south of Saginaw, he might need to balance it, as he put it.) Each group will be asked to

appoint someone in the next week-10 days, and working meetings will start in mid-September.

Sandy Swanson

Committees

Audit

LeaAnn McGaugh, Chair
Jane Claytor
Jillah Biza

Bylaws

Mary Hanson, Chair
Leslie M. Behm

Collection Development

Betty Marshall, Chair
Mary Jo Wyels

Conference Planning

Diane Hummel, Chair
Alexander Lyubechansky
Sandra Swanson

Document Delivery

Jane Claytor, Chair
Deborah Jankowski
Barbara Kormelink

Education

Sandra Swanson, Co-chair
Alexander Lyubechansky, Co-chair
Stephanie John
Joan Emahiser
Robin Alanen Mosher
Norma Powers

Membership

Michael Simmons, Chair
Leslie M. Behm
John Coffey

Nominating

John Coffey, Chair
Mary Hanson
Lea Ann McGaugh

Publications

Leslie M. Behm, Chair
Laura Friesen-Lynn
Michael Simmons

Research

Leona Williams, Co-Chair
Lea Ann McGaugh, Co-chair
Lynda Baker
Leslie Behm
Pat Redman
Beth Salzwedel

Technology

Laura Friesen-Lynn, Chair
Marge Kars
Dick Perrin
Michael Simmons
Sandra Swanson

Personnel

Michigan State University

Michael Simmons has been hired as a health sciences librarian in the Science Reference Unit of the Main Library. He has been an active member of the Association for several years.

John Coffey has assumed the responsibilities of the Clinical Center Library. In addition he will still be part time in the Science Reference Unit.

Leslie M. Behm is still the head of the Veterinary Medical Center Library. In addition, she has now taken on the responsibilities of liaison with the hospital libraries that provide services to MSU students and faculty, liaison with the Health Sciences Colleges. MSU serves as an Outreach Library and a Resource Library for the GMR, Leslie is the liaison for those activities.

The **Detroit Northwest (DNW) Library** of the Henry Ford Health System was closed as of June 1, 1997 due to low user activity. This library is the former Metro Medical Group library which was the former Metropolitan Hospital library on Tuxedo in Detroit. Recently, the library moved, with the rest of the site, to a new facility on Outer Drive and though consistent hours and staff and been established for the past year, usage continued to decrease.

Maureen LeLacheur can still be reached at Mercy Hospital Library or the Sladen Library at Henry Ford Hospital, but her schedule varies, so you may need to try both libraries.