

**INSIDE**

*President's Column* ..... 1  
*Bylaws Change Proposed* ..... 2  
*Bridging Traditions: MC//MLA; MHSLA 1999* ..... 2  
*QuickDoc Update from the Listserv* ..... 2  
*Quickdoc Listserv* ..... 2  
*Conferences in 2000* ..... 2  
*AccessMichigan* ..... 2  
*Job Opportunity* ..... 3  
*Consumer Health Electronic Journal Club* ..... 3  
*Y2K - The Countdown Begins* ..... 3  
*WMHSLA Website* ..... 4  
*Collection Development* ..... 4  
*Upcoming Conferences* ..... 4  
*Personnel/Institutional News* ..... 4

## President's Column

Diane Hummel

### The Challenge of Health Literacy

As librarians, we discuss information literacy using such terms as mediated literature searches, end user searching, metadatabases, and electronic fulltext document delivery. As health science librarians, our clients are frequently postgraduate or master's prepared professionals seeking information to support their research or clinical practice needs.

However there is another side to information literacy that we as information professionals often don't experience in our information rich libraries. That is the disturbing number of adults in the United States who are functionally illiterate. In 1992, the National Adult Literacy Survey revealed that nearly 25% of Americans are functionally illiterate, with an additional 30% of adults demonstrating marginal literacy skills. Essentially this means that nearly one in three Americans have low literacy skills.

To adequately maneuver in the healthcare system of the 21<sup>st</sup> century, patients need to:

- ❖ Read and comprehend prescription and over-the-counter medicine labels, package inserts, and written discharge healthcare instructions.
- ❖ Understand oral and written directions from insurance companies and healthcare professionals.
- ❖ Follow written instructions to

keep appointments, file insurance forms, utilize preventive services such as blood pressure screening, adhere to the correct preparations for diagnostic tests, and understand consent forms

Numerous studies over the past few decades demonstrate that patients challenged by functional and marginal literacy levels may experience:

- ❖ Increased risk of hospitalization.
- ❖ Poor compliance with medication regimes of medication errors.
- ❖ Lack of participation in preventive screening programs.
- ❖ In adequate preparation for diagnostic tests.
- ❖ Difficulties keeping appointments.

As information specialists within health care institutions, librarians are requested to help select the content and design for web pages and brochures, which are intended to help patients make positive health care choices and successfully navigate the complexities of the health care systems. When librarians are included in the design and implementation of web based and print projects, we need to remember that the target patient population may not have adequate literacy skills. We need to promote the development and creation of simple designs that use basic language and pictures to communicate the information we want our patients to receive.

## Bylaws Change Proposed

The Bylaws Committee has proposed the following change to the Bylaws. The Board has given their approval for the change to be sent to the membership. It will be voted on at the Annual Meeting in October 1999.

Article VI  
Section 2. Area Group Representatives

### C. Proxy

In the event an area group representative cannot attend a Board meeting, a substitute may be named by the area group representative to represent the area group. The area group representative shall provide a dated letter specifying the substitute's name and meeting date, stating that the substitute has the responsibilities of the representative for that meeting.

Subsequent clauses will be relettered.

## Bridging Traditions: MC//MLA; MHSLA 1999

Change in speakers. Paul Groll will be unable to make the conference. Anne Donohue, Library of Michigan will conduct the afternoon session and Michael Simmons, Michigan State University will teach the CE course.

## QuickDoc Update from the Listserv

Just a quick note to respond to the various postings on the new DOCLINE: DON'T PANIC!

NLM is in the process of creating the web-based access, but there's always been a parallel effort to implement appropriate channels for other protocol-compliant applications. QuickDOC will communicate on this channel. It won't matter what browser you implement. QD will communicate

in the background, via email messages (or via direct tcp/ip connections for non-firewall applications), directly with the appropriate port at the DOCLINE site.

I've been meaning to post "progress" reports to the list, with milestones, deadlines, etc., but it's taken a while for things to settle out (and they're not QUITE settled out yet). Nevertheless, here's how it looks at this point (July 12, 1999):

1. The current DOCLINE will continue for at least the next 5 months (just a guess, not official--could be longer--guessing Dec 99)
2. FTS2000 will disappear on 9/30/99 (this is certain; something else MAY replace it, but if I were planning, I'd be using telnet (K95 or PW4) if I could)
3. QuickDOC For Windows is being written for 32-bit systems only (you must be using Win95, 98, NT 4.0 or greater; Windows 2000 should also work, but there's no way to guarantee it now)
4. QD4Win will work with both the old DOCLINE and the new (but you must use Kermit 95 or ProComm Plus32 to execute the online session with the current DOCLINE---this could change but it seems likely that time will permit ONLY this method of running online sessions---still, things DO change)
5. QD4Win won't care what browser you're using (IE5? Netscape ?) (well, I don't think it will. Most of our interactions with DOCLINE will be via email (or direct connect), so the browser won't matter. For http connections within QD, I'm planning to circumvent browsers by polling URLs directly, but, well, that part isn't written yet, so who knows? More on that, as we go.)

Watch this space for more announcements as various options become available.

Jay Daly

jay@caregroup.harvard.edu  
QuickDOC [new domain as of 1/99]  
45A Mason Terrace  
Phone: (617) 734-0918

## Quickdoc Listserv

A good way to stay informed about changes in Quickdoc and to get assistance, is to join the Quickdoc Listserv.

The email address is:  
listser@library.ummed.edu

To subscribe, send an email to  
listserv@library.ummed.edu

Leave the subject line blank. In the body of the message, type:

subscribe Quickdoc-1 {your name}

## Conferences in 2000

Mark your calendars now for the **MHSLA Annual Educational Conference in 2000**. It will be at the Park Hotel in Traverse City. Dates are October 18-20, 2000.

The **Midwest Chapter** meeting is September 23-26, 2000 in Cincinnati, OH.

## AccessMichigan

On August 10, 1999 the Gale Group will complete the conversion from IAC SearchBank to its new interface, InfoTrac Web. On that date, all www.searchbank.com addresses will cease to work. All libraries will need to change their URLs to:

[http://infotrac.galegroup.com/itweb/lom\\_XXX](http://infotrac.galegroup.com/itweb/lom_XXX)

In the above, replace "lom\_XXX" with your library's location ID. If you do not know your library's location ID, you can find it using the Authorized Libraries search form on the AccessMichigan web site:



<http://accessmichigan.org/iac-lib-search.htm>

The Gale Group offers the following description of the new interface: "The new InfoTrac Web gives you the power to shape your electronic reference services to fit the needs of your library community. You get the power of InfoTrac's search engine, the quality of InfoTrac's indexing, and the wealth of InfoTrac's full-text and image content, all with a customizable interface.

With InfoTrac Web, you can choose the pre-set default options, or use the InfoTrac Web Configuration Utility to customize search modes, results, print and e-mail options and more.

You'll also find relevancy ranked search results, Remote Patron Authentication and InfoMarks, InfoTrac's exclusive built-in utility that allows you to save searches as easily as bookmarking a Web address.

InfoMarks can be reloaded, saved in e-mail or word processing documents, or imbedded in Intranet pages."

**Training:**

This fall, AccessMichigan will offer training on the new InfoTrac Web interface, as well as training on the upcoming New FirstSearch and on the new K-6 databases. Watch our website for a schedule of training dates and locations,

<http://accessmichigan.org/training.htm>

For further information, please contact Bill Forgette, AccessMichigan Trainer, phone: 800-530-9019, ext. 13, fax: 517-694-9303, or email: [forgettb@mlc.lib.mi.us](mailto:forgettb@mlc.lib.mi.us)

## Job Opportunity

**Spectrum Health:**

Library Systems Technology Coordinator

Please include this Reference Number in correspondence: 99-1470

**Description:**

General summary: Functions as resource

person for library automation needs; establishes and provides effective communications between users and vendors; coordinates technical services both hardware and software with I&TM; coordinates and performs software services; provides end user training and educational opportunities. Requirements: Master's degree in communication, computer science, health sciences or library sciences preferred. Minimum two years experience required. Proficient with Microsoft Office and Front Page preferred. Knowledgeable about OCLC and other standard library databases as well as MARC cataloging standards.

Department: Library - Downtown Campus  
 Schedule: full time, 8:30a-5:00p, 80 Hrs/pp, every third weekend(s)  
 Rate: \$15.88 - \$19.85 - \$23.82

Please fax cover letter and resume to Spectrum Health Human Resources Dept. - (616) 391-2780 or mail to:

Spectrum Health Human Resources Dept.  
 MC 75  
 100 Michigan, NE  
 Grand Rapids, MI 49503

IT IS IMPORTANT THAT YOU REFERENCE REQ. NUMBER 99-1470 IN YOUR COVER LETTER  
<http://www.spectrum-health.org/>

## Consumer Health Electronic Journal Club

Another discussion room has been added to the MHSLA Electronic Journal Club site. The topic of this discussion is Consumer Health Libraries in Hospitals. The discussion room includes a bibliography of articles about all aspects of consumer health libraries. Topics include the evolution and development of consumer health libraries, models of health information centers, how the development has changed the role of the librarian, collaborations for providing service and research on the use of consumer health libraries.

If you are interested in joining the consumer health libraries discussion contact Marge Kars at [karsm@bronsonhg.org](mailto:karsm@bronsonhg.org).

## Y2K - The Countdown Begins

by Deborah Porter

There are only 169 days 10 hours 38 minutes and 46 seconds until January 1, 2000 (as of 7/15/99 pm). If we could only gaze into a crystal ball to see what will really happen on January 1, 2000 we would know what preparations to make. For many computer and software systems errors will occur because of software programs that record the year using only the last two digits. It is important to consider the implications for computer hardware but one must also be aware of issues involving data, applications, operating systems and peripheral devices. Machines, for instance, that use imbedded chips to store or calculate dates may not work effectively in January.

**Michigan State University Progress 2000**

<http://www.msu.edu/dig/yr2k/>

Michigan State University created the Progress 2000 Team in September 1997 to look at campus wide issues from desktop computers, testing of mission critical business applications to the preparations by the Physical Plant to insure that lights will be working. Several town halls have been held in order to share helpful information with various university groups. The University has purchased copies of Norton 2000 software to assist in the analysis and correction of Y2K problems on Windows 95, Windows 98, or Windows NT 3.51+ systems. The Progress2000 Web site offers pointers to MSU and non-MSU resources and includes links to vendor information.



### State of Michigan Year 2000 Project Office

<http://www.state.mi.us/dmb/year2000/>

The State of Michigan has compiled Y2K links to such topics as, Michigan State Government Year 2000 Status, timelines, frequently asked questions, and related links to other sites of interest.

### U.S. Federal Government Gateway for Year 2000

<http://www.itpolicy.gsa.gov/mks/yr2000/y2khome.htm>

Click here for a comprehensive Y2K clearinghouse of materials, including a community guide to Y2K, Y2K for kids and frequently asked questions.

### NIH Year 2000

<http://www.cit.nih.gov/y2k/>

The National Institutes of Health shares information about Y2K through links to such subjects as testing, mainframe and minicomputers, PC and client server hardware manufacturers, commercial off-the shelf software, Year 2000 tools, and networks/data communications.

### Microsoft Year 2000 Readiness Disclosure & Resource Center

[http://www.microsoft.com/technet/year2k/product/user\\_view68381EN.htm](http://www.microsoft.com/technet/year2k/product/user_view68381EN.htm)

This searchable site provides up-to-date information about product maintenance and product details including software updates and service packs.

## WMHSLA Website

The West Michigan Health Sciences Libraries Association will have its own presence on the Web Aug. 1 (tentative date!). The URL for its new web page is: <http://www.lib.msu.edu/mhsla/wmhsla>

The webmaster is Carol Aebli (caebli@borgess.com) Feel free to visit and make comments and/or suggestions.

## Collection Development

If you need a print copy of your unique holdings, please contact Betty Marshall at Hackley Hospital. The database is available through the MSHSLA homepage.

## Upcoming Conferences

October 27-29, 1999  
**Michigan Library Association**  
Grand Traverse, MI

**Converge on London**  
8<sup>th</sup> International Congress on Medical Librarianship  
July 2-5, 2000  
London, United Kingdom

## Personnel/Institutional News

Barbara Kormelink, director of **Bay Medical Center Library**, Bay City, MI, will be retiring as of August 20, 1999. She has served as health sciences librarian since 1972. Barbara was a part of the beginnings of MHSLA and has served two terms as treasurer of the state organization. She has also served numerous terms on the Board.

Barbara is currently chair of the Document Delivery Committee and has served on the committee since its beginning. She has also served as chair several times and has been Newsletter Editor of the News.

Barbara and her retired husband, Rich, plan to travel and enjoy their grandchildren.

Michele Klein of **Children's Hospital of Michigan** has resigned and moved to Pennsylvania. We wish her the best with her new marriage and move.

Carole Attar from **Henry Ford Cottage Hospital** has retired. We wish her the best of retirement.

### NMHSLG News:

Area code for **Munson Medical Center** has changed from 616 to 231.

### Northern Michigan Hospitals:

Ann Foster will be the new library manager at Northern Michigan Hospital. She comes from Indiana University but originally from Northern Michigan area. She starts Aug. 16.

**Mercy Health Services North (Cadillac and Grayling):** Library positions were eliminated in June, 1999. They're trying to train secretaries to do interlibrary loans/Docline.

**Munson Medical Center:** Plans progressing for Community Health Library on the Munson Community Health Center campus. Library scheduled to open December, 1999. Health Sciences Library move put on hold until 2003!

Mary Hanson reports that **St. Mary's Hospital** is now Saint Mary's Mercy Medical Center. (The address is the same.) They are supposedly merging with the Sisters of the Holy Cross by next March so Mary guesses it will be something to look forward to next year.

Doris Asher of **Sparrow Hospital** will be retiring October 1999. Have fun with your orchids. Contact Michael Radke, DME, 1215 E. Michigan Ave., PO Box 30480, Lansing, MI 48909 if you might be interested in the position. No major decisions have been made regarding the position at present.

Sandra Swanson has resigned her position as Library Technology Coordinator at **Spectrum Health**. We wish her the best in her future endeavors.