

MHSLA

NEWS

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THE NEWSLETTER OF THE MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION

President's Message

For the past thirty years MHSLA's primary function has been to provide educational programming for the membership. However, in the last two or three years, the organization has broadened its role to include facilitating group purchases of library products or services. With this change comes the need to alter how the association conducts business. After much discussion at the last Board meeting, it was decided that the Officers and Ad Hoc Group Purchasing & Grants Committee should begin the process of retaining legal representation and incorporating MHSLA.

Contacts were made with two law firms; each firm had extensive experience in library and Michigan law. The firm selected was Murphy, Brenton and Spagnuolo from the Lansing area. This firm represents, and was recommended by, the Michigan Library Consortium (MLC).

Group purchases have been very popular with MHSLA's membership. The complexity of these purchases, both legal and financial, makes incorporation the prudent course of action.

In January, members of the Board and Committee met with Gary Bender, JD, who also represents MLC, and discussed the incorporation process. He explained that MHSLA's current legal status, as an unincorporated voluntary association, permits individual members, officers and their institutions, to potentially be held liable for the intentional or implied misconduct of a member (94 Fed Supp 983). Gary further explained that incorporation would protect each of the members' personal assets and their institutional corporate assets if MHSLA is sued.

Since MHSLA is already registered as a tax-exempt organization, the incorporation process should be relatively simple and inexpensive. Our Bylaws will need to be reviewed and updated to reflect the change in the Association's status. Articles of Incorporation will be registered with the State and a permanent address will be established along with a formal Board of Directors (our elected officers). A Resident Agent will also be needed. The Resident Agent may be changed annually simply by registering with the State.

Other advantages of incorporation include more flexibility in any future projects the organization may wish to pursue, including applying for grants.



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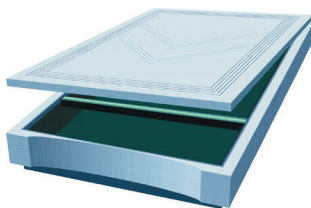
Joan A. Emahiser,
President, MHSLA

Electronic Document Delivery at Borgess

By Jennifer Barlow

In 2003, the Borgess Library implemented a homegrown system for electronic document delivery. It has been phenomenally successful, improving the quality and speed of interlibrary loans while delivering big savings for our institution. We want to share our experience so others might benefit from what we've learned.

The hero of this story is our diligent and dedicated Library Assistant, Sharon VanderKlok. Sharon handles interlibrary loan requests for Borgess – typically, around 1300 loaned and 1200 borrowed annually. A couple years ago, she noticed some ILL partners beginning to fill requests electronically. Articles would be scanned and sent as email attachments, or posted to Web sites for download by the requester.



Sharon saw the possibilities in these new delivery methods. They reduce the turnaround time for requests, and they don't consume paper, ink, envelopes or postage. Furthermore, the quality of scanned images far surpasses anything delivered by fax. Sharon became convinced that this was the direction we needed to go, and begin researching what it would take for us to implement such a system.

There are many software programs available for document delivery. We were looking for a program that provided a quality product for a reasonable price. We were also concerned with other libraries' ability to open and view the scanned files. We decided that the PDF format would be our best bet for widespread accessibility; anyone can

download Adobe's Acrobat Reader for free. We looked at software options for producing PDF files from scanned documents, and ended up purchasing Adobe Acrobat for \$250.

Another key piece of the system is hardware. We needed a good flatbed scanner, something capable of faithfully reproducing clinical illustrations as well as text. After discussions with our colleagues in Information Technologies, we settled on a \$3000 Bell & Howell FB730DC. We negotiated a two-month loan of the scanner from our equipment vendor, for purposes of testing the new interlibrary loan system. We had to return the scanner at the end of the trial period, as we had not yet received approval for its purchase. For several months Sharon continued to fill ILL requests electronically, using a primitive old-model scanner donated by Information Technologies. The image quality was not optimal, but it worked. Eventually, our capital request for a scanner was approved and we obtained another Bell & Howell.

The final piece of this system was a program specially written for us by Borgess's Senior Web Programmer, Mike Mason. Sharon recruited Mike at the outset of this project, knowing we would need someone with expertise in Web applications. She and Library Manager Jennifer Barlow met with Mike and his supervisor to explain what we were trying to do and why it was important for Borgess.

In this meeting, Sharon explained about the sharing nature of ILL, alerted the team to copyright concerns, and articulated the goals of the project. The team members from Information Technologies identified computer network issues and potential conflicts that would have to be addressed. Based on this discussion, we decided our best option would be for Mike to develop a custom-made software program that would deliver and receive PDF files via the Web.

Sharon and Mike worked extensively together so that he knew what the program needed to do, and why. This was an exciting interdisciplinary, cross-generational collaboration! Mike produced a simple, elegant little program that functions beautifully. A Web site was created for delivery and receipt of PDF files. When Sharon receives a request that we can fill from our print collection, she scans the document and saves it as a PDF file on her desktop. (To comply with copyright and database license restrictions, we loan only from our printed holdings.)

At this point, Sharon can make a choice about how to transmit the PDF file to the requester. It can be sent as an

e-mail attachment or posted to our Web site for retrieval. Both are equally easy for us; it just depends on what works for the requester. Some ILL partners cannot download from the Web, while others have file size limitations on their e-mail. We follow the delivery instructions specified on the DOCLINE request. When it's unclear, Sharon will call the requesting library to ask what they can handle. She has been encouraging our partners to update their DOCUSER information, in order to streamline this part of the process.

Transmission via our custom-made software program is a breeze. Sharon accesses the library Web site and enters some required data in order to upload the file: request (DOCLINE) number, requesting library's LIBID, requester's e-mail address for notification, and a file description. Then the file is selected and transferred to the Web site. The requesting library is automatically sent an e-mail notifying them of their available document and providing instructions for retrieval.

Once the requester retrieves the file, our library receives an e-mail verifying delivery of the document. We can then delete the document from our Web site. Due to copyright concerns, we have set the software to allow only two file downloads. We started out with allowing only one, but sometimes transmissions go awry on the Internet, and we found it works better to allow requesters two attempts. We can manually reset the program to allow additional retrievals if necessary.

This project has realized tremendous cost savings, while improving our service to customers. It is very rare to make a process faster, cheaper and better in one fell swoop! Sharon and Mike have done exactly that. In the first month of testing, we estimated saving at least \$284 in paper, toner, envelopes, postage, and long-distance fax charges.

The new system has prompted many changes to our DOCLINE routing table. Sharon updated our profile to show that we prefer to send and receive electronically. She completely revised our cells to focus almost exclusively on those who can deliver electronically, whether via e-mail or the Web. Geographical location is no longer a consideration – what a paradigm shift!

Our electronic fill and borrow rate now stands at 97%. Patrons are thrilled! Materials are arriving faster than ever before, and the image reproductions are superb. Our ILL partners are likewise delighted with the speed and quality of our service.

Borgess's Information Technologies Department has

graciously agreed to offer our ILL software to the world as shareware. However, Mike Mason needs to make some changes in the code before we can distribute it. We will get the word out as soon as the program can be made widely available; it may be a few months yet.

In the meantime, we encourage you all to explore these new opportunities! With a scanner and some simple PDF software such as Adobe Acrobat, you can experiment with e-mail delivery of articles. We've found this works quite well with many of our ILL partners, particularly with smaller articles. Longer articles can create file size issues with some e-mail programs.

The Borgess Library's electronic document delivery home page is located at <http://library.borgess.com>. You can send your questions and comments to jenniferbarlow@borgess.com or

Remembering Anni Hungerford

By Martha Studaker

Anthos (Anni) Hungerford, second past president of MHSLA, died on November 6, 2003. Anni was instrumental in the organization of MHSLA and was president from 1978-1979. During her 17 years as Library Director at Hurley Medical Center, she accomplished many things. She planned and built a beautiful medical library with 5 offices, conference room and audio-visual center. A visionary, she began one of the very first consumer libraries in 1980. Her husband of 55 years, Leonard, had Alzheimer's and Anni took on a new role as his caretaker. He preceded her in death on October 13, 2003. (Anni's 82nd birthday)



In a conversation shortly before her unexpected passing, Anni expressed that she felt that she had traveled with Leonard to every destination they wanted to see and that she'd had a very good life.

MHSLA's 2003 Conference Scholarship Winners...

If Only I Had Joined Six Years Ago!

Alison Grodzinski Fountain

Reference Librarian/ Health Sciences Bibliographer
Central Michigan University

After I graduated from Library School in 1997, I moved to Michigan and joined the reference department at Central Michigan University as the Health Sciences Librarian. Despite the fact that I was a newcomer to librarianship, and to Michigan, my colleagues were depending on me to be the expert in the library for health sciences.

Over the past 6 years, I have learned a tremendous amount about academic libraries, and reference and instructional services from my colleagues. However, I have been left on my own to engage the health science faculty and develop the health science collections. This has been at times challenging. I think this is primarily because my contact with other medical librarians has been minimal. And then I discovered MHSLA.

Right away, the members made me feel welcome. I was invited to serve on the research committee and I was recruited into the Mid-Michigan section. To top it all off, I received a scholarship to attend the Annual Education Conference.

The conference was one of the most valuable that I have ever attended. In addition to speaking with librarians from all different types of institutions, the overall program was very informative. I now have a new outlook on copyright, I understand, at least a little bit, about wireless networks, and most importantly, I now know how to fold a pretzel!

One of the highlights of the program for me was the session on health literacy. I am currently pursuing a Masters in Health Promotion, and my thesis is on health literacy in college students. This session gave me more hands on practical experience in evaluating reading levels of materials. It also gave me some ideas for how to improve the methodology for my study.

Overall, my experience at the conference was extremely enjoyable. I am very grateful to have had the opportunity to join MHSLA and I look forward to future events where I can continue to learn from all of you.

Louise Ochoa

Wayne State University LIS Program

My first MHSLA Conference can best be described as two information and activity packed days. Thursday morning began with a lively and entertaining keynote address entitled "Copyright Surprises", given by James Hilton of the University of Michigan. Mr. Hilton reminded us that the purpose of copyright is to promote scholarship; something easily overlooked. Another surprise was that copyright does not protect ideas, patents do. Many pertinent facts were rapidly covered in this review of an often controversial subject.

The next order of business was business—with a twist. It was time for the MHSLA annual business meeting. Mary Hanson directed the group through the Board proceedings with precision and humor. This year she sported a large, floppy red hat with a predominant white flower and a long purple boa. Someone "in the know" told me that Mary's hats have become a tradition at these annual meetings. The close of the meeting highlighted the announcement of next year's conference location, Kalamazoo.

Appropriately, the WMHSLA group led us in a kazoo accompaniment to Glenn Miller's "I've Got a Gal in Kalamazoo". This is certainly not your stereotypical group of librarians!

I attended several interesting afternoon sessions. The first was presented by Ruth Holst from the Greater Midwest Region (GMR) who outlined the current MLA Informationist Task Force initiative. While some would argue that the informationist is truly a new career, the development of this career justifies examination by those



of us in the medical library profession. Following Ruth, Judith Field of WSU delivered a talk titled "Exploring Your Competencies". Outlined were practical methods of promoting yourself and your unique skills. Included in her talk were suggestions for non-traditional careers for librarians. After a nutritious break, we received updates on new GMR funding opportunities and on the Library of Michigan's services and future projects. A statewide catalog will be phased in over the next few years.

After the afternoon sessions were finished, there remained more to learn. It was time for us to run down to the Bavarian Inn Restaurant kitchens for our course in pretzel baking. Even if our pretzels didn't look quite right, we all looked very professional after we donned attractive hair nets. I am not sure if anyone was still hungry after this event, but dinner was next on the agenda. It simply would not be right to come to Frankenmuth without having one of their famous chicken dinners. Afterward, there was still plenty of time for shopping or a swim in one of the Inn's many pools.

Friday was another very full day. I particularly enjoyed the morning session on collection management. All three speakers—Ellen O'Donnell, Michael Simmons and Deborah Adams—had excellent practical suggestions for managing a collection in today's shrinking-budget environment. Everyone enjoyed Mr. Simmons' video tour of the Sparrow Medical Library. I selected two technological afternoon sessions. Paul Killey presented an overview of wireless data networks, and Sandra Martin and Wendy Wu discussed the Shiffman Library's role in supporting the use of PDA technology.

I feel very fortunate to have attended this year's conference and recommend that you plan to attend next year in Kalamazoo. With so many sources of information, the sessions, vendors, poster sessions and other colleagues, you are bound to come away with something useful. The networking opportunities alone are invaluable. Thank you, MHSLA, for providing my student scholarship this year.

Cheryl Hayes Gassen **Wayne State University LIS Program**

The MHSLA Conference, for me, was an experience of a lifetime. To be granted a scholarship to study and network with those who, in the very near future, will be my peers was a great honor. I found MHSLA members welcoming and eager to share their experiences with me. This helped me to not feel so alone and to realize that, yes, it will all be worth it in a very short time when I enter my first professional position in a medical library.

My first session was the introductory one on medical informatics with Elizabeth Wood. The session was designed to give an overview of what was available, i.e., "out there" in the way of medical informatics courses, texts, centers of study, articles, etc. My expectations were met and, if I were to pursue medical informatics, I would know exactly which programs would best suit my needs.

James Hilton spoke about "Copyright Surprises" which was extremely informative as well as humorously entertaining. He was able to take what I expected to be dry content and make us laugh at the absurdities of copyright law. What surprised me was not only how much protection that the author of a written work has, but also how much right to free access I, as a private citizen, have.

The breakout session with Ruth Holst on the Informationist was extremely interesting. This controversial position is just the type of job I would like to land some day. I can only hope that there will be more of these positions in the future. Judy Field's presentation on librarians' competencies and the number of nontraditional careers available to librarians was equally enlightening.

The groundbreaking work accomplished by Wayne State's Shiffman Medical Library in the area of PDA technology is truly amazing. Supporting two separate PDA platforms, they are working hand-in-hand with the Medical School to provide students with the latest mobile technology. This was an honest and candid look at Wayne's PDA program, its history, current services, and future directions presented by Sandra Martin, Assistant Director, and Wendy Wu, Director of Technology.

I attended other informative, inspirational and educational sessions that I do not have room to mention here. The conference was so well coordinated that there were no disruptions that I was aware of. The Bavarian Inn facilities were extensive and clean, and the food was excellent. The striped canvas bags were unique and much appreciated by the attendees based upon the comments I received while volunteering at the registration desk. Even the "string of pearls" badge holder was a thoughtful touch.

I heard one of the conference planners say she will be retiring before ERHSLA will host the conference again and I thought—what a shame! For she is one of the dedicated and wonderful people who made this conference shine. I hope that those of us who are entering the profession can do as good a job.

Hospital Library Standards

By Alexia Estabrook

On August 14, 2003 Jeannine Gluck posted the following announcement on MEDLIB-L: "I am delighted to announce that on July 28, the Connecticut State Medical Society's Continuing Medical Education Committee adopted the "Standards for Hospital Libraries 2002" as part of the CME accreditation process, effective January 1, 2004. Connecticut is thus the first state to make the new standards ENFORCEABLE. Non-compliance with the CSMS standards, including SHL 2002, can result in loss of the right to grant CME credits to physicians."

The HLS Standards committee is encouraging every state to initiate communication with their state medical society in order to work towards a similar change. The MHSLA Board would like to hear from Michigan's hospital librarians regarding this issue. Please contact any member of the board, or post a message on the MHSLA electronic discussion list, mhsla@uic.edu, if you have any questions or comments regarding this issue.

2004 Annual Conference of the Midwest Chapter, Medical Library Association

The 2004 Midwest Chapter conference will be co-sponsored by the Health Science Librarians of Illinois (HSLI) and will take place October 9-12, 2004, in Springfield, Illinois.

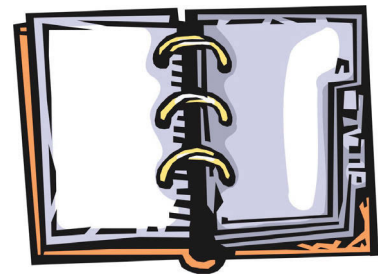
The theme of the conference, appropriately enough for two organizations meeting together, is the "Road to Collaboration." Collaboration for most is simply working together, usually for some common goal. Collaborative efforts can involve individuals or organizations in a group effort to do more than they each can do alone, it can be an effort to leverage scarce resources, "to reduce costs, link complementary competencies, and increase speed and flexibility" (McGrath. Creating and Benefiting from Institutional Models for Success. New Directions for

Community Colleges, no.103, vol.26, no.3, Fall 1998). One source ranks collaboration as close to Mom and Apple Pie in the hearts of most; but they hasten to say that once the glow of "good thoughts" are gone, the hard work of making a collaboration work sets in.

So why is it such hard work? Why do so many collaborative efforts fail? To explain that, we must examine the tools of the trade, the collaborative skills necessary to "make it work". Tools like communication, consensus building, decision making, conflict resolution, and problem solving.

Conference speakers and panel members will talk about the road to collaboration - at their institutions, across institutions and within their communities. They will discuss the skills necessary for success. Come, listen, absorb; but remember, the "city" has a thousand stories, we need yours to come full circle.

Collaboration, above all else means to participate.



Please, share your thoughts on collaboration, whether at the Contributed Paper Session or in the Poster Exhibit. First call for papers or posters is March 1, 2004. Start thinking now how you can present your story. When that germ of an idea takes root contact the following to start the process rolling:

Contributed Papers:

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Munson Library Services Receive State Award

Recognized for 'commitment to excellence, innovation and customer service', Munson Healthcare's Department of Library Services has received a 2003 Citation of Excellence from the Library of Michigan Foundation in recognition of the department's outstanding community outreach and collaboration.

"We're very proud to have received one of two Excellence Citations presented by the foundation," said Library Services Manager Barbara Platts. "Our nomination focused on our community outreach, education, and programming that we provide through the Community Health Library, the Caregiver Resource Center and Library, the Northern Michigan Consumer Health Internet Library, and the Health Sciences Library."



The foundation also presented a Citation of Excellence to the Clinton-Macomb Public Library and its 2003 Excellence Award to the Otsego County Library during the State Librarian's Luncheon in Lansing on Oct. 30. "Libraries are an integral part of our communities, enriching the lives of Michigan citizens as well as providing access to a world of information and resources," said State Librarian Christie Pearson Brandau. "The three we recognized this year exemplify the commitment to excellence, innovation and customer service that makes libraries so vital."

Munson's Community Health Library, located inside the south entrance of the Munson Community Health Center, is a lending library open to the public. It provides health care information through books and videos covering traditional, complementary, and alternative medicine. The library also has anatomical models, Internet access, and health care databases for research.

The Caregiver Resource Center and Library, at Paul Oliver Memorial Hospital in Frankfort, provides a caregiving support network for Benzie County. It features more than 350 resources on family caregiving in books, videos, pamphlets, brochures, journals, magazines, and newsletters. The Internet is also available with special caregiving Web sites bookmarked for easy access.

The Northern Michigan Consumer Health Internet Library is a system-wide networked Digital Library, supported by the Department of Library Services at

Munson Medical Center. Public workstations that provide access to this library are located at five hospitals and six clinics in the Munson Healthcare service area.

Munson Medical Center is the home of The Health Sciences Library, which provides clinical medical research and support services to Munson employees and visiting students enrolled in Health Sciences programs at Michigan colleges and universities. "The staff at each library does so much to make a difference in the communities they serve," said Platts. "We are glad to help people in the Munson Healthcare service area to understand health information and health-related issues. They, in turn, can make informed decisions about their health and formulate questions for their health care provider."

Seventeen libraries applied for the 2003 Citation of Excellence. Munson Healthcare's Department of Library Services is the first specialized library system to win the award. All previous citations had gone to public community libraries.

Food for Thought: www.nofreelunch.org

By Arlene Weismantel

Dr. Robert Goodman believes that it's "time to just say no to drug reps and their pens, pads, calendars, coffee mugs and, of course, lunch." According to Families USA, a health care consumer advocacy group, "U.S. drug companies that market the 50 most often prescribed drugs to seniors spent almost two-and-one-half times as much on marketing, advertising, and administration as they spent on research and development" (see www.familiesusa.org/site/PageServer?pagename=new2001data). Dr. Goodman stated in the January 9, 2004, issue of the *Chronicle of Higher Education*, "It just seems wrong for doctors to get all of these freebies from drug companies when patients can't afford to buy the drugs." And while many doctors claim that their prescribing practices can't be influenced by these gifts, studies indicate otherwise (see www.nofreelunch.org/requiredinfluence.htm). To address the problem, Dr. Goodman created his Web site, www.nofreelunch.org. The site urges doctors to sign a pledge to refuse free gifts and meals.

Dr. Goodman's message seems very relevant as I jot notes on an Elsevier notepad with an Ovid pen. How much less expensive would library resources be if we took the same

pledge? How much influence do vendor gifts have on our purchasing decisions? Vendors would not spend thousands of dollars throwing parties at MLA if this did not result in increased sales. Even worse, the organizations that are supposed to represent us and our libraries, like MLA and, yes, even MHSLA, actively pursue vendor support, often to fund conference activities. The losers are ultimately our libraries and our patrons. Perhaps we can't afford the journals our patrons need because the money paid for the pens, mugs, keychains, and that terrific party at MLA—the one with the endless supply of frozen margaritas. There is no free lunch.

Sault Area Hospital Health Sciences Library: Retirement and Job Vacancy

*Submitted by Kathy You,
Sault Area Hospital Health Sciences Library,
Sault Ste. Marie, Ontario*

Anticipating exciting times ahead and sadness, too, about leaving many friends and co-workers behind, I have decided to retire. My last day of work will be May 27, 2004, so the countdown is on! Deciding to leave the library and the hospital after more than 25 years was not easy, but it's time to move on.

As I look back, what an experience it has been! There were many challenges along the way, of course, and to go with them, many rewards and satisfaction and regret as well. Rapid technological changes kept me on my toes and the changes in healthcare systems over the years were exciting but also very difficult at times. Two major changes were the merger of the two local hospitals, one Catholic (the Sault Ste. Marie General Hospital) and the other public (the Pummer Memorial Public Hospital), and the consolidation of the two hospital libraries into one.

Somehow I managed and survived many changes and challenges—from the days when the Index Medicus volumes were filling up the limited shelving spaces with alarming speed to the beginning of the Internet and to now. I will always remember the day in 1997 when the then Vice-President Al Gore announced free MEDLINE on the Web. I promptly cancelled our subscription to Ovid MEDLINE on CD-ROM to free up the money for some other resources! Multiple copy ILL forms are a distant

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memory now, and the amazing DOCLINE and Ariel programs make document delivery service so much more efficient which keeps our patrons happy! And the Web sites! I have no idea how we managed our day-to-day work without the Internet. Just astounding! Building our own library Web site was a challenge but a job I thoroughly enjoyed.

With every major change, I relied on the advice of many of my colleagues in Michigan and Ontario, and I sincerely appreciate all the help I have received over the years.

The SAH Library has been, and probably will be, a one-person library for some time and the job I vacate will be advertised, so any interested person may contact our Human Resources Department or check our hospital Web site at www.sah.on.ca.

I will be pursuing my many hobbies and hope to visit my children and my sisters more often. A puppy dog will keep me company while I garden and go for walks in the parks, along the boardwalk and through the neighborhoods. Gardening magazines—I have two subscriptions this year—will be part of my reading pleasure along with many books on the long list I've been keeping. Cooking and quilting, knitting and travelling and visiting family and friends... It seems the best times of my life are still to come! And, oh, the name of my new puppy that will join our household in May, well, maybe, Tigger! It will remind me of the adorable DOCLINE mascot.