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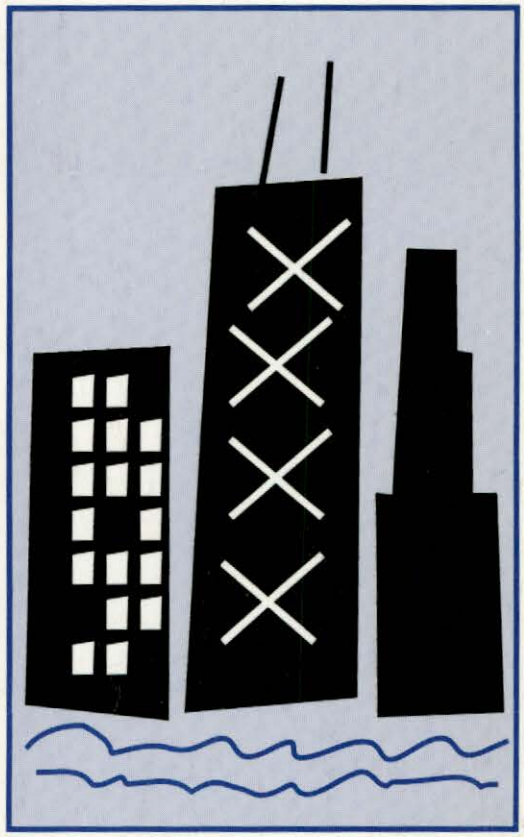

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Medical Library Association
93d Annual Meeting
May 14–20, 1993
Chicago, Illinois

Welcome

From the President

Jacqueline D. Bastille
President

Welcome to Chicago, IL, and the 1993 Annual Meeting of the Medical Library Association. The National Program Committee (NPC) has planned an excellent meeting, combining all the features that make attendance such a valuable professional experience.

In planning for this year, the NPC has responded to requests made by members in a survey conducted by the Annual Meeting Task Force. You will find continuing education opportunities offered in the middle of the meeting, as well as before and after. You will be pleased by the topics of the concurrent tracks, which address vital issues that impact and elevate our professional status. Our keynote speaker, Patricia Aburdene, surely will excite you, because she is a bona fide librarian as well as a futurist of international renown.

At an event called "Shaping Our Future," we will celebrate our association's new integrated information system. Cambridge Scientific Abstracts has generously sponsored this evening at the Field Museum of Natural History. I hope you will join me at this event to have fun, to see what we plan for our ground-breaking system, and to make a donation to help speed the full development of a system that will empower us as members and as an association. Welcome and enjoy!

Jacqueline D. Bastille
President

From the NPC

On behalf of the members of the National Program Committee (NPC) and the many people who have worked on this annual meeting, I am pleased that you have chosen to be with us in Chicago. Each NPC strives to support the efforts of MLA members by offering a diverse and stimulating program mix, yet we know that in today's fast-paced world, individual health information professionals bear the primary responsibility for seeking lifelong education and professional development opportunities. This applies to attendance at meetings as well.

The lack of an overall theme for the 1993 meeting reflects the reality of personal empowerment: the NPC recognized that most attendees arrive with a self-selected set of priorities and desired outcomes for the annual meeting. Individuals have targeted particular events, contributed paper panels, poster sessions, or other knowledgeable colleagues who can contribute to one's expertise and skills. Continuing education courses were chosen in advance, social calendars were coordinated, and arrival and departure details were planned around those events of greatest value to each participant. MLA members are extremely careful about optimizing their travel dollars!

The NPC hopes we have afforded you numerous opportunities for professional and personal enrichment, and we thank you for joining us. May your energy sustain you through these busy days, and may you return home well satisfied with the many decisions you have made both before and during the meeting.

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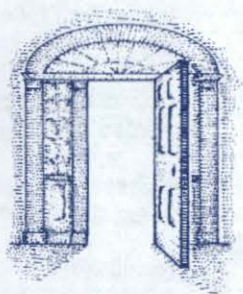

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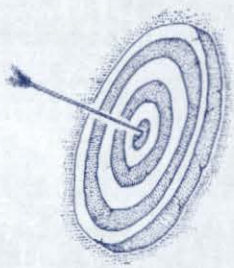

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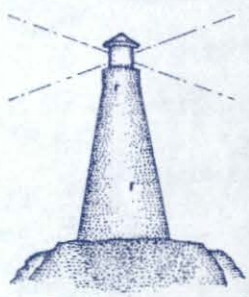

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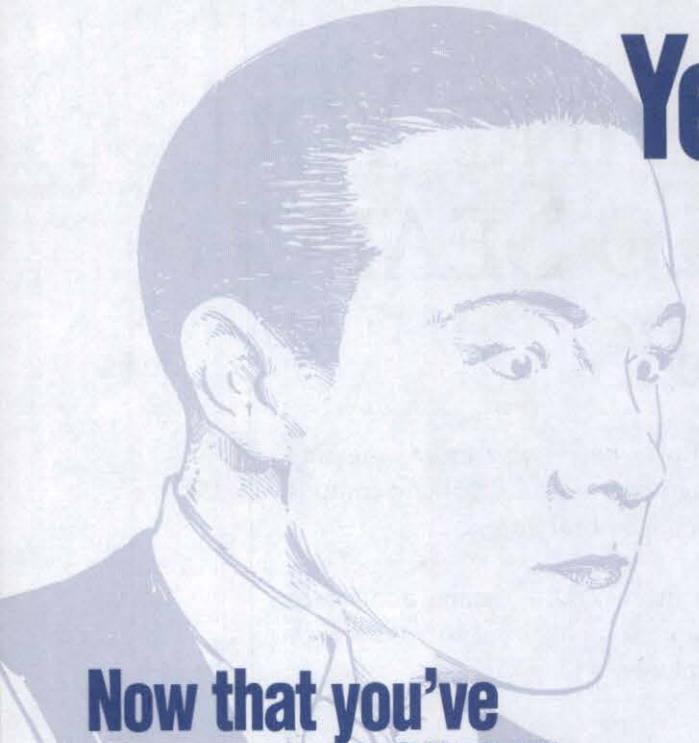

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MLA Officers, Volunteers, Staff	1
Friends of MLA	3
General Information	6
Continuing Education	12
Daily Program	16
The Palmer House Hilton	33
Informal Meetings Schedule	39
Parliamentary Procedures	42
1993 Exhibitors	45
Hall of Exhibits Maps	47
Guide to Exhibits	48
Index to Advertisers	59
Index to Presenters	61
Abstracts	1a

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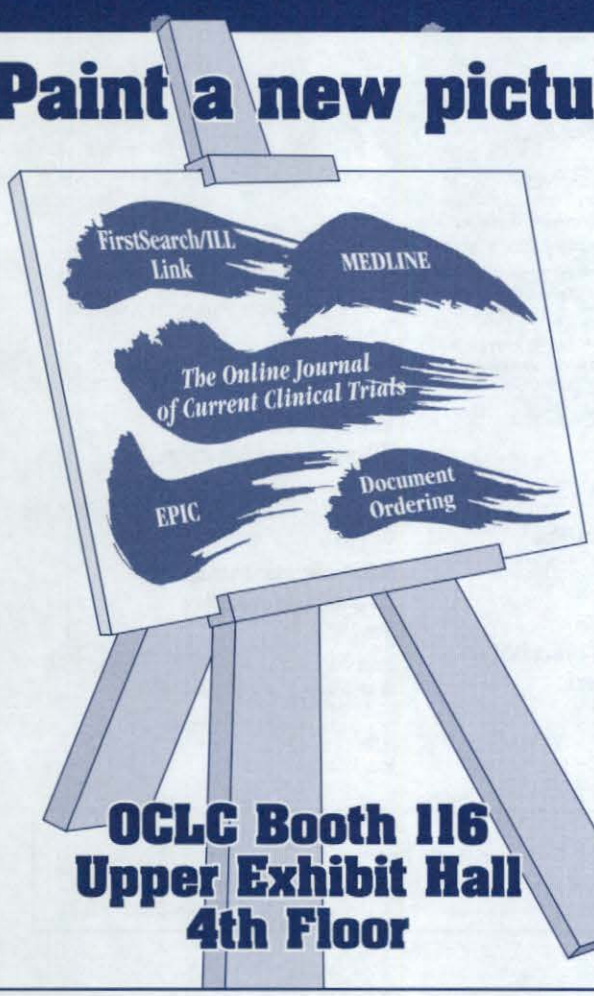

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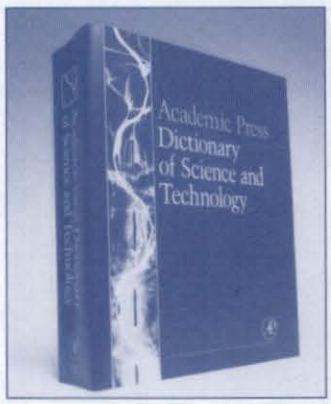

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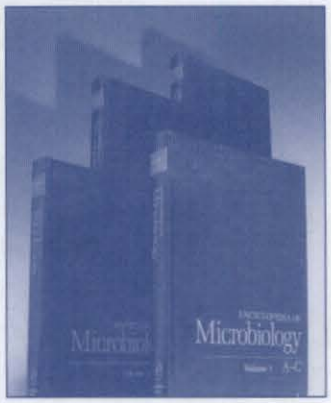

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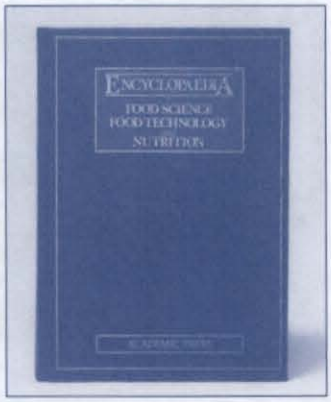

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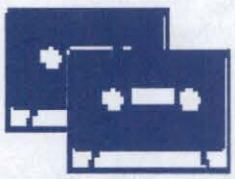

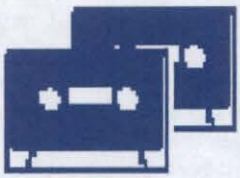

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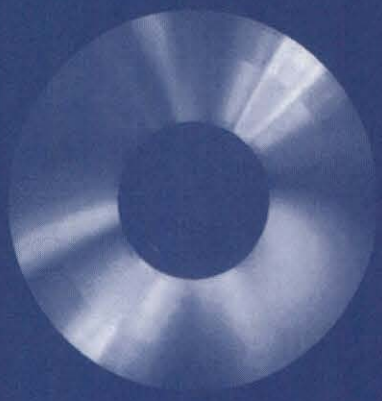

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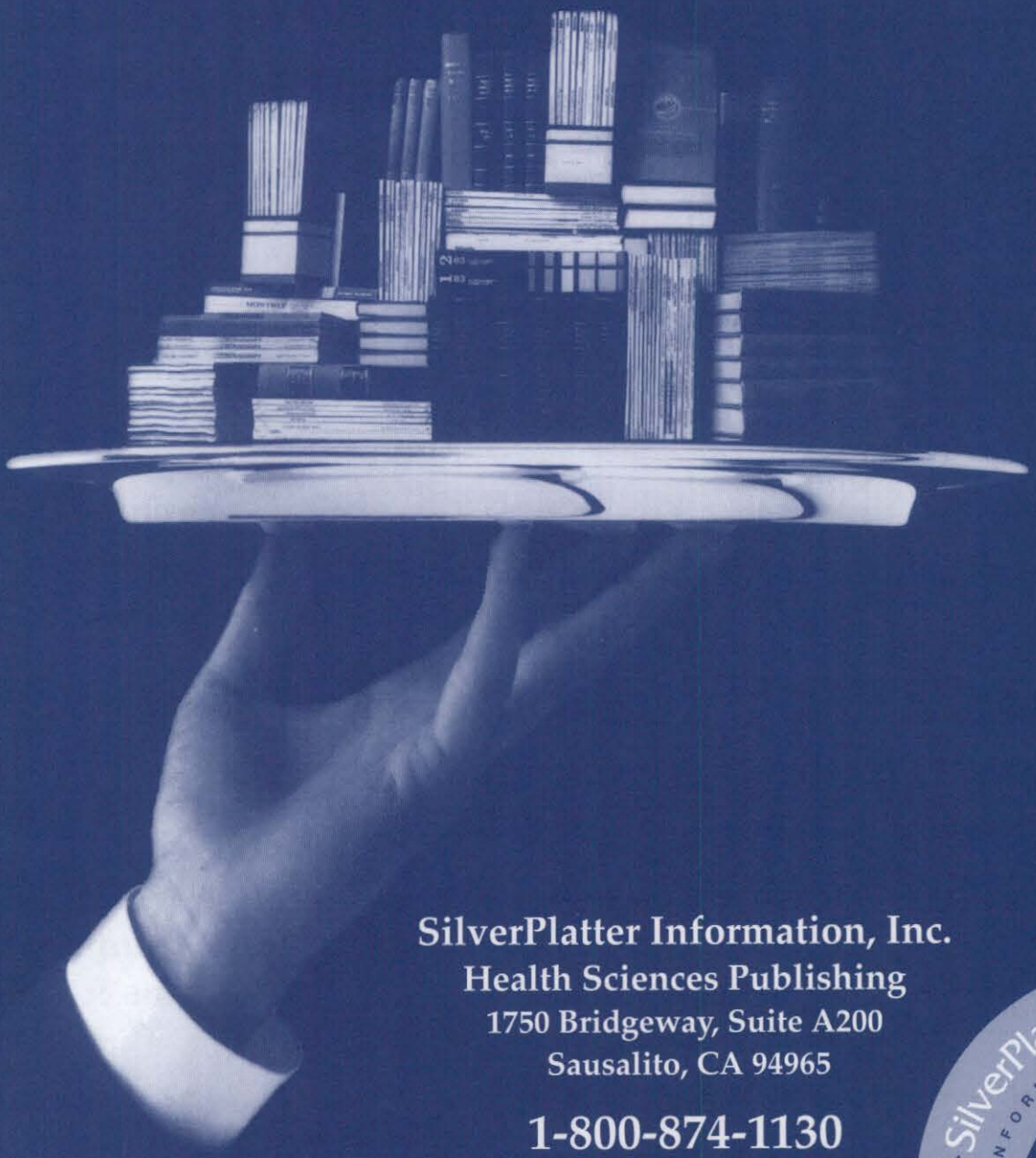

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Academy Booth "Certification Headquarters"

Members of the Credentialing Committee and the Professional Recognition Review Panel will be anxiously awaiting your questions and comments regarding MLA's Academy of Health Information Professionals. Brochures, certification booklets, and application forms will be on display. The Academy Booth is located in the Hall of Exhibits, booth 184.

Booth Hours
Sunday, May 16, 6:00 P.M.–8:00 P.M.
Monday, May 17, 10:00 A.M.–5:00 P.M.
Tuesday, May 18, 10:00 A.M.–5:00 P.M.
Wednesday, May 19, 9:30 A.M.–2:00 P.M.

Academy Information Sessions

Credentialing questions? The Professional Recognition Review Panel knows that assembling a portfolio for admission into the academy is not an easy task; so the panel is offering a consultation session to answer any questions you may have. The session is scheduled for Tuesday, May 18, from 3:30 P.M. to 4:30 P.M. in Parlor D, 6th floor.

Is your academy membership about to expire? Don't worry, we can help! Any questions you have concerning recertification in the Academy of Health Information Professionals will be answered by the Credentialing Committee and the Professional Recognition Review Panel in a session held on Tuesday, May 18, from 3:00 P.M. to 3:45 P.M. in the Monroe Ballroom, 6th floor.

ACCESS

All rooms in the Palmer House are accessible to persons with disabilities. Those requiring special room assistance should notify the MLA Office, located in Private Dining Room 1, 3d floor.

BUILDING NETWORKS WITH COLLEAGUE CONNECTION

The Membership Committee sponsors the Colleague Connection program, which pairs new members or first-time attendees with experienced members. Once assigned, each pair of colleagues sets its own schedule. The deadline for participating was April 15, 1993, but for an "emergency connection" or to help a new colleague, contact Andrea Kenyon at the New Member/First-Time Attendee Orientation on Sunday, May 16, 9:30 A.M., in the Red Lacquer Room.

CHAPTER SHARING ROUNDTABLES AND LUNCHEON

Roundtable discussions and a luncheon are scheduled for Monday, May 17, from 11:30 A.M. to 1:00 P.M., for chapter members to informally share experiences and expertise. All chapter officers, committee members, and anyone who wants to discover how other chapters handle activities are encouraged to attend. Facilitators and resource people will be available to answer specific questions.

A box lunch is available for $13.00. Tickets are available at the MLA Registration Center and must be purchased by NOON on Sunday, May 16.

Discussion groups will concentrate on the following specific areas of interest: annual meeting planning, bylaws, chapter chairs and incoming chairs, continuing education, finance/tax-exempt status, governmental relations, honors and awards, membership, newsletter editing, planning, *Platform for Change*, professional issues, public relations, research, and state groups.

EARLY MORNING WALK

What better way to explore Chicago than on foot in the early morning hours with friends and colleagues? The walk includes a stop for refreshments. Participants should meet at the Monroe Street entrance on the north side of the Palmer House Hilton, street level. Pack your walking shoes and plan now to be a part of the walk, sponsored by Majors Scientific Books, Inc., on Monday, May 17, 6:30 A.M. to 7:30 A.M.

FILM FESTIVAL

Sponsored by the Educational Media and Technologies Section, this year's film festival features several informative presentations. You are invited to attend any of these special sessions on Tuesday, May 18, in Private Dining Room 6.

Film Schedule

9:00 A.M.–10:00 A.M.
Look into...RESEARCH METHODS AND ISSUES:
Do Scientists Cheat?
The Question of Causation

2:30 P.M.–3:30 P.M.
Look at...STRATEGIES FOR SUCCESS AT WORK:
Quest for Excellence
Meetings, Bloody Meetings

4:30 P.M.–5:30 P.M.
Look ahead to...the FUTURE:
The Future of Medical Education: a conversation with C. Everett Koop
Imagine

FOOD FOR THOUGHT

This year you have a choice of where to eat in the Hall of Exhibits. Grab a bite at the MLA Library Cafe, located in the Upper Exhibit Hall, or the MLA Sidewalk Cafe, located in the Lower Exhibit Hall. Both will serve fresh, healthful, inexpensive, and imaginative lunches Monday through Wednesday from 11:30 A.M. until 1:30 P.M.

All coffee breaks will also be served in these two unique areas, so be sure to visit the Hall of Exhibits often to meet old friends, have a cup of coffee, or enjoy a fresh salad. On Monday, May 17, from 3:00 P.M. to 3:30 P.M., Marquis Who's Who, publishers of the *Official ABMS Directory of Board Certified Medical Specialists*, will serve healthy, delicious frozen yogurt in the Hall of Exhibits.

Box lunches will also be available for those attending the Lunch and Learn sessions.

GUIDE TO LIBRARIES

The Hospitality Subcommittee of the Local Assistance Committee has prepared an extensive "Guide to Libraries in Chicago," which is in your registration pack-

et. Twenty-eight academic and special libraries are listed with their hours and a brief description of each library. All of the libraries welcome visitors during the MLA meeting. Please stop by the Hospitality/Information Center for directions or more information.

HOSPITALITY/ INFORMATION CENTER

Come to the Hospitality/Information Center, located near the Registration Center on the 6th floor, to meet and greet your friends and colleagues. The Local Assistance Committee will make you feel at home in Chicago and answer your questions about restaurants, shopping, transportation, and tourist attractions.

Hospitality Center Hours

Thursday, May 13, 4:00 P.M.–8:00 P.M.
Friday, May 14, 4:00 P.M.–6:00 P.M.
Saturday, May 15, 8:00 A.M.–6:00 P.M.
Sunday, May 16, 8:00 A.M.–6:00 P.M.
Monday, May 17, 8:00 A.M.–5:00 P.M.
Tuesday, May 18, 8:00 A.M.–4:00 P.M.
Wednesday, May 19, 8:00 A.M.–4:00 P.M.

HOTEL SECURITY

The hotel security office (and lost-and-found) is located on the lobby level and can be reached by calling extension 5565.

INSTRUCTORS' BREAKFAST

Rise and shine! All approved instructors of MLA Roster Courses have been invited to attend a special breakfast on Monday, May 17, from 7:00 A.M. to 8:30 A.M. in the Empire Room, Lobby Level.

INTERNATIONAL VISITORS' WELCOME

The International Cooperation Section extends a cordial welcome to international visitors. Section members will be pleased to answer any questions regarding the 1993 Annual Meeting. All international visitors are invited to a special orientation session and reception on Sunday, May 16, at 5:00 P.M. in the Crystal Room.

LOST-AND-FOUND

Please return lost-and-found items to the MLA Office, located in Private Dining Room 1, 6th floor, or call hotel lost-and-found on extension 5565.

MEMBER RESOURCE ROOM

For your convenience, typewriters, a photocopier, and an IBM-compatible PC (with a dot-matrix printer) are available for association business in the Member Resource Room. Sign-up sheets for equipment will be available, but you must provide your own diskettes. The Member Resource Room is located in the Wabash Room and will be open Saturday, May 15, through Wednesday, May 19, 8:30 A.M.–NOON and 1:00 P.M.–5:30 P.M.

MESSAGE CENTER

The attendee message center and bulletin boards for all MLA official announcements are located in the MLA registration area on the 6th floor.

MLA BOOTH— "INFORMATION CENTRAL"

The MLA Booth is your source for information on MLA programs, services, and products. Member volunteers and headquarters staff are available to answer your questions as you browse through MLA brochures, publications, and promotional materials for your library. You're welcome to pick up samples and take them home, or, if you're interested in ordering materials, take your order to the Registration Center—we'll have it en route to your library within twenty-four hours! On Saturday, May 15, and Sunday, May 16, the MLA Booth will be located in the registration area on the 6th floor; Sunday evening, May 16, through Wednesday, May 19, it will be in the Hall of Exhibits, booth 185.

MLA Booth Hours

Registration Area
Saturday, May 15, 10:00 A.M.–5:00 P.M.
Sunday, May 16, 10:00 A.M.–5:00 P.M.

Hall of Exhibits
Sunday, May 16, 6:00 P.M.–8:00 P.M.
Monday, May 17, 10:00 A.M.–5:00 P.M.
Tuesday, May 18, 10:00 A.M.–5:00 P.M.
Wednesday, May 19, 9:30 A.M.–2:00 P.M.

MLA OFFICE

The MLA Office is located in Private Dining Room 1 of the Palmer House Hilton. You may leave messages for the Board of Directors and MLA staff there. Stop by if you have questions about any meetings or activities.

MLA Office Hours

Wednesday, May 12, 7:30 A.M.–NOON; 1:00 P.M.–5:30 P.M.
Thursday, May 13, 7:30 A.M.–NOON; 1:00 P.M.–5:30 P.M.
Friday, May 14, 7:30 A.M.–NOON; 1:00 P.M.–5:30 P.M.
Saturday, May 15, 7:30 A.M.–NOON; 1:00 P.M.–5:30 P.M.
Sunday, May 16, 7:00 A.M.–NOON; 1:00 P.M.–6:00 P.M.
Monday, May 17, 7:00 A.M.–NOON; 1:00 P.M.–6:00 P.M.
Tuesday, May 18, 7:00 A.M.–NOON; 1:00 P.M.–6:00 P.M.
Wednesday, May 19, 7:30 A.M.–NOON; 1:00 P.M.–5:30 P.M.
Thursday, May 20, 7:30 A.M.–NOON; 1:00 P.M.–5:30 P.M.

NEW MEMBERS/ FIRST-TIME ATTENDEES

MLA's Membership Committee extends a warm welcome to all new members and first-time attendees! Because your first meeting can be a bit overwhelming, the Membership Committee urges you to attend a special morning reception and orientation on Sunday, May 16, at 9:30 A.M. in the Red Lacquer Room.

NEWSLETTER

The 1993 Annual Meeting newsletter, *Windy City Bluster*, will be published on Sunday, May 16, through Wednesday, May 19. Attendees are invited to submit items for publication. The Publicity/Promotion Subcommittee of the 1993 Local Assistance Committee will pick up articles at 3:00 P.M. on May 15, 16, 17, and 18 at the Hospitality/Information Center and the MLA Office.

1994 ANNUAL MEETING

The 94th Annual Meeting of the Medical Library Association will be held in San Antonio, TX, Sunday, May 13, through

General Information

Wednesday, May 19, 1994, at the Hilton Palacio del Rio, the San Antonio Marriott River Walk, and the San Antonio Marriott Rivercenter. A call for participation is included with your registration materials.

The 1994 National Program Committee invites you to stop by its booth in the registration area for additional information.

PLACEMENT SERVICE—"JUMP-START YOUR JOB SEARCH"

Seeking a new job or a change of scenery? Looking for the perfect employee to fill your position? Let the Placement Service help you! The Placement Service provides a friendly meeting place for both job seekers and employers. Located in the Wabash Room, the Placement Service will be open Saturday through Wednesday, May 15–19, from 8:30 A.M. to 5:30 P.M. An orientation session will be held on Sunday, May 16, 8:30 A.M.–9:00 A.M.

Individual job seekers and employers may submit late applications to the Placement Service through Monday, May 17. The Placement Service will share space with the Member Resource Room, so photocopying facilities will be available; catalogs of Job Opportunities and Applicant Availability Forms will go on sale beginning Wednesday, May 19.

REGISTRATION CENTER

Programs, badges, and other conference materials will be distributed at the Registration Center, located on the 6th floor. On-site registration will take place at the Registration Center.

Registration Center Hours

Thursday, May 13, 4:00 P.M.–8:00 P.M.
Friday, May 14, 7:00 A.M.–6:00 P.M.
Saturday, May 15, 7:00 A.M.–6:00 P.M.
Sunday, May 16, 7:00 A.M.–6:00 P.M.
Monday, May 17, 7:00 A.M.–6:00 P.M.
Tuesday, May 18, 7:00 A.M.–4:00 P.M.
Wednesday, May 19, 7:00 A.M.–5:00 P.M.
Thursday, May 20, 7:00 A.M.–NOON

SACK SITTERS

For your convenience, Sack Sitters will be available in the Hall of Exhibits. Sack Sitters frees you to go to meetings, sessions, another round of exhibits, lunch, whatever, without lugging heavy materials with you. The following services will be available for a reasonable fee: coat, briefcase, luggage storage; shipping/packaging; and emergency mailing and business supplies for sale.

SCHOLARSHIP BOOTH

Support the MLA scholarship program with a donation to the Scholarship Fund, and receive a souvenir from this year's meeting. Cash, checks, Visa, and MasterCard are accepted. The Scholarship Booth is located in the registration area and is open Saturday, May 16, through Wednesday, May 19, 9:00 A.M.–4:00 P.M.

SECTION BREAKFASTS

The following MLA sections are offering special breakfast meetings. You may purchase tickets for these events at the Registration Center. Tickets are $11.00 and may be purchased until NOON on Monday, May 17.

Chiropractic Libraries Section

The Chiropractic Libraries Section business meeting will be preceded by a continental breakfast on Tuesday, May 18, at 8:30 A.M.

Hospital Libraries Section

A continental breakfast will be served on Tuesday, May 18, from 7:00 A.M. to 8:30 A.M., followed by the section business meeting from 8:30 A.M. to 10:30 A.M.

STUDENT RETREAT

MLA offers a special welcome to library school students attending the 1993 Annual Meeting! MLA's Student Retreat offers a haven from your busy schedule to meet with your peers or to just put up your feet and relax! The retreat will be open Saturday, May 15, to Wednesday, May 19. The location will be posted in the registration area.

SPECIAL EVENTS

AMA Headquarters Open House

The American Medical Association invites all Medical Library Association members and exhibitors to its Chicago headquarters! Tour the AMA library, meet the authors and developers of the publications you use, see what new information products are planned for the future, and enjoy refreshments with your friends and AMA staff on Tuesday, May 18, 3:00 P.M.–5:00 P.M. Look for additional information in your registration packet, or visit the AMA Exhibit Booth 165.

Awards Luncheon and Ceremony

Your friends and colleagues will be honored by your presence at the 1993 Awards Luncheon and Ceremony, Wednesday, May 19. Lunch will be served at 11:45 A.M., and the Awards Ceremony will begin at 12:30 P.M. in the Grand Ballroom. A ticket to this prestigious event is included in the inclusive conference registration. Additional tickets are also available at the Registration Center until NOON, Tuesday, May 18, for $35.00 each. General seating will be available for any meeting attendee who wishes to attend the ceremony but not the luncheon.

Farewell Party

Explore two of Chicago's main attractions (a short walk from the Palmer House) as we celebrate the closing of another successful MLA annual meeting on Wednesday, May 19, from 6:30 P.M. to 8:00 P.M. The landmark Chicago Cultural Center, once the city's main branch public library, is worth visiting just for a glimpse of its dazzling mosaic tile ceilings and dome. The Cultural Center also houses the Museum of Broadcast Communications, one of the world's finest collections of broadcast programs and memorabilia. From Charlie McCarthy to Lucille Ball to Richard Nixon, they're all there—the puppets, the entertainers, the politicians who made radio and television history.

One ticket comes with inclusive conference registration; additional tickets are available at the Registration Center for $40.00 each and must be purchased by NOON on Tuesday, May 18.

Library School Reunion

Remember that old camp song: "Make new friends and keep the old...one is silver and the other gold"? You will have the opportunity to do just that at the first-ever all-conference Library School Reunion on Monday, May 17, 5:30 P.M.–7:30 P.M. in the Empire Room. Tables will be available for individual LIS schools,

where grads and faculty can socialize, network, obtain school information, and exchange news. A special AWOLS (Alumni Without Library Schools) area is planned for those of you whose LIS programs have been eliminated over the years, and an international area awaits our foreign graduates. Rendezvous with old and new friends here after a day of meetings and exhibits. A cash bar will be available.

The following LIS schools will be represented (but others are still expected to attend).

Catholic University of America
Drexel University
Florida State University
Kent State University
Palmer School, Long Island University
Queens College
Rosary College
Rutgers—The State University of New Jersey
Syracuse University
Texas Woman's University
University of Alberta
University of Arizona
University of Illinois–Urbana/Champaign
University of Missouri–Columbia
University of North Texas
University of Pittsburgh
University of Puerto Rico
University of South Carolina
University of Toronto

MLA Headquarters Open House

The Medical Library Association extends a very warm and sincere invitation to all attendees to visit MLA headquarters while you are in Chicago, MLA's hometown. The offices are located a short walk from the Palmer House at Six North Michigan Avenue, Suite 300. Staff will be on hand to show you around, answer any questions you may have, and offer a genuine midwestern welcome. The Open House will be held at headquarters on Tuesday, May 18, from 4:00 P.M. to 7:00 P.M.

Shaping Our Future Reception

Step into the past to help shape our future. The MLA fund-raising reception (Monday, May 17, 7:30 P.M.–10:30 P.M.) is free to all conference participants (please register to attend) and features one of the world's great museums, a preview of MLA's new electronic information management system, and the announcement of the "Name the System" contest winner.

The Field Museum of Natural History contains an exciting and varied array of exhibits: Egyptian mummies, Haida totems, the tiniest of precious gems, plants of the world, dinosaurs, latter-day mammals, and early life on the North American continent. Attend our private showing of this rich collection of more than 19 million artifacts and specimens from all over the globe, and participate in a treasure hunt. MLA will display its proposed new electronic information management system, supported in part by a generous contribution from Cambridge Scientific Abstracts, proud sponsor of this event. Pledges will be accepted from members who wish to provide support.

Buses will depart from the Monroe Street entrance of the Palmer House and take guests down scenic Lake Shore Drive to the Field Museum and back.

Welcome Reception and Opening of the Hall of Exhibits

Don't miss the MLA Hall of Exhibits opening gala, an annual meeting tradition and free to all attendees. Members, guests, and friends of MLA will gather at 5:45 P.M. on Sunday, May 16, in the Red Lacquer Room and march together into the exhibit hall, led by two Dixieland jazz bands. Greet old friends and colleagues and meet new ones at the subsequent Welcome Reception in the Lower and Upper Exhibit Halls from 6:00 P.M. to 8:00 P.M.

"What's the Password?"

Step into the Roaring 1920s via a Chicago-style speakeasy, and join the Friends of the National Library of Medicine (NLM) for some libations and a whole lot of fun. Wander back in time to the Prohibition era of illegal alcohol, silent movies, and glamorous gangster chic.

The speakeasy will be open Tuesday, May 18, 1993, in the Red Lacquer Room of the Palmer House, from 6:30 P.M. to 9:30 P.M.

Keep your ears and eyes open this week to uncover the secret password to the Friends of the NLM Speakeasy. You will need a ticket and the password for admission to this discrete party. Tickets are available at the MLA Registration Center ($5.00 for Friends members, $10.00 for nonmembers).

This party was originally scheduled for Chicago's Museum of Science and Industry.

TAPED SESSIONS

A complete list of available audiotapes is included in your registration materials. Audiotapes can be purchased in the registration area at the Audio Transcripts desk.

TRAVEL SAFETY TIPS

To fully enjoy your stay in Chicago, keep the following commonsense tips in mind:

Do not leave personal belongings unattended or out of your sight for even a short time. Carry your purse in front of you with your hand over the opening. Be particularly careful with your purse when carrying unwieldy packages.

Crowded elevators and revolving doors present ripe opportunities for pickpockets, who usually work in pairs. Often, one pickpocket will feign an illness or pretend to have his or her foot caught in order to distract you, giving the other an opportunity to remove your wallet.

Know your surroundings at all times. Pay attention to all activity around you. On city buses or trains (CTA), stay within view of a CTA employee, especially at night.

Remove your annual meeting name tag prior to leaving your hotel. Name tags identify you as a visitor to the city and as a potential carrier of cash and jewelry.

When walking on the sidewalk, stay close to the street. Avoid doorways and building entrances. Do not explore unfamiliar areas of the city that have not been explicitly recommended to you. Avoid dark streets or alleys.

Do not carry excessive amounts of cash or credit cards; take only what you need. Leave jewelry and other personal valuables in the safety deposit box provided by the hotel, free of charge.

When in your hotel room, always double-lock your guest room door and secure it with the safety latch. Never open your door to callers until you have visually identified them using the door viewer and unless you know or are expecting them.

TWO GREAT INSTITUTIONS COMBINE TO FORM A NEW FORCE IN BIOMEDICAL INFORMATION

On March 1st 1993 the Bureau of Hygiene and Tropical Diseases became part of CAB International, bringing together two of the world's leading publishers of scientific and biomedical information.

Established in 1908, the Bureau is one of the world's oldest and most authoritative sources of information on public health, tropical and communicable diseases and their control. Its bibliographic database, compiled from over 1,200 sources is available online through DIMDI, and printed journals and newsletters include *Tropical Diseases Bulletin, Abstracts of Hygiene and Communicable Diseases, Current Aids Literature, Aids Newsletter* and *Public Health News*.

These titles will enhance CAB International's existing range of biomedical publications and new electronic products are being planned to complement the current range of CD-ROM's, notably CABCD (all of CAB ABSTRACTS on CD-ROM) and the CAB Spectrum range of specialized CD-ROM databases including VETCD, CABPESTCD, TREECD, HORTCD, BEASTCD and SOILCD.

For further information on all CAB International printed and electronic information products, please contact the Marketing Department.

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So, consider all the factors when choosing your subscription agency. Isn't it time you explored your options?

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Continuing Education

All continuing education (CE) courses will be held in the Palmer House Hilton. To register on site, inquire at the MLA Registration Center. Room assignments are listed below. Instructors' names are in parentheses.

FRIDAY, MAY 14

CE 502 Research Proposal Development for Librarians (Spencer)
8:00 A.M.–5:00 P.M.
LaSalle 1, 7th Floor

CE 601 Basic Library Management (Bell)
8:00 A.M.–5:00 P.M.
LaSalle 5, 7th Floor

CE 604 Planning Library Facilities (Stroyan)
8:00 A.M.–5:00 P.M.
Parlor H, 6th Floor

CE 605 Managing Reference Services: Bringing Policy to Action (Kwan)
8:00 A.M.–5:00 P.M.
Dearborn 3, 7th Floor

CE 905 Government Information Resources (Rhoads)
8:00 A.M.–5:00 P.M.
Parlor A, 6th Floor

NP 100 CD-ROM Local and Wide-Area Networking (McQueen)
8:00 A.M.–5:00 P.M.
Monroe Ballroom, 6th Floor

NP 102 Information Technology Survival Skills for Medical Librarians (Frisse, Panko)
8:00 A.M.–5:00 P.M.
Parlor B, 6th Floor

NP 103 Introduction to Health Services Research (Larsson)
8:00 A.M.–5:00 P.M.
Burnham 4, 7th Floor

NP 104 Success: Factors Influencing High Achievement (Baxter)
8:00 A.M.–5:00 P.M.
Clark 5, 7th Floor

NP 105 The Library's Contribution to Quality (brown [*sic*], Smith)
8:00 A.M.–5:00 P.M.
Dearborn 1, 7th Floor

NP 106 Total Quality Management (Buchanan)
8:00 A.M.–5:00 P.M.
Montrose 1, 7th Floor

SATURDAY, MAY 15

CE 07 Getting Funded: Developing Skills in Proposal Writing (Rees)
8:00 A.M.–5:00 P.M.
LaSalle 1, 7th Floor

CE 201 Medical Terminology (Peloquin)
8:00 A.M.–5:00 P.M.
Burnham 4, 7th Floor

CE 602 Principles of Hospital Library Management (Lambremont)
8:00 A.M.–5:00 P.M.
LaSalle 5, 7th Floor

CE 606 Planning and Administering a Bibliographic Instruction Program (Collins, Martin)
8:00 A.M.–5:00 P.M.
Clark 5, 7th Floor

CE 901 Introduction to Reference Sources in the Health Sciences (Dimitroff)
8:00 A.M.–5:00 P.M.
Parlor A, 6th Floor

NP 107 Benchmarking (Buchanan, Marshall)
8:00 A.M.–5:00 P.M.
Montrose 1, 7th Floor

NP 108 Continuous Quality Improvement and the Hospital Library (Jones)
8:00 A.M.–5:00 P.M.
Dearborn 3, 7th Floor

NP 110 Power and Influence (Baxter)
8:00 A.M.–5:00 P.M.
Parlor B, 6th Floor

NP 111 Searching the Genome Database (Brandt)
8:00 A.M.–5:00 P.M.
Monroe Ballroom, 6th Floor

SUNDAY, MAY 16

NP 112 Advanced Features of GRATEFUL MED (Soehner)
8:00 A.M.–NOON
Private Dining Room 16, 5th Floor

NP 113 How to Teach Adults in Individual and Small-Group Settings (Webb)
8:00 A.M.–NOON
LaSalle 1, 7th Floor

NP 114 Information Malpractice (Craig, Puckett)
8:00 A.M.–NOON
Clark 5, 7th Floor

NP 115 Leadership Skills Spin-off: The Learning Organization (Bushman)
8:00 A.M.–NOON
Adams Ballroom, 6th Floor

NP 116 Listening Between the Lines (Brittain)
8:00 A.M.–NOON
Parlor A, 6th Floor

NP 119A Navigating the Internet: Resources and Services (Gregory)
8:00 a.m.–NOON
Monroe Ballroom, 6th Floor

NP 117 Teamwork (Keller)
8:00 A.M.–NOON
Parlor B, 6th Floor

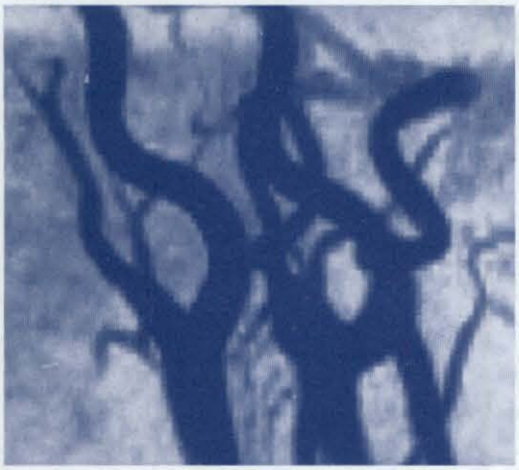
TUESDAY, MAY 18

NP 118 GRATEFUL MED: Train the Trainers (Siegel, Youngkin)
8:00 A.M.–NOON
Private Dining Room 7, 3d Floor

NP 119 Navigating the Internet: Resources and Services (Gregory)
8:00 A.M.–NOON
Crystal Ballroom, 3d Floor

THURSDAY, MAY 20

FRC Appreciating the Art of Fund-Raising: A Symposium on Applications to Health Sciences Libraries (O'Mahoney, Apted, Koch, Peek, Tantillo)
9:00 A.M.–5:00 P.M.
Monroe Ballroom, 6th Floor



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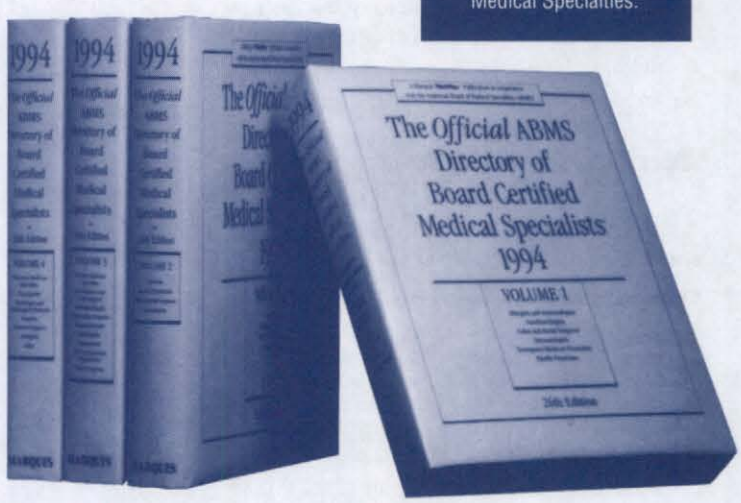

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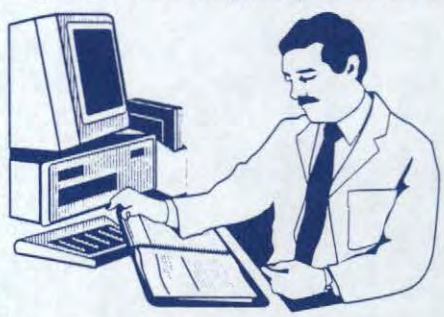

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Daily Program

WEDNESDAY, MAY 12

2:00 P.M.–5:00 P.M.
Board of Directors
Private Dining Room 9

THURSDAY, MAY 13

8:30 A.M.–5:00 P.M.
Board of Directors
Private Dining Room 9

FRIDAY, MAY 14

8:00 A.M.–5:00 P.M.
Continuing Education Courses
(See page 12 for room assignments.)

1994 National Program Committee
Private Dining Room 5

8:30 A.M.–5:00 P.M.
Board of Directors
Private Dining Room 9

SATURDAY, MAY 15

8:00 A.M.–5:00 P.M.
Books Panel
Private Dining Room 9

Continuing Education Committee
Private Dining Room 7

Continuing Education Courses
(See page 12 for room assignments.)

Credentialing Committee
Private Dining Room 8

9:00 A.M.–5:00 P.M.
1995 National Program Committee
Private Dining Room 6

Student Retreat
(Check Registration Center for location.)

10:00 A.M.–5:00 P.M.
Nominating Committee
Cresthill

1:00 P.M.–4:00 P.M.
Placement Service
Wabash Parlor

3:00 P.M.–5:00 P.M.
1993 National Program Committee
Private Dining Room 5

SUNDAY, MAY 16

7:00 A.M.–9:00 A.M.
Awards Committee
Sandburg 4

Credentialing Committee
Sandburg 3

Membership Committee
Cresthill

Publications Committee
Private Dining Room 7

Status and Economic Interests of Health Sciences Library Personnel Committee
Sandburg 2

7:45 A.M.–10:45 A.M.
Chapter Council
Montrose 7

Section Council
Montrose 1

8:00 A.M.–9:00 A.M.
Task Force on Knowledge and Skills
Parlor H

8:00 A.M.–NOON
Continuing Education Courses
(See page 12 for room assignments.)

8:30 A.M.–9:00 A.M.
Placement Service Orientation
Wabash Parlor

9:00 A.M.–10:00 A.M.
Corporate Advisory Committee
Sandburg 6

9:00 A.M.–10:30 A.M.
Task Force on Knowledge and Skills
(Open to all interested members.)
Parlor H

9:00 A.M.–11:00 A.M.
***Bulletin* Editorial Board**
Cresthill

Bylaws Committee
Private Dining Room 9

Continuing Education Instructor Approval, Evaluation Subcommittee
Sandburg 5

Continuing Education Instructional Development Subcommittee
Parlor D

Continuing Education Opportunity Review Subcommittee
Parlor C

Grants and Scholarship Committee
Sandburg 8

Hospital Libraries Committee
Sandburg 7

Oral History Committee
LaSalle 4

9:30 A.M.–11:00 A.M.
New Member, Student Member, First-Time Attendee Breakfast
Red Lacquer Room

11:00 A.M.–12:30 P.M.
New Leaders' Brunch and Orientation
Crystal Room

Section Council Brunch and Orientation
Private Dining Room 4

1:00 P.M.–1:30 P.M.
Welcome to the 93d Annual Meeting
Grand/State Ballrooms

Welcome from the President of the Medical Library Association
Jacqueline D. Bastille, Director, Treadwell Library, Massachusetts General Hospital, Boston

Welcome from the 1993 National Program Committee
Rick B. Forsman, Chair, National Program Committee and Director, Denison Memorial Library, University of Colo-

rado Health Sciences Center, Denver; and Kimberly Goldman, Library of the Health Sciences, University of Illinois at Chicago

1:30 P.M.–2:30 P.M.
President's Address
Jacqueline D. Bastille

Executive Director's Address
Carla J. Funk

2:30 P.M.–3:00 P.M.
Break

3:00 P.M.–4:30 P.M.
Plenary Session I
Grand/State Ballrooms

John P. McGovern Award Lecture
"Megatrends for the Information Age"

Moderator:
Rick B. Forsman, Director, Denison Memorial Library, University of Colorado Health Sciences Center, Denver

Keynote speaker:
Patricia Aburdene, best-selling author and internationally recognized speaker
Sponsored by EBSCO Subscription Services, The Faxon Company, and PaperChase

John P. McGovern Award Presentation

4:45 P.M.–6:00 P.M.
Consumer and Patient Health Information Section
Parlor A
Business Meeting

Library Research Section
Parlor B
Business Meeting

Medical School Libraries Section
Monroe Ballroom
Business Meeting

Nursing and Allied Health Resources Section
Private Dining Room 16
Business Meeting

Public Health/Health Administration Libraries Section
Parlor G
Business Meeting

Technical Services Section
Private Dining Room 18
Business Meeting

5:00 P.M.–6:00 P.M.
International Members' Reception
Crystal Room

5:45 P.M.
Assemble for Welcome Reception and Opening of the Hall of Exhibits
Red Lacquer Room

6:00 P.M.–8:00 P.M.
Welcome Reception and Opening of the Hall of Exhibits
Lower and Upper Exhibit Halls
Sponsored in part by Readmore

MONDAY, MAY 17

6:30 A.M.–7:30 A.M.
Morning Walk

7:00 A.M.–8:30 A.M.
***Ad Hoc* Committee to Evaluate the Books Progam**
Sandburg 5

Continuing Education Instructors' Breakfast
Empire Room

Ethics Task Force
Sandburg 4

Exchange Advisory Committee
Sandburg 3

Informal Meetings
(See page 39 for room assignments.)

Publications Committee
Sandburg 2

Research Libraries Section
Parlor A
Business Meeting

Section Recruitment Committee
Private Dining Room 9

8:30 A.M.–11:30 A.M.
Concurrent Tracks

Track 1
"Managing Creativity and Change"
Adams Ballroom
Note: Attendance at this track is limited to 100 participants—request a ticket at the Registration Center.

Moderator:
Rick B. Forsman, Director, Denison Memorial Library, University of Colorado Health Sciences Center, Denver

Speaker:
Susan Jurow, Director of the Office of Management Services, Association of Research Libraries, Washington, DC

Track 2
"Reorganization and the New Library"
Red Lacquer Room

Moderator:
Ellen R. Westling, Associate Librarian, Countway Library of Medicine, Harvard University, Boston, MA

Speakers:
1. "Reorganization: Premises and Processes"
Susan Jacobson, Director, Health Sciences Library, Columbia University, New York, NY

2. "The HAM-TMC Library Management Information System: An Automated Approach to Information Gathering"
Damon Camille, Assistant Executive Director for Public Services, Houston Academy of Medicine–Texas Medical Center Library

Break

3. "Library Reorganization: Panelists Discuss Efforts Underway at Their Institutions"
Kathryn J. Hoffman, Director, University of Texas Southwestern Medical Center at Dallas Library

Judith Messerle, Director, Countway Library of Medicine, Harvard University, Boston, MA

Carol G. Jenkins, Director, Health Sciences Library, University of North Carolina–Chapel Hill

Track 3
"Human Factors in the Virtual Library"
Monroe Ballroom

Moderator:
Lynn M. Fortney, Assistant Vice President and Biomedical Division Marketing Manager, EBSCO Subscription Services, Birmingham, AL

Speakers:
1. "It's a High-Wire Act"
Nancy M. Lorenzi, Ph.D., Associate Senior Vice President, University of Cincinnati Medical Center, Cincinnati, OH

2. "Making it Work"
Karen A. Butter, Deputy Director, The Library and Center for Knowledge Management, University of California San Francisco

3. "Talking it Out"
Abigail Hubbard, Ph.D., School of Business, University of Houston, Houston, TX

4. "Heating Up and Cooling Down: How to Deal with Difficult People"
Rosalind Lett, Director, Medical Library, Crawford Long Memorial Hospital of Emory University, Atlanta, GA

Track 4
"Made for Each Other: Information Technology and Continuous Quality Improvement in Hospital Patient Care"
Jointly organized by the Medical Informatics Section and the Hospital Libraries Section
Grand Ballroom

Welcome and introductions:
Kay E. Wellik, Chair-Elect, Hospital Libraries Section and Manager, Library Services, Health Sciences Library, St. Joseph's Hospital and Medical Center, Phoenix, AZ

Speakers:
1. "Continuous Quality Improvement: the Critical Roles of Scientific Information and Information Technology"
Paul M. Schyve, M.D., Vice President for Research and Standards, Joint Commission on Accreditation of Healthcare Organizations, Chicago, IL

2. "Practice Guidelines: A Piece of the Quality Puzzle"
Marjorie A. Cahn, Head, Office of Health Services Research Information, National Library of Medicine, Bethesda, MD

3. "Building Quality Control and Improvement into Hospital Information Systems"
Reed M. Gardner, M.D., Ph.D., Codirector, Medical Computing, LDS Hospital, Salt Lake City, UT

4. "CHARTLINE: Using MEDLINE to Identify Potential Patient Management Problems"
Randolph A. Miller, M.D., Director, Medical Informatics Section, University of Pittsburgh, Pittsburgh, PA

Break

"Converging Trends: The Future of Medical Informatics and Continuous Quality Inprovement in the Hospital"

Moderator:
Mara Tapp, host of "The Mara Tapp Show," a daily two-hour public affairs program on WBEZ, the National Public Radio affiliate in Chicago

Panel:
All previous speakers and Michele Klein, Medical Library, Children's Hospital of Michigan, Detroit

5. "Making a Difference in the Hospital's Quality Improvement Program Today"
Christiane Jones, Chief, Library Services, Department of Veterans Affairs Medical Center, Biloxi, MS

Sponsored by Majors Scientific Books, Inc.; the Hospital Libraries Section; and the Medical Informatics Section

10:00 A.M.–5:00 P.M.
Hall of Exhibits Open
Lower and Upper Exhibit Halls
(See "Guide to Exhibits," page 48.)

10:00 A.M.–11:00 A.M.
Coffe Break
Lower and Upper Exhibit Halls

11:30 A.M.–1:00 P.M.
Chapter Council Sharing Event
Private Dining Room 18

11:30 A.M.–1:30 P.M.
Lunch available in Hall of Exhibits
Lower and Upper Exhibit Halls

NOON–12:45 P.M.
"Lunch and Learn" Educational Opportunities

British Medical Journal
LaSalle 5
Our new journals, *Quality in Healthcare, Tobacco Control,* and *Student BMJ* have been phenomenally successful. We publish books and journals in Anaesthesia, Cardiology, Clinical Pathology, Community Health, Dentistry, Ethics, Gastroenterology, History of Medicine, Industrial Medicine, Medical Audit, Medical Genetics, Neurology, Ophthalmology, Paediatrics, Rheumatology, Statistics, Thoracic Medicine, and Tobacco Disease.

BRS Online Products
Monroe Ballroom
BRS Colleague Workshop: Doctors Online. BRS Colleague provides user-friendly, menu-driven access to the power and flexibility of BRS searching. The features, files, and efficient retrieval methods are popular with students, researchers, doctors, nurses, and health care professionals. This session will highlight successful end-user programs and tips on successfully implementing programs to encourage "doctors online."

BRS Online Products
Adams Ballroom
BRS Online Workshop: The BRS Advantage. BRS has a tradition of responding to customer requests and providing flexible and efficient medical information at reasonable prices. In the

past year BRS has expanded this core focus and introduced innovative enhancements. This session highlights system features, efficient retrieval methods, and new pricing options.

CD Plus
State Ballroom
CD Plus Technologies will present its new common user interface, OVID v. 3.0. Available for DOS, Windows, and UNIX environments, the focus of this session will be OVID's Windows version. Mark Nelson, founder and president of CD Plus Technologies, will provide a preview of exciting enhancements to come—enhancements available only through CD Plus's OVID software platform.

Information Access Company/Predicasts
Clark 5
Updated monthly, Information Access Company's NEW Health Reference Center is a unique and comprehensive integrated system designed to meet a variety of health and medical information needs. The database provides three rolling years of hard-to-find medical information from periodicals, pamphlets, and reference books. Health Reference Center is the only one-stop CD-ROM source for many health-related topics, including alcohol and drug abuse, health care policy administration, and AIDS, cancer, and heart conditions.

Institute for Scientific Information
Crystal Room
We will focus on your needs and how our products can help you provide access to the current medical literature. We will talk about the benefits of citation indexing and demonstrate practical applications of this nontraditional search technique. A review of technological options and document delivery will finish the session.

National Library of Medicine
Grand Ballroom
Come and meet with NLM staff, who will discuss improvements to the MEDLARS system and DOCLINE. Topics will include command language and GRATEFUL MED searching, online training, outreach, and new features that make searching NLM databases more efficient and cost-effective. It's also your opportunity to comment about the online system, DOCLINE, MeSH, and your experiences as users of NLM's products and services. Bring your lunch and join us!

PsycINFO, American Psychological Association
Private Dining Room 17
An introduction to ClinPSYC on CD-ROM. This session introduces PsycINFO's new multivendor ClinPSYC CD-ROM database for the medical library environment. ClinPSYC provides flexible, comprehensive access to abstracts of the clinical psychology literature in professional journals from 1980 to the present and is updated quarterly. Discussion covers features of the CD Plus, Compact Cambridge, and SilverPlatter interfaces.

SilverPlatter Information, Inc.
Empire Room
Come lunch and learn about SilverPlatter's newest search feature, the Search Advisor. The Search Advisor dramatically improves end-user searching of SilverPlatter's databases, particularly MEDLINE. A simple, menu-driven selection of common searches, known as a template, advises users of the best ways to search each database. The complexities of limiting and qualifying searches occur behind the scenes.

SilverPlatter Information, Inc.
Red Lacquer Room
Gerry Hurley, M.L.S., director of reference services for SilverPlatter, will be providing training on SilverPlatter's SPIRS retrieval software. This session is designed for former Compact Cambridge users who are becoming familiar with SilverPlatter's searching features; however, all users and potential users are welcome. Bring your lunch and your searching questions to the Red Lacquer Room. We hope you'll join us for this informative session.

1:00 P.M.–3:30 P.M.
Concurrent Contributed Papers

1. *Information Technology I: Optimizing New Technology*
Grand Ballroom

Moderator:
Holly Shipp Buchanan, Louisville, KY

Speakers:
"Accessing Genetic Information"
Robert Engeszer, Library and Biomedical Communication Center, Washington University School of Medicine, St. Louis, MO

"Supporting the Macintosh"
Jonquil D. Feldman, Consultation Services Coordinator, Claude Moore Health Sciences Library, University of Virginia Health Sciences Center, Charlottesville

"The Library Electronic Reference Network"
Kathryn W. Kruse, Potomac, MD

"The CIS Cumulative Database"
Julie K. Kwan, Head, Science and Engineering Library, University of Southern California, Los Angeles

"The UMLS Workstation Project: Progress to Date"
Sandra R. Levy, Information Specialist, Health Sciences Library, University of Maryland at Baltimore

"A Jointly Administered Academic Computing Center"
Judith S. Cohn, Health Sciences Library, University of Medicine and Dentistry of New Jersey, Stratford

"Implementing a Campuswide Electronic Current Awareness Service"
Barbara Lowther Shipman, Alfred Taubman Medical Library, University of Michigan, Ann Arbor

"Development of Multimedia Instructional Programs and a Digitized Image Database"
Jan K. Hart, Library, University of Arkansas for Medical Sciences, Little Rock

2. *Research in Health Sciences Libraries I: Using Journal Literature*
Crystal Room

Moderator:
Audrey Powderly Newcomer, Director, Library, University of Arkansas for Medical Sciences, Little Rock

Monday

Speakers:
"Use of Internal Circulation Statistics for Journal Cancellation Decisions"
Henry T. Armistead, Collection Development Librarian, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA

"Adding Value to Library Services with Publication and Citation Data"
Elizabeth S. Aversa, Ph.D., Columbia, MD

"Access through Cooperation"
Diana Cunningham, Director, Medical Sciences Library, New York Medical College, Valhalla

Lynnette Ralph, Director, Access Services, Health Sciences Library, University of Maryland at Baltimore

"Distribution of Articles in Health Sciences Librarianship in Medical Journals"
Min-Lin Emily Fang, Acting Coordinator for Reference Services, Library of the Health Sciences, University of Illinois at Chicago

"Collection Analyses in the Best of Times, the Worst of Times"
Jane L. Thompson, Health Sciences Library, University of Cincinnati MCIC, Cincinnati, OH

3. Research in Health Sciences Libraries II: Innovative Research Methodology
State Ballroom

Moderator:
Valerie Florance, Deputy Director, Welch Medical Library, School of Medicine, Johns Hopkins University, Baltimore, MD

Speakers:
"Evaluation of Monograph Selection in a Health Sciences Library"
Ruth E. Fenske, Ph.D., Health Sciences Library, University of Illinois, Urbana

"The Critical Incident Technique as a Research Tool"
Julie K. Kwan, Head, Science and Engineering Library, University of Southern California, Los Angeles

"What Medical Reference Librarians Can Learn from Journalists"
Laurie A. Potter, Savitt Medical Library, University of Nevada School of Medicine, Reno

"Meeting Health Professionals' Information Needs"
Peggy Mullaly-Quijas, McGoogan Library of Medicine, University of Nebraska Medical Center, Omaha

"Profile of the Comprehensive Cancer Research Center Library"
Eve Ruff, Head of Library Services, Fred Hutchinson Cancer Research Center, Seattle, WA

"Intensive Interviewing and Model Building"
Zoë Stavri, Library and Center for Knowledge Management, University of California at San Francisco

"MEDLINE for Every User: What Features Count"
Bette Brunelle, CD Plus, New York, NY

"Online Search Training for Residents"
Valerie Florance, Deputy Director, Welch Medical Library, School of Medicine, Johns Hopkins University, Baltimore, MD

4. Changing the Organizational Culture I: Rural Issues
Empire Room

Moderator:
Jacqueline Snider, Information Specialist, Institute of Agricultural Medicine and Occupational Health, University of Iowa AMRF, Oakdale

Speakers:
"Unexpected Document Needs in a GRATEFUL MED Outreach Project"
Jo Dorsch, Assistant Health Sciences Librarian, Library of the Health Sciences, University of Illinois at Chicago, UIC College of Medicine at Peoria

"The New York Center for Agricultural Medicine and Health Library and Information Center"
David Kent, Librarian and Information Specialist, NYCAMH, Mary Imogene Bassett Hospital, Cooperstown, NY

"The National Agricultural Safety and Health Network"
Jacqueline Snider, Information Specialist, Institute of Agricultural Medicine and Occupational Health, University of Iowa AMRF, Oakdale

"The Reachout West Texas NN/LM Outreach Project"
Richard C. Wood, Director, Library of the Health Sciences, Texas Tech University Health Sciences Center, Lubbock

"Developing a Medical Informatics Education Program to Support a Statewide Health Information Network"
Susan E. Woods, University of Florida Health Science Center Library, Gainesville

"Rural Information Center Health Service"
Joy Zimmerman, Health Information Specialist, Rural Information Center Health Service, National Agricultural Library, Beltsville, MD

5. Reshaping the Library Image I: New Roles for Libraries/Librarians
Private Dining Room 17

Moderator:
Lucretia W. McClure, Medical Librarian, Edward G. Miner Library, University of Rochester Medical Center, Rochester, NY

Speakers:
"Continuing Medical Education and the Health Science Librarian's Role"
Jeanne Strausman, Educational Services Librarian, Cornell Medical Library, Cornell Medical College, New York, NY

"New Roles for Librarians in the Electronic Information Environment"
Chung Sook Kim, Assistant Director, Database Development and Access, Welch Medical Library, Johns Hopkins University, Baltimore, MD

"Computer Competencies for Instructional Librarians"
Craig Mulder, Assistant Director for Education, Welch Medical Library, Johns Hopkins University, Baltimore, MD

"Library School Students as Collaborators in Library Research"
Jeanne Strausman, Educational Services Librarian, Cornell Medical Library, Cornell Medical College, New York, NY

"Let's Talk: Consultation Adapts to New Needs"
M. J. Tooey, Director, Reference and Information Management Services, Health Sciences Library, University of Maryland at Baltimore

"Merging the Library and Computing Cultures"
Frieda O. Weise, Vice President for Information Services, Health Sciences Library, University of Maryland at Baltimore

"A Perspective on Image"
Lucretia W. McClure, Medical Librarian, Edward G. Miner Library, University of Rochester Medical Center, Rochester, NY

"A Jointly Administered Academic Computing Center"
Micki McIntyre, Information Management Librarian, Health Sciences Library, University of Medicine and Dentistry of New Jersey, Stratford

1:00 P.M.–3:30 P.M.

Cancer Librarians Section
Parlor B

Program
"The Proton Beam: Challenges of Developing Unique Databases"

Speaker:
Paul W. Kittle, Director, Campus Network Administration, Loma Linda University, Loma Linda, CA

Consumer and Patient Health Information Section and Public Health/ Health Administration Section
Adams Ballroom

Joint Program
"The Good, the Bad, and the Ugly: Comparing the Canadian and U.S. Health Care Systems"

Speakers:
Eugene Vayda, M.D., Professor Emeritus, Department of Health Administration and former Associate Dean of Community Health, University of Toronto, Toronto, Ontario

Quentin Young, M.D., Physicians for a National Health Program, Chicago, IL

Federal Libraries Section
Parlor C

Business Meeting
(1:00 P.M.–2:00 P.M.)

Program
(2:00 P.M.–3:30 P.M.)
"Ethics and the Federal Biomedical Librarian"

Medical Informatics Section, Medical Library Education Section, and Research Libraries Section
Monroe Ballroom

Joint Program
"Medical Informatics Training Opportunities for Librarians"

Speakers:
Ellen Gay Detlefson, School of Library and Information Science, University of Pittsburgh, Pittsburgh, PA

Suzanne F. Grefsheim, Director, National Institutes of Health Library, Bethesda, MD

Roger W. Dahlen, Ph.D., Chief of Biomedical Information Support Branch, Extramural Programs, National Library of Medicine, Bethesda, MD

Medical School Libraries Section and Public Services Section
Red Lacquer Room

Joint Program
"DocuShock: Options for Document Delivery in the '90s"

Moderators:
Judie Malamud, Director, D. Samuel Gottesman Library, Albert Einstein College of Medicine, Bronx, NY

Lillian S. Levine, Assistant Director, Cleveland Health Sciences Library, Cleveland, OH

Speakers:
1. "The HSLC ARIEL Network"
Valerie M. Bennett, Manager, Document Delivery Services, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA

Ilene Palmer, Assistant Director, Health Sciences Libraries Consortium, Philadelphia, PA

2. "Faxon Finder/Faxon Xpress: Report from a Beta Test Site"
Mary Linn Borsman, Assistant Director for Access Services, Treadwell Library, Massachusetts General Hospital, Boston

3. "SAIL: Automatic Interlibrary Loan"
Eve-Marie Lacroix, Chief of Public Services Division, National Library of Medicine, Bethesda, MD

4. "A Look at the LOANSOME DOC Service"
Irene M. Lovas, NN/LM Pacific Southwest Region, Los Angeles, CA

5. "UnCOVER: The Article Access Solution that Delivers"
Martha Whittaker, Marketing Manager, CARL Systems Inc., Denver, CO

6. "Legal Considerations for Document Delivery Services"
Alison Bunting, Associate University Librarian for Sciences, Louise Darling Biomedical Library, University of California, Los Angeles

Nursing and Allied Health Resources Section
Parlor H

Program
"Supporting the Information Needs of an Allied Health Clientele: Innovative Access for the Underserved"

Speakers:
1. "The Core of the Bibliographic Apple: Access to Periodicals for Allied Health Sciences Professionals"
Margaret (Peg) Allen, Reference/Instruction Librarian, University of Wisconsin, Stevens Point

2. "Information Management for Allied Health Students"
Judy Burnham, UMC Coordinator, Medical Center Library, University of South Alabama, Mobile

3. "Innovative Services for the School of Allied Health at UT Southwestern Medical Center"
Marilyn McKay, Institutional Media Librarian, University of Texas Southwestern Medical Center, Dallas

4. "Expanding our Influence: Teaching Allied Health Professionals at the University Level"
Rochelle Perrine Schmalz, Director, Library and Audiovisual Services, St. Mary's Hospital and Medical Center, San Francisco, CA

5. "Information Skills Instruction in Support of Lifelong Learning in Occupational Therapy: Teaching Students to F.I.S.H."
Elizabeth R. Warner, Education Services Librarian, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA

1:30 P.M.–3:30 P.M.
History of the Health Sciences Section
Dearborn 1

Program
"Medicine and Manuscripts: Resources for Managing Hospital Archives"

Moderator:
Barbara Smith Irwin, Head, Special Collections, University of Medicine and Dentistry of New Jersey, Newark

Speakers:
Anne P. Diffendal, Executive Director, Society of American Archivists, Chicago, IL

Michael McCue, Center for Hospital and Healthcare Administration History, American Hospital Association, Chicago, IL

Coffee Break
Lower and Upper Exhibit Halls
Frozen yogurt, compliments of Marquis Who's Who

3:30 P.M.–5:30 P.M.
Business Session I
Grand Ballroom

Presiding:
Jacqueline D. Bastille, President, Medical Library Association and Director, Treadwell Library, Massachusetts General Hospital, Boston

Announcements and Introductions
In Memoria
New Member Recognition
Call to Order
Announcement of Election Results

New Business
Finance Committee Report
  Membership Dues Structure Proposal
Bylaws Committee Report
  Amendments to the Special Rules of Order
  Amendments to the Bylaws
Informational Reports
  (found in the *1992/93 Annual Report*)

Recognition of Members of the Academy of Health Information Professionals
Old Business
Adjournment

5:30 P.M.–7:00 P.M.
Library School Reunion
Empire Room

7:30 P.M.–10:30 P.M.
"Shaping Our Future" Reception
Field Museum of Natural History
Sponsored by Cambridge Scientific Abstracts

TUESDAY, MAY 18

7:00 A.M.–8:30 A.M.
Informal Meetings
(See page 39 for room assignments.)

***Ad Hoc* Committee to Establish Cunningham Endowment**
Cresthill

Books Panel
LaSalle 4

***Bulletin* Evaluation Committee**
Montrose 4

Health Sciences Library Technicians Committee
Sandburg 8

Hospital Libraries Section
Red Lacquer Room
Breakfast

***News* Evaluation Committee**
Montrose 7

Professional Recognition Review Panel
Sandburg 1

Publishing and Information Industries Relations Committee
LaSalle 1

Technical Services Section
Private Dining Room 16
Breakfast

7:00 A.M.–9:00 A.M.
Awards Juries
Private Dining Room 5

Continuing Education Instructional Development Subcommittee
Sandburg 5

Continuing Education Instructor Approval Subcommittee
Sandburg 6

Continuing Education Opportunity Review Subcommittee
Sandburg 7

Governmental Relations Committee
Parlor G

Grants and Scholarship Juries
Dearborn 1

Joseph Leiter NLM/MLA Lectureship Committee
Sandburg 2

8:00 A.M.–9:00 A.M.
Continuing Education Chapter Chairs
Sandburg 4

8:00 A.M.–NOON
Continuing Education Courses
(See page 12 for room assignments.)

8:30 A.M.–NOON
Chiropractic Libraries Section
Private Dining Room 4

Breakfast
(8:30 A.M.–10:30 A.M.)

Program
(10:30 A.M.–NOON)
"New Directions for Librarians: Opportunities for Advocacy—A Sharing Session"

Moderator:
Marcia M. Thomas, Director, Ruth R. Cleveland Memorial Library, Kansas City, MO

Collection Development Section
Parlor F

Business Meeting
(8:30 A.M.–10:30 A.M.)

Collection Development Section and Technical Services Section
Monroe Ballroom

Joint Program
(10:30 A.M.–NOON)
"Getting Very Selective: A Panel Discussion"

Panelists:
David Morse, Norris Medical Library, University of Southern California, Los Angeles

Carole Gilbert, Helen L. DeRoy Medical Library, Providence Hospital, Southfield, MI

Jacqueline Wilson, University of California at San Francisco

Dental Section
Private Dining Room 9

Business Meeting
(8:30 A.M.–10:30 A.M.)

Program
(10:30 A.M.–NOON)
"Encouraging Dental Professionals to Use Information Technology"

Speakers:
Maureen I. Wren, Dental Center Library, New York University, New York City

Frank Mason, Dental Library, University of Southern California, Los Angeles

Sara Anne Hook-Shelton, Indiana University School of Dentistry Library, Indianapolis

Educational Media and Technologies Section
Parlor B

Business Meeting
(8:30 A.M.–10:00 A.M.)

Program
(10:00 A.M.–NOON)
"Inside Internet: MEDLIB-L, E.T.NET and More"

Speakers:
Nancy E. Start, MEDLIB-L List Owner, Health Sciences Library, State University of New York at Buffalo

Charles Greenbery, E.T.NET CAI Conference Organizer, Long Health Sciences Library, Columbia University, New York, NY

History of the Health Sciences Section
Sandburg 3

Business Meeting
(8:30 A.M.–10:30 A.M.)

Hospital Libraries Section
Red Lacquer Room

Business Meeting
(8:30 A.M.–10:30 A.M.)

Contributed Papers
(10:30 A.M.–NOON)
"Variations on a Theme: Value-Added Services in the Hospital Library"

Speakers:
1. "Maslow's Hierarchy and the Sad Case of the Hospital Librarian"
Mary Edith Walker, Director, Biomedical Library, St. Jude's Children's Research Hospital, Memphis, TN

2. "Claude Monet and David Hockney are One and the Same, Just Like Value-Added Services and the Hospital Library"
Marion N. Sabella, Director, Medical Library Services, Long Beach Memorial Medical Center, Long Beach, CA

3. "Hospital Library Outreach Program for Nurses"
Frances K. Ewing, Medical Librarian, Robert Shafer Memorial Library, Presbyterian Hospital, Albuquerque, NM

4. "A Macintosh Network for Continuing Medical Education: A Hospital Library/Learning Center Model"
Peggy Burt, Information Systems Librarian, and Kathleen Murray, Director, Horton Health Sciences Library, Providence Medical Center, Seattle, WA

Forum on the Revision of Minimum Standards for Health Sciences Libraries in Hospitals

International Cooperation Section
Parlor H

Program
"Global Vision in Medical Information: Realities and Dreams"

Speakers:
1. "Library/Book Fellows Program"
Robert P. Doyle, Director, Library/Book Fellows Program, American Library Association, Chicago, IL

2. "Pushing Paper Through the Iron Curtain: How European Medical Librarians Reacted to the Collapse of the Soviet Hegemony"
Tony McSeań, Director, British Medical Association Library, London, United Kingdom

Monique C. Cleland, Director, University of Lausanne Medical Library, Lausanne, Switzerland

3. "Reduction of Resistance to Change Through Staff Development"
Elizabeth Connor, Chief Librarian, King Faisal Specialist Hospital and Research Centre, Riyadh, Saudi Arabia

4. "The Development of a Biomedical Information Infrastructure for Central Africa"
Lenny Rhine, Head, Technical Services, Health Sciences Center Library, University of Florida, Gainesville

Library Research Section
Private Dining Room 17

Business Meeting
(8:30 A.M.–10:30 A.M.)

Program/Open House
(10:30 A.M.–NOON)
"Renew your Research Resources—Meet the Mentors and Ask for Advice"
The section invites all research hopefuls to drop by for informal talks.

Medical Informatics Section
Parlor A

Business Meeting
(8:30 A.M.–10:30 A.M.)

Medical Society Libraries Section
Parlor G

Business Meeting
(8:30 A.M.–10:30 A.M.)

Program
(10:30 A.M.–NOON)
"Rx for Medical Society Library Survival"
Kathie M. DeGeorges, IAIMS Coordinator, American College of Obstetricians and Gynecologists, Washington, DC

Mental Health Librarians Section
Private Dining Room 18

Business Meeting
(8:30 A.M.–10:30 A.M.)

Program
(10:30 A.M.–NOON)
"Mental Health and Social Policy"
Danny Wedding, Ph.D., Director, Missouri Institute of Mental Health, St. Louis

Pharmacy and Drug Information Section
LaSalle 5

Business Meeting
(8:30 A.M.–10:00 A.M.)

Program
(10:00 A.M.–NOON)

Speakers:
1. "How Pharmaceutical Companies Use the Literature"
Christine Linden, Manager, Worldwide Pharmaco-vigilance at Upjohn Company, Kalamazoo, MI

2. "Excerpta Medica Lecture"
Speaker: To be announced

Public Services Section
Parlor E

Business Meeting
(8:30 A.M.–10:30 A.M.)

Relevant Issues Section

Business Meeting
(8:30 A.M.–10:30 A.M.)
Parlor J

Program
(10:30 A.M.–NOON)
Adams Ballroom
"Women and AIDS"
Marge Cohen, M.D., Director, Women and Children with AIDS Program, Santus Clinic, Chicago, IL

Technical Services Section
Private Dining Room 16

Business Meeting
(8:30 A.M.–9:30 A.M.)

Program
(9:30 A.M.–10:30 A.M.)
"NLM Technical Services Update"
Duane Arenales, Chief, Technical Services Division, National Library of Medicine, Bethesda, MD

Joint Program
(10:30 A.M.–NOON)
(See "Collection Development Section.")

Veterinary Medical Libraries Section
Private Dining Room 8

Business Meeting/Breakfast
(8:30 A.M.–10:30 A.M.)

Program
(10:30 A.M.–NOON)
"MVMAC: The Merck Veterinary Manual on the Macintosh Computer"
Ronald D. Smith, D.V.M., Ph.D., Professor and Director of Computing Services, University of Illinois College of Veterinary Medicine, Urbana

9:00 A.M.–10:00 A.M.
Film Festival
Private Dining Room 6

10:00 A.M.–5:00 P.M.
Hall of Exhibits Open
Lower and Upper Exhibit Halls
(See "Guide to Exhibits," page 48.)

10:00 A.M.–10:30 A.M.
Coffee Break
Lower and Upper Exhibit Halls

11:30 A.M.–1:30 P.M.
Lunch available in Hall of Exhibits
Lower and Upper Exhibit Halls

NOON–12:45 P.M.
"Lunch and Learn" Educational Opportunities

ADONIS
State Ballroom
ADONIS is an "inhouse" document delivery and archive service utilizing

CD-ROM. More than 500 mainly biomedical journals are included. The system runs on PC compatibles and can be used to produce high-quality article prints on request. Reproduction includes halftones (photographs) and graphics.

American Medical Association
Grand Ballroom
As part of its efforts to improve the dissemination and implementation of practice parameters/guidelines, the American Medical Association (AMA) has produced the *Directory of Practice Parameters: Titles, Sources, and Updates, 1993 Edition* and Practice Parameters on CD-ROM, 1993. This discussion will focus on the AMA's efforts to facilitate wide dissemination and implementation of practice parameters that meet established principles.

CD Plus
Monroe Ballroom
CD Plus Technologies will present its new common user interface, OVID v. 3.0. Available for DOS, Windows, and UNIX environments, the focus of this session will be OVID's Windows version. Mark Nelson, founder and president of CD Plus Technologies, will provide a preview of exciting enhancements to come—enhancements available only through CD Plus's OVID software platform.

CINAHL Information Systems
Adams Ballroom
This interactive session will introduce the newest enhancements to CINAHL, the premier database for nursing and allied health. Complimentary beverages will be served during the session.

Dialog Information Services, Inc.
Private Dining Room 17
Dialog staff will present information concerning the many new pharmaceutical databases added during 1993, such as IMSWORLD, UNLISTED DRUGS, and the JR Prous publications. Cost-effective search tips will be given in the use of OneSearch®, Remove Duplicates, DIALINDEX®, and the Dialog Finder files. Bring your lunch and your questions on any Dialog databases of your choice.

Majors Scientific Books, Inc.
Crystal Room
Majors will demonstrate MEDICS (Majors Electronic Data Interchange Communications System), our user-friendly, menu-driven collection development/acquisition information system. Also, come see the grand unveiling of TACO-Line, our new online book table of contents feature. Both MEDICS and TACO-Line are free services for librarians.

Matthews Medical & Scientific Books, Inc.
LaSalle 5
Matthews introduces A.D.A.M., a multimedia system for Macintosh® and Microsoft Windows™ that promotes interactive learning via a comprehensive simulation of human anatomy. More than an instructional platform, educators use A.D.A.M. to create their own database and produce interactive projects that aid the exploration and communication of medical information.

OCLC Online Computer Library Center, Inc.
Clark 5
Join us to see a demonstration of the Online Journal of Current Clinical Trials, a peer-reviewed electronic journal for the medical community. And see FirstSearch, our online reference system that gives patrons access to a variety of popular reference databases, including WorldCat, ArticleFirst, ContentsFirst, and, coming soon, MEDLINE.

SilverPlatter Information, Inc.
Empire Room
Come lunch and learn about SilverPlatter's newest search feature, the Search Advisor. The Search Advisor dramatically improves end-user searching of SilverPlatter's databases, particularly MEDLINE. A simple, menu-driven selection of common searches, known as a template, advises users of the best ways to search each database. The complexities of limiting and qualifying searches occur behind the scenes.

SilverPlatter Information, Inc.
Red Lacquer Room
Gerry Hurley, M.L.S., director of reference services for SilverPlatter, will be providing training on SilverPlatter's SPIRS retrieval software. This session is designed for former Compact Cambridge users who are becoming familiar with SilverPlatter's searching features; however, all users and potential users are welcome. Bring your lunch and your searching questions to the Red Lacquer Room. We hope you'll join us for this informative session.

NOON–1:00 P.M.
Mental Health Librarians Sharing Session
Private Dining Room 18

1:00 P.M.–2:00 P.M.
Janet Doe Lecture
Grand Ballroom
"From *Index Catalogue* to Gopher Space: Changes in Our Profession as reflected in the *Handbook* and *CPHSL*"
Alison Bunting, Associate University Librarian for Sciences, Louise Darling Biomedical Library, University of California at Los Angeles

2:00 P.M.–3:30 P.M.
Open Forum: MLA Draft Code of Ethics
Grand Ballroom

2:00 P.M.–4:00 P.M.
Poster Session I
Mezzanine

1. "The Murray Gottlieb Prize, 1956–1992"
Judith A. Overmier, Assistant Professor, School of Library and Information Studies, University of Oklahoma, Norman; and David W. Boilard, Director, Raymon H. Mulford Library, Medical College of Ohio, Toledo

2. "Sara 'Sadie' Peterson Delaney, 1889-1958: An African American Librarian and Bibliotherapy Pioneer"
Lavonda Kay Broadnax, Chief Librarian, D.C. General Hospital, Washington, DC

3. "Internet and the Academic Medical Library"
Dudee Chiang, Information Specialist, Norris Medical Library, University of Southern California, Los Angeles

4. "GRATEFUL MED Outreach: Rural and Urban Projects by NN/LM GMR"

Tuesday

Susan M. Anderson, Information Consultant, Chicago, IL; and Elizabeth Siegel, Outreach Coordinator, National Network of Libraries of Medicine, Greater Midwest Region

5. "From Medical Student 'Orientation' to Packaged, Targeted 'Infomercial'"
Elizabeth R. Warner, Education Services Librarian; and Judith A. Hesp, Manager, Education Services, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA

6. "Usage-Cost Study of Expensive Subscriptions"
Carole Francq, Director of Collection Management, Ruth Lilly Medical Library, Indiana University School of Medicine, Indianapolis

7. "Food in the Library: The Good, the Bad, and the Ugly"
Jo Ann Bell, Ph.D., Director; and Susan C. Speer, Audiovisual Informatics Librarian, Health Sciences Library, East Carolina University, Greenville, NC

8. "Who Really Uses Our Reference Services? Results of a Library Survey at Eastern Virginia Medical School"
Margaret M. Demchuk, Reference Librarian; and Ethel L. Pollock, Learning Resources Coordinator, Moorman Memorial Library, Eastern Virginia Medical School, Norfolk

9. "Unconventional Applications of Reprint Management Programs: Using Papyrus and MEDLINE to Conduct Bibliometric Studies"
Barbara S. Shearer, Associate Director for Public Services, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA; and Judy Burnham, UMC Site Coordinator, Biomedical Library, University of South Alabama, Mobile

10. "A Comprehensive Approach to Education"
Janis F. Brown, Associate Director, Educational Resources; and Janet L. Nelson, Information Specialist, Norris Medical Library, University of Southern California, Los Angeles

11. "Steps to Developing a Research Project: An In-Depth Look at the MHSLA Study on Mediated Literature Searches and Patient Care"
Maureen Watson, Librarian, Ferris State University, Big Rapids, MI; Yvonne L. Mathis, Librarian, St. Mary's Hospital, Grand Rapids, MI; Mary I. Griswold, Librarian, Bronson Methodist Hospital, Kalamazoo, MI; Lois K. Huisman, Librarian, Blodgett Memorial Medical Center, Grand Rapids, MI; Beth S. Navalta, Library Supervisor, Bon Secours Hospital, Grosse Pointe, MI; and Sandra E. Swanson, Librarian, Butterworth Hospital, Grand Rapids, MI

12. "Use of Hypercard to Teach Compact Cambridge MEDLINE CD-ROM"
Eric Rumsey, Reference Librarian, Hardin Library for Health Sciences, University of Iowa, Iowa City

13. "User Training on How to Access Electronic Resources"
Jackie Mardikian, Medical Librarian, Library of Science and Medicine, Rutgers, the State University of New Jersey, Piscataway

14. "Use of Aldus Persuasion to Teach First-Year Medical Students the Case-Related Scientific Basis of Decision Making"
Susan London, Ramune K. Kubilius, Eric D. Albright, Sylvia Nicholas, and Catherine Arnott Smith, Galter Health Sciences Library, Northwestern University, Chicago, IL

15. "Designing a State Rural Health Information Clearinghouse"
Jocelyn A. Rankin, Mary King Givens, and Martha C. Watkins, Mercer University School of Medicine, Macon, GA

16. "Usage Tracking Software on a Public Access CD Workstation"
Fred L. Heidenreich, Head of Reference Services; and Marilyn Hope-Balcerzak, Reference Librarian, Arizona Health Sciences Library, University of Arizona, Tucson

17. "Production of a Training Video for Searching MEDLINE"
Christine L. Foster, TexSearch Coordinator, and Norma F. Funkhouser, Veterinary Information Specialist, Education and Information Services, Medical Sciences Library, Texas A&M University, College Station

18. "An Evaluation Process for Approval Plan Vendors"
Karla Hahn, Manager for Curriculum Support, Welch Medical Library, Johns Hopkins University, Baltimore, MD

19. "Complying with the Americans with Disabilities Act: What Does Your Job Description Look Like Now?"
Bonnie Mack Chadbourne, Supervisor, Health Sciences Library, Saint Vincent Hospital and Health Center, Billings, MT; and Margaret Bandy, Medical Librarian, Saint Joseph Hospital, Denver, CO

20. "Step Outside your Comfort Zone"
Patricia Ciejka, Chief Clinical Librarian; Lynn Burke, Clinical Librarian, and Sarah Safranek, Clinical Librarian, Moody Medical Library, The University of Texas Medical Branch, Galveston

21. "Distinction Through Quality at the University of Nebraska Medical Center"
Rebecca K. Satterthwaite, Associate Director for Public Services, McGoogan Library of Medicine, Omaha, NE

22. "AIDS Resource Library: Reaching Out with Vital Information"
Lynne U. Turman, Outreach Services Manager, Tompkins-McCaw Library, Medical College of Virginia, Virginia Commonwealth University, Richmond

23. "One Year Later: MACPAC"
Edward Dzierzak, Director, Health Science Libraries, Marshall University, Huntington, WV; and Patricia F. Powell, Head Librarian, West Virginia University Health Sciences Center, Charleston

24. "Redesigning the Reference Area for Electronic Resources"
Hope Barton, Technical Services Librarian, Sandra Ballasch, Coordinator for Reference Services, and Melanie L. Wilson, Health Sciences Librarian for Collection Management, Hardin Library of the Health Sciences, University of Iowa, Iowa City

25. "Structured Abstracts in MEDLINE"
Anna Harbourt, Information Research Specialist, Computer Science Branch, Lister Hill National Center for Biomedical Communications and Lou Knecht, Deputy Chief, Bibliographic Services Division, Library Operations, National Library of Medicine, Bethesda, MD

26. "A Comparison of Medical Document Suppliers"
Margaret Richwine, Collection Database Manager, Ruth Lilly Medical Library, Indiana University School of Medicine, Indianapolis

27. "Assessment of Consumer Health Information Needs in a Community Hospital"
Sharon A. Phillips, Director of Library and Conference Services, Oakwood Hospital, Dearborn, MI; and Margaret J. Zorn, Automation Analyst, Parke Davis Research Library, Ann Arbor, MI

Sponsored by Login Brothers

2:30 P.M.–3:30 P.M.
Film Festival
Private Dining Room 6

3:00 P.M.–3:45 P.M.
Academy Recertification Information Session
Monroe Ballroom

3:00 P.M.–5:00 P.M.
Open House at AMA Headquarters
515 N. State St.

3:30 P.M.–4:30 P.M.
Academy Consultation
Parlor D

4:00 P.M.–5:00 P.M.
1994 National Program Committee Section Program Review
Parlor G

4:00 P.M.–7:00 P.M.
Open House at MLA Headquarters
6 N. Michigan Ave., Suite 300

4:30 P.M.–5:30 P.M.
Film Festival
Private Dining Room 6

Informal Meetings
(See page 39 for room assignments.)

6:30 P.M.–9:30 P.M.
Friends of The National Library of Medicine Speakeasy
Red Lacquer Room

WEDNESDAY, MAY 19

8:00 A.M.–9:00 A.M.
Exhibitors' Breakfast
Empire Room

8:00 A.M.–9:30 A.M.
National Library of Medicine Update
Red Lacquer Room

9:30 A.M.–2:00 P.M.
Hall of Exhibits Open
Lower and Upper Exhibit Halls
(See "Guide to Exhibits," page 48.)

9:30 A.M.–10:00 A.M.
Coffee Break
Lower and Upper Exhibit Halls

10:00 A.M.–11:30 A.M.
Business Session II
(Continuation of Business Session I, only if needed.)
Red Lacquer Room

11:45 A.M.–1:15 P.M.
Awards Luncheon and Ceremony
Grand Ballroom

1:15 P.M.–1:45 P.M.
Coffee Break and Dessert
Lower and Upper Exhibit Halls

1:45 P.M.–3:15 P.M.
Poster Session II
Mezzanine

28. "PIIRC: Who We Are, What We Do, Why We Do It"
Pamela A. Kerns, Brooklyn, NY

29. "The National Library of Medicine's Fellowship Program in Medical Informatics"
Monica A. Unger, Systems Librarian, Oliver Ocasek Regional Information Center, Northeastern Ohio Universities College of Medicine, Rootstown; and Linda M. Jacknowitz, Project Director, West Virginia Consult, West Virginia University Health Sciences Center, Morgantown

30. "CAI as a Medium for End-User OPAC Instruction"
Michael Watson, Systems Librarian; Marianne Puckett, Associate Director; and J. Pat Craig, Director, Louisiana State University Medical Center Library, Shreveport

31. "Delivery of Information Services to Rural Ambulatory Care Training Sites: A Prototype"
Angela Fullington, Outreach Project Librarian; Susan T. Lyon, Head of Circulation Services; and Diana McDuffee, North Carolina Area Health Education Center Library Information System (NC AHEC LIS) Network Coordinator, Health Sciences Library, University of North Carolina at Chapel Hill

32. "The Library Delivers: E-mail Document Delivery and Info Exchange"
Lois P. Sill, Life Sciences Reference Librarian, Cooper Library, Clemson University, Clemson, SC

33. "The Hospital Library 2000: A Customer-Focused, Health Information 'Super' Market"
Jane Grosman, Director of Library Services, Sutter Health Resource Library, Sacramento, CA

34. "A Sam Starr Mystery: The Quest for Knowledge, a Hypercard Orientation to Cornell Medical Library"
Dan Sienkiewicz, Melinda Buckwalter, and helen-ann brown [*sic*], Samuel J. Wood Library, C. V. Starr Biomedical Information Center, Cornell University Medical College, New York, NY

35. "Planning for the Virtual Library: Building and Information Design for the 21st Century"
James Shedlock, Director; Faith V. Ross, Associate Director; and Dan Barkey, Head of Information Systems, Galter Health Sciences Library, Northwestern University, Chicago, IL

Wednesday

36. "The Academy of Health Information Professionals: an Analysis of Portfolios Submitted During 1989 and 1990"
Jo Ann Bell, Ph.D., Director, Health Sciences Library, East Carolina University, Greenville, NC

37. "Computer Classroom"
Aulia Gies, Systems Development Manager; John Jackson; Julia K. Kochi; Assistant Director for Instructional Services; Rick Peterson, Assistant Director for Learning Resources Center; Pat Shannon, Learning Resources Center Assistant; and Linda A. Watson, Director, Claude Moore Health Sciences Library, University of Virginia, Charlottesville

38. "Library Evolution Through the Integrated Workstation"
Patricia Lee, Information Services Librarian; and Sally Dunn, Director, Nursing Education Resources, Medical Center Information and Communications, University of Cincinnati, Cincinnati, OH

39. "Building a Statewide Hospital Library Network"
Diana McDuffee, NC AHEC LIS Network Coordinator, University of North Carolina, Chapel Hill; and Donna B. Flake, Library Director, Coastal AHEC, Wilmington, NC

40. "Grant Program for End-User Searching by Physicians in Hospital Libraries"
Lynne Silvers, Library Director, New England College of Optometry, Boston, MA; Martha A. Bedard, Director of Library Services, Medical Center of Central Massachusetts, Worcester; Christine L. Bell, Director of Medical Library, Newton-Wellesley Hospital, Newton, MA; Therese Simeone, Worcester, MA; and Linda J. VanHorn, Network Librarian, Tufts University Health Sciences Library, Boston, MA

41. "Resource Sharing with ARIEL"
Nancy I. Henry, Health Sciences Librarian, Life Sciences Library, Pennsylvania State University, University Park; and Esther Y. Dell, Reference/Interlibrary Loan, George T. Harrell Library, Milton S. Hershey Medical Center, Pennsylvania State University, Hershey

42. "The Changing Role of Access Services"
Ann Paietta, Head of Collection Access, The New York Academy of Medicine, New York City

43. "The Use of a Checklist as a Tool for Library Staff Orientation and Training"
Lenny Rhine, Head, Technical Services; and Trudi DiTrolio, Assistant to the Director, Health Science Center Library, University of Florida, Gainesville

44. "Organizations in Transition"
Phyllis C. Self, Head of Tompkins-McCaw Library; and Barbara J. Ford, Director, University Library Services, Virginia Commonwealth University, Richmond

45. "Faculty and Clinicians: Differences in Nursing Information"
Leslie C. Schick, Director, College of Nursing Library; and Ellen B. Marks, Director, Information Research and Development, University of Cincinnati Medical Center Information and Communications, Cincinnati, OH

46. "Choosing MeSH Headings: Man vs. Machine"
Tracy E. Powell, Head Reference Librarian; and Susan C. Speer, Audiovisuals and Informatics, Health Sciences Library, East Carolina University, Greenville, NC

47. "UnITS: Uniform Instruction Template Sheets for a Computer Laboratory"
Lyn Dietrich, Assistant Director for Information Services, Mental Health Sciences Library, McLean Hospital, Belmont, MA; and Peg Hewitt, Peg Hewitt Information Services, Brookline, MA

48. "Creating an Interdisciplinary Mental Health Database"
Frederick Andrew Lerner, Information Scientist, National Center for Post-Traumatic Stress Disorder, White River Junction, VT

49. "Healthy Take-Home Babies"
Stacey J. Arnesen, Technical Information Specialist, and Gale A. Dutcher, Special Assistant, National Library of Medicine, Bethesda, MD

50. "Task Analysis of the Consumer Health Information Resource Service"
Jean Roehrs, Reference Librarian, McGoogan Library of Medicine, University of Nebraska Medical Center, Omaha

51. "Reachout West Texas: a GRATEFUL MED Training Program"
Dana M. Neeley, Associate Director; Daniel D. Knight, Assistant Director, Harrington Library of the Health Sciences, Amarillo, TX; and Mary M. Asbell, Senior Associate Director, Texas Tech Health Sciences Center Library, Lubbock

52. "Circuit Librarianship: Yesterday, Today, Tomorrow"
Victoria Pifalo, Assistant Health Sciences Librarian, Library of the Health Sciences–Urbana, University of Illinois

53. "Seizing the Moment: Patient Health Education Computer-Assisted Instruction in Medical Center Ambulatory Care"
Terrie R. Wheeler, Chief, Library Service, Department of Veterans Affairs Medical Center, Pittsburgh, PA

1:45 P.M.–3:15 P.M.

Concurrent Contributed Papers

6. Reshaping the Library Image II: Expanding Library Roles in Teaching
Crystal Room

Moderator:
Julie J. McGowan, Ph.D., Director, Dana Medical Library, University of Vermont, Burlington

Speakers:
"A Map for the Early Settlers of the Internet"
Dudee Chiang, Information Specialist, Norris Medical Library, University of Southern California, Los Angeles

"Reaching the Teachable Moment: the Library's Role in Curriculum"
Karen T. Hackleman Dahlen, Head of Information Services, Library of the Health Sciences, University of Illinois at Chicago

"Integration of Information-Seeking Instruction and Activities into a Problem-Based Learning Curriculum"
David S. Ginn, Associate Director for Information Services, Falk Library of the Health Sciences, University of Pittsburgh Medical Center, Pittsburgh, PA

"Information Literacy Integrated into the Medical Curriculum"
Suzanne Maranda, Education Services Librarian, Bracken Library, Queen's University, Kingston, Ontario

"Essential Integration: a Multifaceted Paradigm for Teaching Information Literacy in an Academic Health Center Environment"
Julie J. McGowan, Ph.D., Director, Dana Medical Library, University of Vermont, Burlington

"The Role of the Health Sciences Library in Lifelong Learning"
Elizabeth H. Wood, Head, Reference Section, Norris Medical Library, University of Southern California, Los Angeles

7. Information Technology II: Health Informatics
Red Lacquer Room

Moderator:
Naomi C. Broering, Director, Georgetown University Medical Center Library, Washington, DC

Speakers:
"Meeting Evolving Needs in Nursing Informatics"
Patricia Hinegardner, Mediated Search Services Coordinator, Health Sciences Library, University of Maryland at Baltimore

"A Medical Facts File"
Helen E. Bagdoyan, Associate Librarian, Georgetown University Medical Center Library, Washington, DC

"Internet Access: High-Performance Computing and Communication"
Jeffrey S. Hylton, Assistant Director, Georgetown University Medical Center Library, Washington, DC

"An Electronic Textbook in Human Physiology"
Anne Seymour, Assistant Director, Georgetown University Medical Center Library, Washington, DC

"Digitized Physician Reports: A Voice Recognition System"
Thomas O. Stair, M.D., Chairman, Department of Emergency Medicine, Georgetown University Medical Center Library, Washington, DC

8. Research in Health Sciences Libraries III: Information-Seeking Behavior
Empire Room

Moderator:
Joan Ash, Planning and IAIMS Coordinator, Biomedical Information Communication Center, Oregon Health Sciences University, Portland

Speakers:
"Can Primary Care Physicians' Questions Be Answered by Using the Medical Literature?"
Paul Gorman, M.D., Biomedical Information Communication Center, Oregon Health Sciences University, Portland

"Assessing the Impact of Library and Information Services"
Joanne G. Marshall, Ph.D., Associate Professor, Faculty of Library and Information Science, University of Toronto, Toronto, Ontario

"The Impact of Mediated Literature Searches on Direct Patient Care"
Yvonne L. Mathis, St. Mary's Hospital Library, Grand Rapids, MI

"Medical Problems and Information-Seeking Questions"
Zoë Stavri, Library and Center for Knowledge Management, University of California at San Francisco

9. Changing the Organizational Culture II: International Issues
Monroe Ballroom

Moderator:
Ellen Gay Detlefsen, School of Library and Information Science, University of Pittsburgh, Pittsburgh, PA

Speakers:
"International Connections: Assisting Third-World Countries through Outreach Initiatives with Project Hope"
Elizabeth A. Cooley, Assistant Director for Collection Services, Claude Moore Health Sciences Library, University of Virginia Health Sciences Center, Charlottesville

"From Apartheid to Integration: the Witwatersrand Medical Library as a Catalyst in a Changing Organizational Culture"
Glenda Myers, Medical Librarian, Medical School, University of the Witwatersrand, Parktown, South Africa

"How Physicians and Biomedical Research Scientists in an Emerging Country Learn Information-Seeking Skills"
Diane G. Schwartz, Research Associate Professor and Associate Director for Medical Education, State University of New York at Buffalo

"Research Activities in Life Sciences in Japan Observed from Publication of Papers"
Shigeaki Yamazaki, Medical Information Center for Education and Research, Jikei University School of Medicine, Tokyo, Japan

"Development of a Joint Brazilian/American Library Program Incorporating the Internet"
Edward W. Tawyea, University Librarian, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA

10. Changing the Organizational Culture III: Outreach Services
Adams Ballroom

Moderator:
Lisa Ann LoVullo, Southeastern/Atlantic Regional Medical Library Service, Health Sciences Library, University of Maryland at Baltimore

Speakers:
"From Sea to Shining Sea"
Maryanne P. Blake, Outreach Coordinator, Pacific Northwest Region, National Network of Libraries of Medicine, Health Sciences Library, University of Washington, Seattle

"Money, Money, Money, Money: How to Get the Funding You Need"
Patricia L. Thibodeau, Director, Division of Information Services, Mountain AHEC, Asheville, NC

"Rolling in the Dough: Outreach for Profit"
Ursula K. Scott, Executive Director, Baylor Health Sciences Library, Dallas, TX

"GRATEFUL MED Outreach Projects: Progress Made, Lessons Learned"
Angela Ruffin, Outreach Librarian, NN/LM Network Office, National Library of Medicine, Bethesda, MD

"Exhibiting: Doing It Like the Big Boys"
Dena Plaisted, Coordinator for Education, NN/LM South Central Region, Houston Academy of Medicine–Texas Medical Center Library

3:15 P.M.–3:30 P.M.
Break
Lower and Upper Exhibit Halls

3:30 P.M.–4:30 P.M.
Joseph Leiter NLM/MLA Lecture
Grand Ballroom

Moderator:
Virginia M. Bowden, Director, Briscoe Library, University of Texas Health Science Center at San Antonio

Speaker:
"Animating the Curriculum: Integrating Multimedia into Teaching"
Suzanne Stensaas, Ph.D., Associate Professor, Department of Pathology, Cornell University Medical College, New York, NY
Sponsored by CD Plus

4:45 P.M.–5:45 P.M.
Business Session III
Grand Ballroom
Presiding: Jacqueline D. Bastille, President

Old Business
New Business
Resolutions

Welcome to the 1994 Host City, San Antonio, TX
Neil Rambo, Chair, 1994 National Program Committee and Associate Director, NN/LM Pacific Region, University of Washington, Seattle; and Rajia C. Tobia, Chair, 1994 Local Assistance Committee and Associate Director for Public Services, Briscoe Library, University of Texas Health Science Center, San Antonio

Recognition of Retiring Board Members
Introduction of Incoming Board Members

Inaugural Address
June H. Fulton, President, Medical Library Association and Director, Medical Documentation Service, Institute for Scientific Information, Philadelphia, PA

5:45 P.M.–6:15 P.M.
Board of Directors
Organizational Meeting of the Board
Private Dining Room 4

6:30 P.M.–8:00 P.M.
Farewell Party
Museum of Broadcast Communications

THURSDAY, MAY 20

8:00 A.M.–1:00 P.M.
Section Council
Private Dining Room 4

8:00 A.M.–3:00 P.M.
Chapter Council
Private Dining Room 9

8:00 A.M.–5:00 P.M.
Continuing Education Committee
Private Dining Room 6

9:00 A.M.–5:00 P.M.
Symposium: Appreciating the Art of Fund-Raising
Monroe Ballroom

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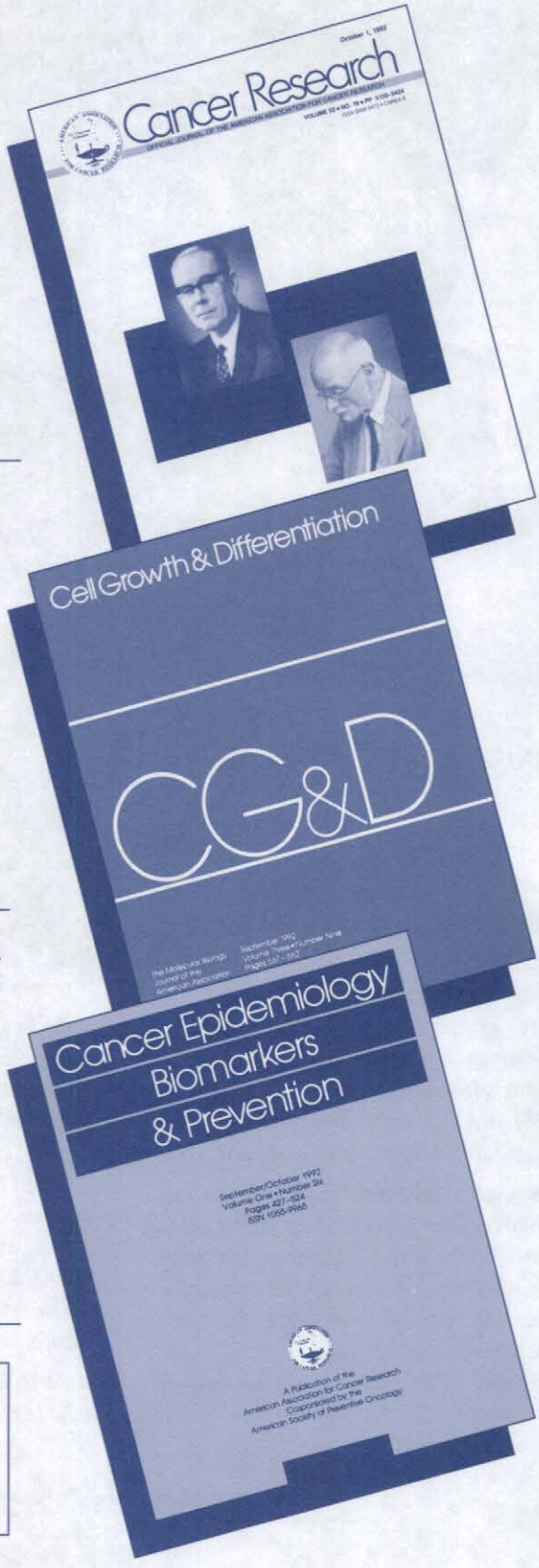

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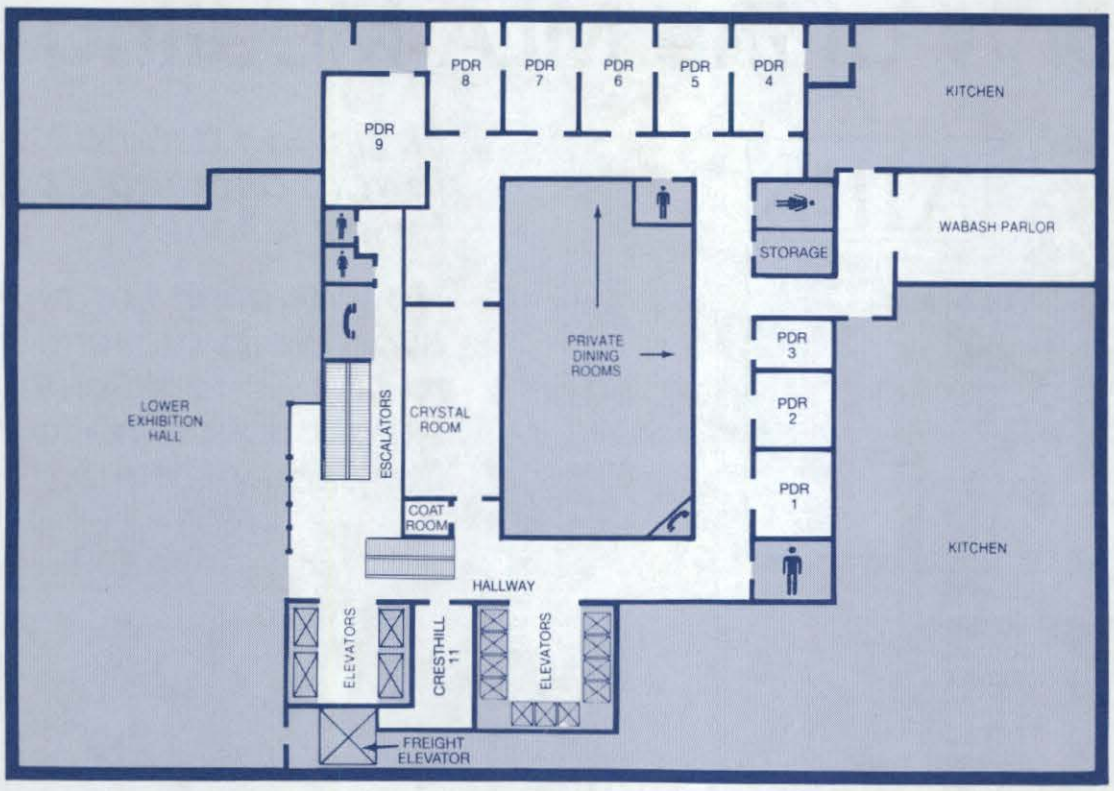

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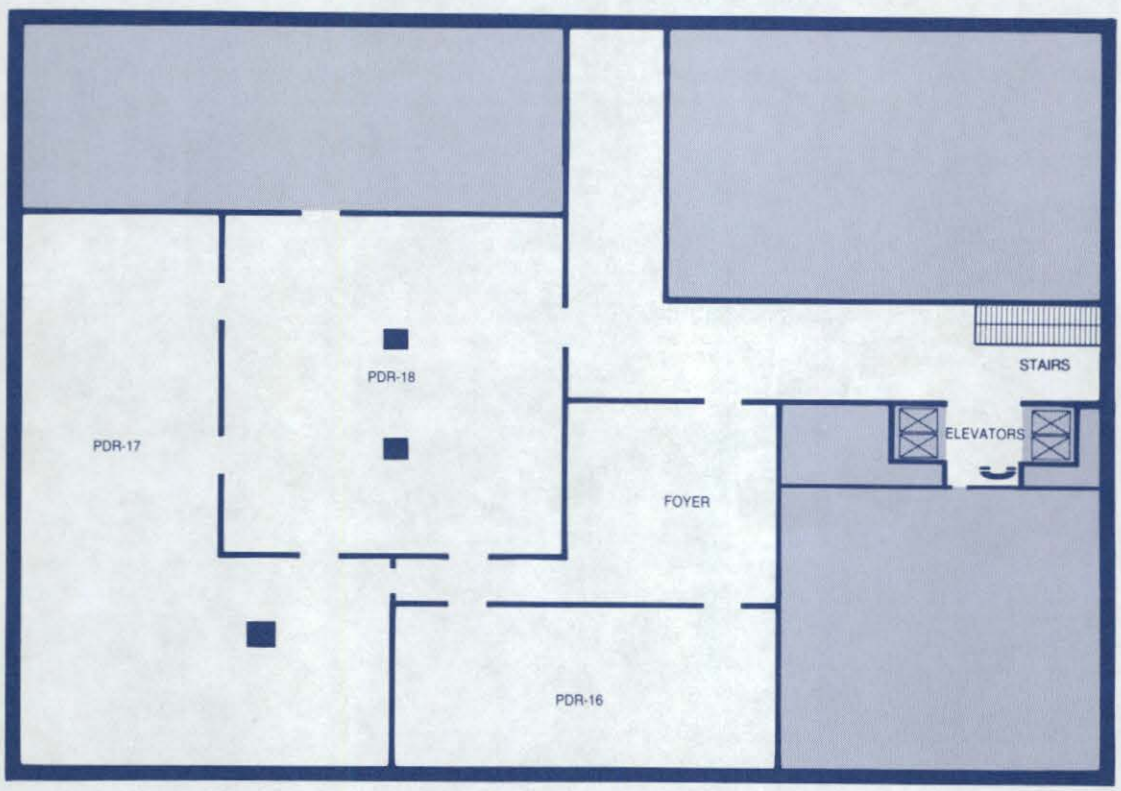

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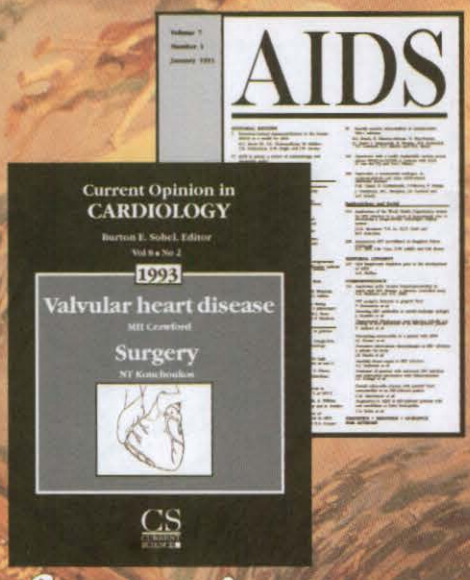

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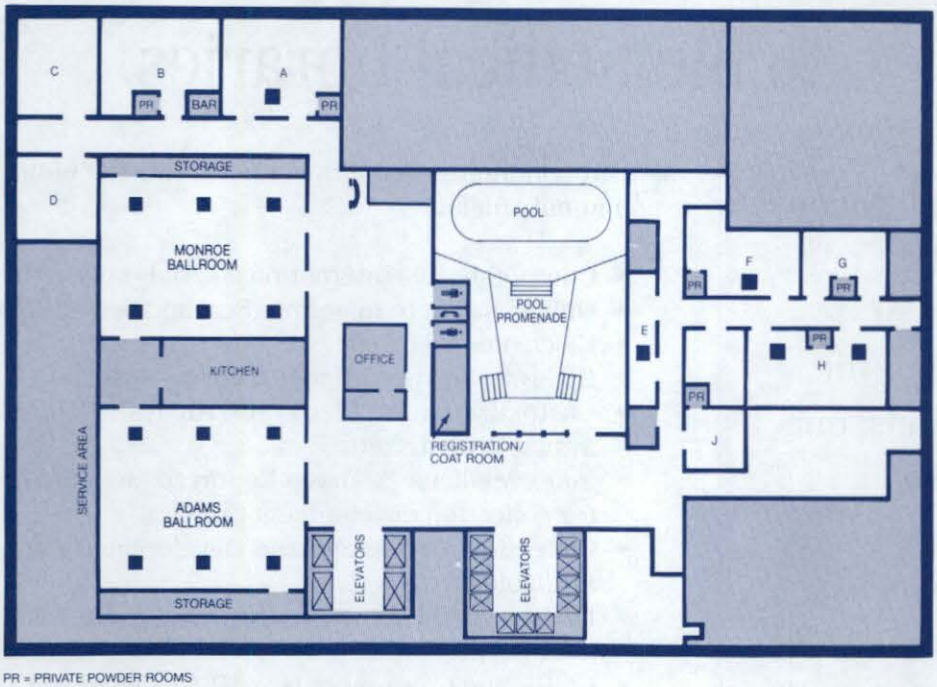

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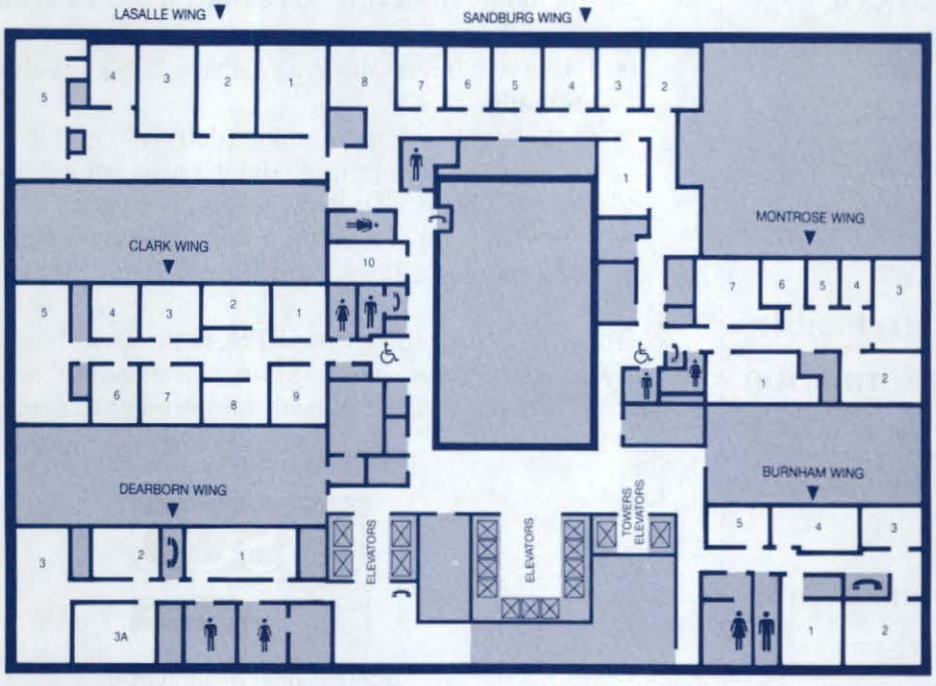

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Informal Meetings Schedule

	DATE	TIME	LOCATION
Association of Visual Science Librarians	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Parlor J
Cancer Librarians Section	Monday, May 17	7:00 A.M.–8:30 A.M.	Parlor B
CD Plus Technologies, Inc.	Monday, May 17	7:00 A.M.–8:30 A.M.	Crystal Room
CD Plus Technologies, Inc.	Tuesday, May 18	4:00 P.M.–7:00 P.M.	State Ballroom
Dental Section	Tuesday, May 18	7:00 A.M.–8:00 A.M.	Private Dining Room 9
Department of Veterans Affairs Librarians Special Interest Group	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Parlor E
DRA Users	Tuesday, May 18	4:00 P.M.–5:30 P.M.	LaSalle 1
Family Practice Special Interest Group	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Parlor C
Faxon Finder/Xpress Prospect Seminar	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Parlor B
Faxon Journal Pricing Seminar	Tuesday, May 18	7:00 A.M.–8:30 A.M.	Parlor B
Geriatrics/Gerontology Special Interest Group	Tuesday, May 18 Tuesday, May 18	7:00 A.M.–8:30 A.M. 4:00 P.M.–7:00 P.M.	Private Dining Room 6 Private Dining Room 4
History of the Health Sciences Section (Tour of Newberry Library)	Tuesday, May 18	4:00 P.M.–6:00 P.M.	
Hospital Libraries Section			
Automation Committee	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Private Dining Room 5
Automation Committee/Bylaws Committee	Monday, May 17	7:00 A.M.–8:30 A.M.	LaSalle 1
Executive Committee Meeting I	Saturday, May 15	6:00 P.M.–9:00 P.M.	Private Dining Room 9
Executive Committee Meeting II	Thursday, May 20	8:30 A.M.–11:30 A.M.	Private Dining Room 7
Governmental Relations Committee/ Membership Committee	Monday, May 17	7:00 A.M.–8:30 A.M.	Dearborn 1
Professional Development Committee/ Professional Recognition Committee	Monday, May 17	7:00 A.M.–8:30 A.M.	LaSalle 2
Program Committee/Publications Committee	Monday, May 17	7:00 A.M.–8:30 A.M.	LaSalle 3
Standards Committee	Monday, May 17	7:00 A.M.–8:30 A.M.	LaSalle 5
Strategic Planning Task Force/ Research Task Force	Monday, May 17	7:00 A.M.–8:30 A.M.	LaSalle 4
International Cooperation Section Board Meeting	Tuesday, May 18	7:03 A.M.–8:30 A.M.	Parlor H
Membership Committee	Wednesday, May 19	7:00 A.M.–8:30 A.M.	Dearborn 1
Mid-Atlantic Chapter of the Medical Library Association	Tuesday, May 18	4:00 P.M.–6:00 P.M.	Dearborn 3
Nursing and Allied Health Resources Section Officers	Tuesday, May 18	7:00 A.M.–8:30 A.M.	Parlor J
Nutshell Plus Users Group	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Cresthill

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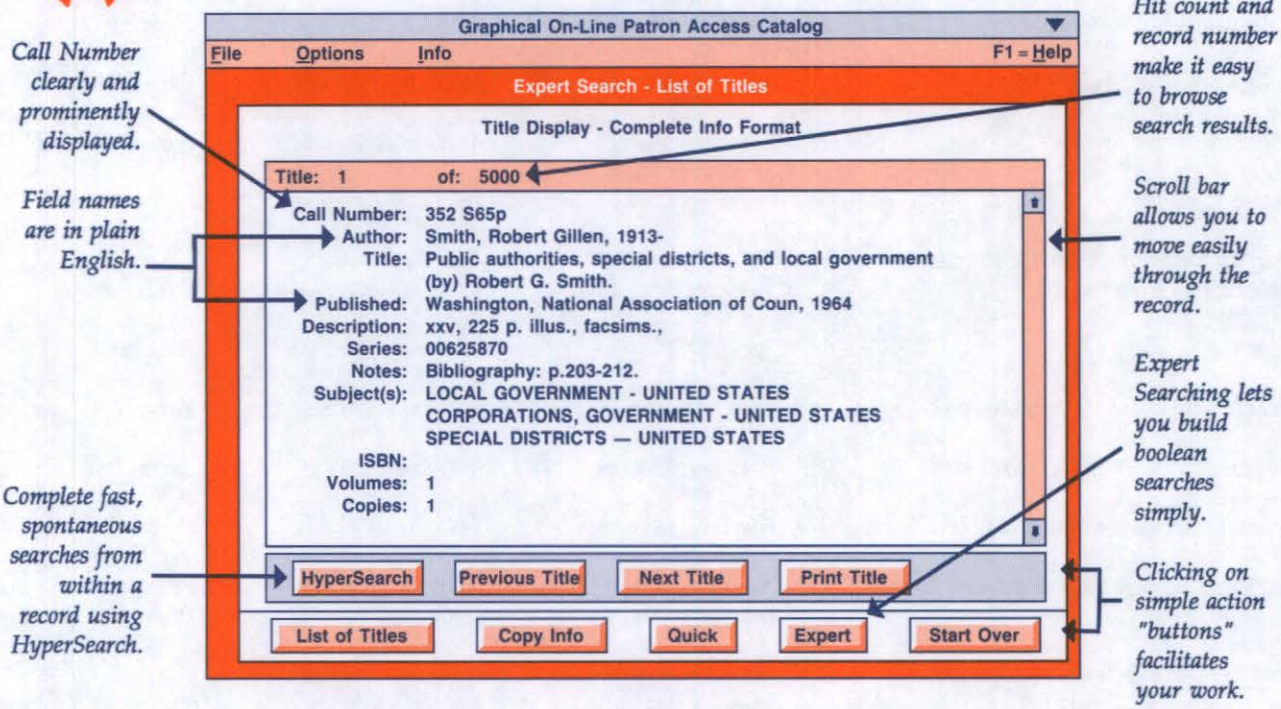

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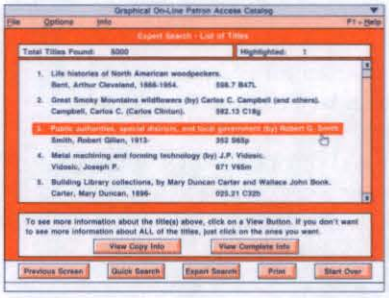

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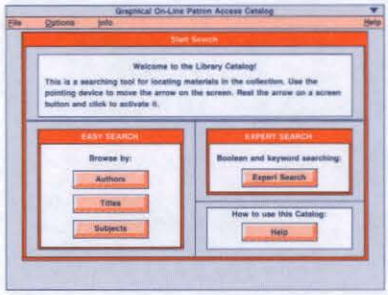

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Outreach Special Interest Group	Monday, May 17	7:00 A.M.–8:30 A.M.	Private Dining Room 6
Pediatric Library Group	Tuesday, May 18	4:00 P.M.–5:00 P.M.	Children's Memorial Hospital
Problem-Based Learning Special Interest Group	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Parlor A
Public Services Section	Monday, May 17	7:00 A.M.–8:30 A.M.	Private Dining Room 16
Public Services Section—Management Special Interest Group	Monday, May 17	7:00 A.M.–8:30 A.M.	Parlor C
Research Resource Committee	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Private Dining Room 17
SERHOLD Coordinators	Tuesday, May 18	4:00 P.M.–5:30 P.M.	Parlor H
South Central Chapter	Tuesday, May 18	4:00 P.M.–7:00 P.M.	Crystal Room
Southern Chapter	Monday, May 17	7:00 A.M.–8:30 A.M.	Sandburg 6
Technical Services Section Breakfast	Tuesday, May 18	7:00 A.M.–8:30 A.M.	Private Dining Room 16
White House Conference on Library and Information Services Special Interest Group	Tuesday, May 18	4:00 P.M.–5:00 P.M.	Sandburg 4

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Parliamentary Procedures

Parliamentary rules are established to aid organizations in the orderly, expeditious, and equitable accomplishment of business. Because order and good will are essential to working together and achieving common goals, it is essential that association members understand parliamentary procedure. The following overview is a guide to participating in business meetings of the Medical Library Association.

PARLIAMENTARY AUTHORITY

Article XIII of the 1992 revised Bylaws of the Medical Library Association provides that rules in the 1990 edition of *Robert's Rules of Order Newly Revised* shall govern the association in all cases where they are applicable and in which they are not inconsistent with the Bylaws of the association.

RULES OF THE ASSEMBLY

The following rules govern the conduct of MLA business meetings.

The Floor

When addressing the chair, the person desiring recognition moves to a microphone and gives proper identification, including name and institution, as well as city and state; only MLA members are permitted to speak on the floor of the assembly.

Motions and Resolutions

Main motions (those introducing new business) may be brought to the assembly only if written copies have been distributed at or before the meeting to each voting member present or by unanimous consent of voting members present. Resolutions are motions presented in formal form.

Debate

Debate is limited to two minutes for each speaker; no speaker may have the floor twice on the same question until all who wish to speak have spoken.

Quorum

A quorum of 250 voting members is required for the transaction of business. For purposes of determining a quorum, a person eligible to cast two votes is counted as two voting members.

Voting

To facilitate the counting of votes, voting paddles are provided to all eligible voters attending the annual meeting. Voting paddles are color-coded to distinguish between institutional and regular members. General consent may be used as a method of voting if there is no objection. Any of the foregoing rules may be suspended by a two-thirds vote.

UNDERSTANDING MOTIONS

Motions are classified according to their purposes and characteristics.

Main Motions

An original main motion brings a new substantive question before the assembly for consideration and action. An incidental main motion relates to other business of the assembly or its past or future action. Incidental main motions include motions to amend something previously adopted and to rescind.

Subsidiary Motions

These may alter the main motion and are related to it.

Lay on the table (a temporary delay)
Previous question (to stop debate)
Limit or extend debate
Postpone to a certain time
Commit or refer to a committee
Amend
Postpone indefinitely (to kill)

Privileged Motions

These have no direct connection to the main motion. They are the highest ranking motions and are designed to take care of emergencies that arise in the assembly.

Fix the time at which to adjourn—set an adjourned meeting
Adjourn
Recess
Question of privilege
Call for the orders of the day

Incidental Motions

These arise only incidentally out of business before the assembly. Most of these motions are not debatable and are handled as soon as they arise. Some incidental motions are

Appeal from the decision of the chair
Consider seriatim (consideration by paragraph)
Division of the question
Parliamentary inquiry
Point of information
Point of order
Suspend the rules
Withdraw a motion

Motions That Bring a Question Again before the Assembly

Take from the table
Reconsider
Rescind or amend something previously adopted

PRECEDENCE OF MOTIONS

Precedence sets the priority of motions and the order in which they must be proposed and considered. Subsidiary and privileged motions are ranked in this descending order:

Fix the time to which to adjourn (highest ranking)
Adjourn
Recess
Question of privilege
Call for the orders of the day
Lay on the table
Previous question
Limit or extend debate
Postpone to a certain time
Commit or refer
Amend
Postpone indefinitely
Main motion

Only those motions that are higher in rank than the pending motion are in order and may be made. For example, when the main motion and the motion to commit are pending, only motions of higher rank than commit may be moved.

FREQUENTLY USED MOTIONS

To approve action:
Move to accept, adopt, or ratify
To defer action:
Move to postpone to a definite time, refer to a committee, or lay on the table
To extend debate:
Move to extend debate
To introduce business:
Make a main motion
To kill a motion:
Move to postpone indefinitely

To limit debate:
Move to limit debate
To make a request:
Rise to a point of information, rise to a parliamentary inquiry, or rise to a question of privilege
To modify or change:
Move to amend by inserting, striking out, or inserting and striking out selected words
To object to a decision of the chair:
Move to appeal
To reconsider a vote:
Move to reconsider (you must have voted on the prevailing side the first time)
To refer a motion for more study:
Move to refer the motion to committee
To repeal action:
Move to rescind

To suppress a question:
Move to postpone indefinitely or object to consideration. Object to consideration may be applied only to original main motions and must be moved before debate begins.

PROCEDURE FOR HANDLING A MAIN MOTION

1. The member goes to the microphone, waits to be recognized by the chair, addresses the chair, gives proper identification, and states the motion, "I move that...," or "I rise to..." If the member stays at the microphone until the chair calls for debate, the maker will be the first member called upon to debate.
2. Another member, without rising, seconds the motion.
3. The chair restates the motion and calls for debate.
4. Members who want to debate the motion go to the microphone, wait to be recognized by the chair, then give the proper identification before beginning to debate.
5. When there is no further debate or debate is closed, the chair will take the vote, announce the vote, and declare what will happen as a result of the vote.

This parliamentary procedure outline is only a beginning guide. Detailed information on motions is found in *Robert's Rules of Order Newly Revised*, 1990 edition. Members are encouraged to ask the parliamentarian for assistance.

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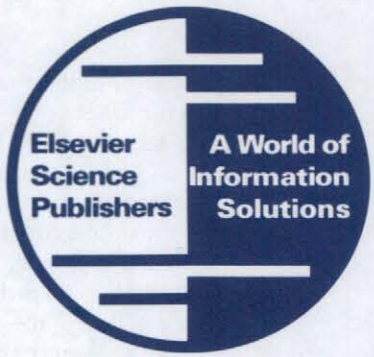

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ADONIS	124
Agency for Health Care Policy and Research	229B
Altschul Group Corporation	145
Alzheimer's Disease Education and Referral Center	179
American Academy of Pediatrics	229
American Association of Retired Persons/Ageline Database	155
American Hospital Association	207
American Medical Association	164/165
American Psychiatric Press, Inc.	154
American Roentgen Ray Society	220
American Society of Hospital Pharmacists	156
Aries Systems Corporation	138/139
Association of Independent Information Professionals	229A
Baker & Taylor Books	161
★Ballen Booksellers International, Inc.	117/118
BIOSIS	211
BMJ Publishing Group	230
The Book House, Inc.	227
BRS Online Products	108/109
Buckstaff Company	146
CAB International	237
Camdat Corporation	243
CD Consultants, Inc.	151
CD Plus, Inc.	Island A
Checkpoint Systems, Inc.	169
CINAHL Information Systems	134/135
Cooperative Library Agency for Systems and Services (CLASS)	112
CRC Press, Inc.	172
Cuadra Associates, Inc.	186
Current Science	235
Data Pharmaceutica, Inc.	231A
★Data Trek, Inc.	121
Dawson Subscription Service	208
Marcel Dekker, Inc.	234
Department of Veterans Affairs	104
★Dialog Information Services, Inc.	173
Dynix	210
★EBSCO Subscription Services	Island D, 224/225/226
Elsevier/Excerpta Medica	219
Elsevier Science Publishers	218
★The Faxon Company	Island C
★Gaylord	162/163
Georgetown University	140
Georgetown University Library Information System	107
Hallet & Sons Expert Movers, Inc.	209
Harrassowitz	238
The Haworth Press, Inc.	171
Healthcare Information Services, Inc.	228
★The Highsmith Company, Inc.	141/142
IME Systems, Inc.	240
★Information Access Company/Predicasts	123
Information on Demand, Inc.	110
★Institute for Scientific Information	152/153
International Library Systems Corp.	114
Alfred Jaeger, Inc.	136
Kluwer Academic Publishers	223
Library of Congress, National Translation Center	170
J. B. Lippincott Company	239
Logicraft, Inc.	175
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Medical Library Association	185
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Network for Continuing Medical Education	113
1994 National Program Committee	176/177
OCLC Online Computer Library Center, Inc.	116
Online Computer Systems, Inc.	143
Oryx Press	205
★PaperChase	119/120
Pergamon Press, Inc.	221
Personal Bibliographic Software, Inc.	122
Professional Software	201
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The Publishers Book Exhibit	202
Radiological Society of North America	233
Raven Press	236
★Readmore, Inc.	Island F
★Reed Reference Publishing	213
★Research Information Systems, Inc.	115
Rittenhouse Book Distributors, Inc.	203
Sack Sitters	182
W. B. Saunders Company	204
Scarecrow Press	223B
Scientific American Medicine	159
SilverPlatter Information, Inc.	Island G
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3M Asset Protection Systems	244
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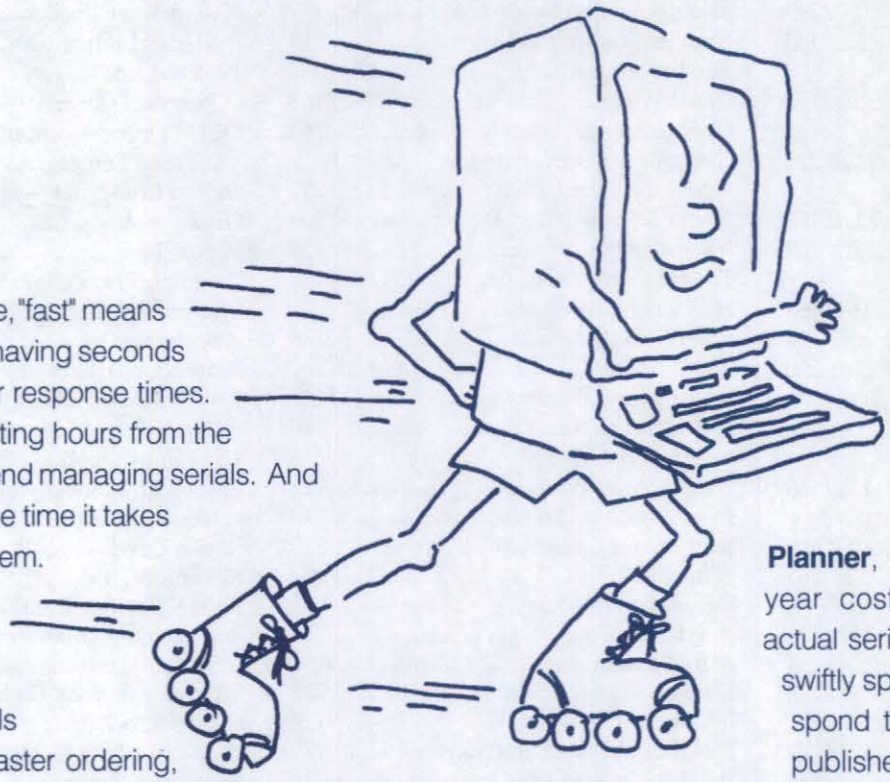

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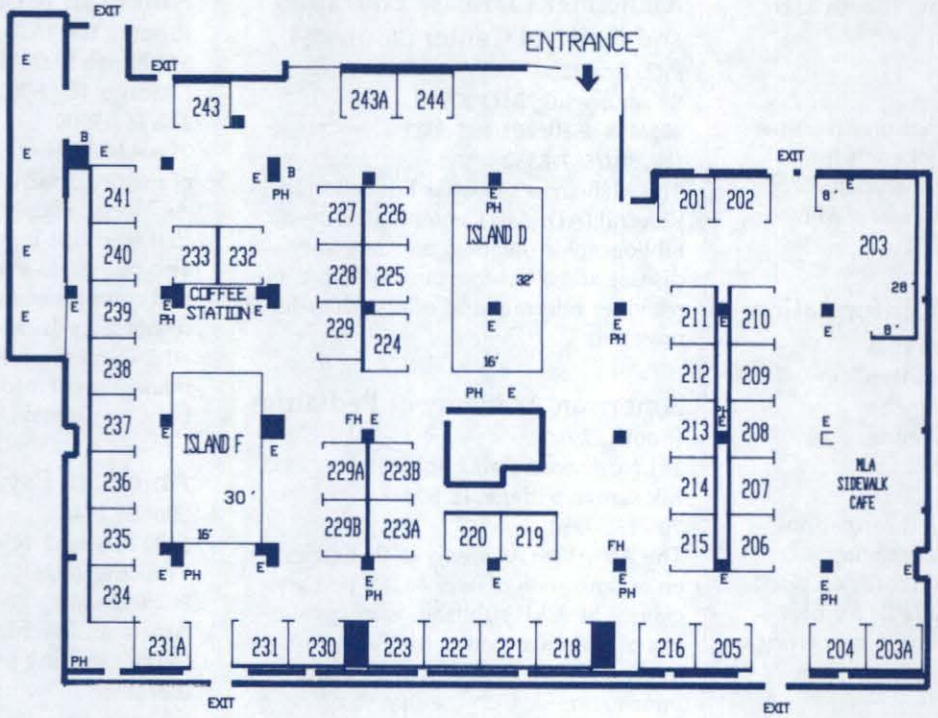

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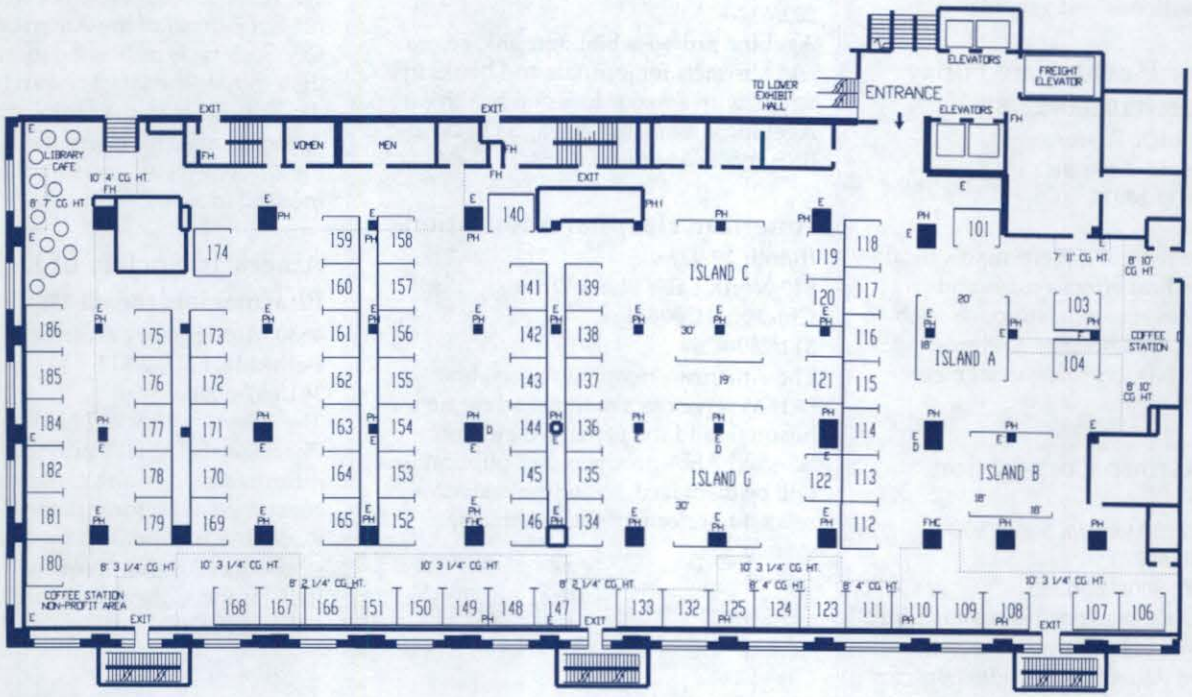

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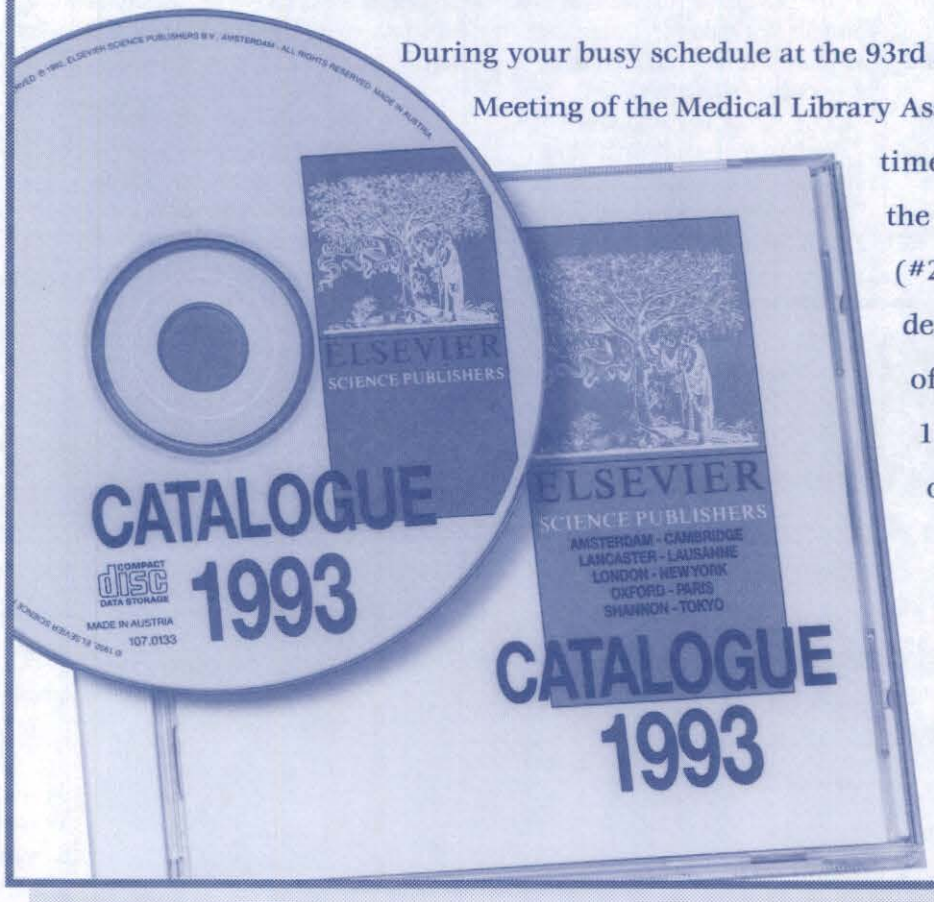

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Index to Advertisers

Academic Press, Inc. vi
Academy of Health Information Professionals 41
American Association for Cancer Research 32
American Medical Association 15
Aries Systems Corporation 38
Audio Transcripts 2
CAB International 10
CD Plus, Inc. iii
CINAHL Information Systems iv
Cuadra Associates, Inc. 60
Current Science 34
Data Trek, Inc. 40, 57
EBSCO Subscription Services 36
Elsevier/Exerpta Medica 44
Elsevier Science Publishers 58
The Faxon Company 11
Georgetown University Library Information System 60
Information on Demand, Inc. 15
Institute for Scientific Information 31
Journal of Magnetic Resonance Imaging 13
1994 Annual Meeting 56
OCLC Online Computer Library Center, Inc. v
PaperChase ..... 2d cover
Readmore, Inc. 46
Reed Reference Publishing 14
Rittenhouse Book Distributors, Inc. ..... 4th cover
Scarecrow Press ..... 3d cover
Scientific American Medicine 43
SilverPlatter Information, Inc. 4
Springer-Verlag New York Inc. 37
The H. W. Wilson Company 5

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Index to Presenters

Patricia Aburdene; 17
Eric D. Albright; 26
Margaret (Peg) Allen; 22
Susan M. Anderson; 26
Duane Arenales; 24
Henry T. Armistead; 20
Stacey J. Arnesen; 28
Mary M. Asbell; 28
Joan Ash; 29
Elizabeth S. Aversa; 20
Helen E. Bagdoyan; 29
Sandra Ballasch; 26
Margaret Bandy; 26
Dan Barkey; 27
Hope Barton; 26
Jacqueline D. Bastille; 16, 17, 22, 30
Martha A. Bedard; 28
Christine L. Bell; 28
Jo Ann Bell, Ph.D.; 26, 28
Valerie M. Bennett; 21
Maryanne P. Blake; 29
David W. Boilard; 25
Mary Linn Borsman; 21
Virginia M. Bowden; 30
Lavonda Kay Broadnax; 25
Naomi C. Broering; 29
helen-ann brown [*sic*]; 27
Janis F. Brown; 26
Bette Brunelle; 20
Holly Shipp Buchanan; 19
Melinda Buckwalter; 27
Alison Bunting; 21, 25
Lynn Burke; 26
Judy Burnham; 22, 26
Peggy Burt; 23
Karen A. Butter; 18
Marjorie A. Cahn; 18
Damon Camille; 17
Bonnie Mack Chadbourne; 26
Dudee Chiang; 25, 28
Patricia Ciejka; 26
Monique C. Cleland; 24
Marge Cohen, M.D.; 24
Judith S. Cohn; 19
Elizabeth A. Cooley; 29
Elizabeth Connor; 24
J. Pat Craig; 27
Diana Cunningham; 20
Karen T. Hackleman Dahlen; 28
Roger W. Dahlen, Ph.D.; 21
Kathie M. DeGeorges; 24
Esther Y. Dell; 28
Margaret M. Demchuk; 26
Ellen Gay Detlefsen; 21, 29
Lyn Dietrich; 28
Anne P. Diffendal; 22
Trudi DiTrolio; 28
Jo Dorsch; 20
Robert P. Doyle; 23
Sally Dunn; 28
Gale A. Dutcher; 28
Edward Dzierzak; 26
Robert Engeszer; 19
Frances K. Ewing; 23
Min-Lin Emily Fang; 20
Jonquil D. Feldman; 19
Ruth E. Fenske, Ph.D.; 20
Donna B. Flake; 28
Valerie Florance; 20
Barbara J. Ford; 28
Rick B. Forsman; 16, 17
Lynn M. Fortney; 18
Christine L. Foster; 26
Carole Francq; 26
Angela Fullington; 27
June H. Fulton; 30
Norma F. Funkhouser; 26
Carla J. Funk; 17
Reed M. Gardner, M.D., Ph.D.; 18
Aulia Gies; 28
Carole Gilbert; 23
David S Ginn; 29
Mary King Givens; 26
Kimberly Goldman; 17
Paul Gorman, M.D.; 29
Charles Greenbery; 23
Suzanne F. Grefsheim; 21
Mary I. Griswold; 26
Jane Grosman; 27
Karla Hahn; 26
Anna Harbourt; 27
Jan K. Hart; 19
Fred L. Heidenreich; 26
Nancy I. Henry; 28
Judith A. Hesp; 26
Peg Hewitt; 28
Patricia Hinegardner; 29
Kathryn J. Hoffman; 17
Sara Anne Hook-Shelton; 23
Marilyn Hope-Balcerzak; 26
Abigail Hubbard; 18
Lois K. Huisman; 26
Jeffrey Hylton; 29
Barbara Smith Irwin; 22
Linda M. Jacknowitz; 27
John Jackson; 28
Susan Jacobson; 17
Carol G. Jenkins; 18
Christiane Jones; 18
Susan Jurow; 17
David Kent; 20
Pamela A. Kerns; 27
Chung Sook Kim; 20
Paul W. Kittle; 21
Michele Klein; 18
Lou Knecht; 27
Daniel D. Knight; 28
Julia K. Kochi; 28
Kathryn W. Kruse; 19
Ramune K. Kubilius; 26
Julie K. Kwan; 19, 20
Eve-Marie Lacroix; 21
Patricia Lee; 28
Frederick Andrew Lerner; 28
Rosalind Lett; 18
Lillian S. Levine; 21
Sandra R. Levy; 19
Christine Linden; 24
Susan London; 26
Nancy M. Lorenzi; 18
Irene M. Lovas; 21
Lisa Ann LoVullo; 29
Susan T. Lyon; 27
Judie Malamud; 21
Suzanne Maranda; 29
Jackie Mardikian; 26
Ellen B. Marks; 28
Joanne G. Marshall, Ph.D.; 29
Frank Mason; 23
Yvonne L. Mathis; 26, 29
Lucretia W. McClure; 20, 21
Michael McCue; 22
Diana McDuffee; 28
Julie J. McGowan, Ph.D.; 28, 29
Marilyn McKay; 22
Micki McIntyre; 21
Tony McSean; 24
Judith Messerle; 18
Randolph A. Miller, M.D.; 18
David Morse; 23
Craig Mulder; 21
Peggy Mullaly-Quijas; 20
Kathleen Murray; 43
Glenda Myers; 29
Beth S. Navalta; 26
Dana M. Neeley; 28
Janet L. Nelson; 26
Audrey Powderly Newcomer; 19
Sylvia Nicholas; 26
Judith A. Overmier; 25
Ann Paietta; 28
Ilene Palmer; 21
Rick Peterson; 28
Sharon A. Phillips; 27
Victoria Pifalo; 28
Dena Plaisted; 30
Ethel L. Pollock; 26
Laurie A. Potter; 20

Index to Presenters

Patricia F. Powell; 26
Tracy E. Powell; 28
Marianne Puckett; 27
Lynette Ralph; 20
Neil Rambo; 30
Jocelyn A. Rankin; 26
Lenny Rhine; 24, 28
Margaret Richwine; 27
Jean Roehrs; 28
Faith V. Ross; 27
Eve Ruff; 20
Angela Ruffin; 30
Eric Rumsey; 26
Marion N. Sabella; 23
Sarah Safranek; 26
Rebecca K. Satterthwaite; 26
Leslie C. Schick; 28
Rochelle Perrine Schmalz; 22
Diane G. Schwartz; 29
Paul M. Schyve, M.D.; 18
Ursula K. Scott; 30
Phyllis C. Self; 28
Anne Seymour; 29
Pat Shannon; 28
Barbara S. Shearer; 26
James Shedlock; 27
Barbara Lowther Shipman; 19
Elizabeth Siegel; 26
Dan Sienkiewicz; 27
Lois P. Sill; 27
Lynne Silvers; 28
Therese Simeone; 28
Catherine Arnott Smith; 26
Ronald D. Smith, D.V.M., Ph.D.; 24
Jacqueline Snider; 20
Susan C. Speer; 26, 28
Thomas O. Stair, M.D.; 29
Nancy E. Start; 23
Zoë Stavri; 20, 29
Suzanne Stensaas, Ph.D.; 30
Jeanne Strausman; 20, 21
Sandra E. Swanson; 26
Mara Tapp; 18
Edward W. Tawyea; 29
Patricia L. Thibodeau; 30
Marcia M. Thomas; 23
Jane L. Thompson; 20
Rajia C. Tobia; 30
M. J. Tooey; 21
Lynne U. Turman; 26
Monica A. Unger; 27
Linda J. VanHorn; 28
Eugene Vayda; 21
Mary Edith Walker; 23
Elizabeth R. Warner; 22, 26
Martha C. Watkins; 26
Linda A. Watson; 28
Maureen Watson; 26
Michael Watson; 27
Danny Wedding, Ph.D.; 24
Frieda O. Weise; 21
Kay E. Wellik; 18
Ellen R. Westling; 17
Terrie R. Wheeler; 28
Martha Whittaker; 21
Jacqueline Wilson; 23
Melanie L. Wilson; 26
Elizabeth H. Wood; 29
Richard C. Wood; 20
Susan E. Woods; 20
Maureen I. Wren; 23
Shigeaki Yamazaki; 29
Quentin Young, M.D.; 21
Joy Zimmerman; 20
Margaret Zorn; 27

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Rx FOR MEDICAL SOCIETY LIBRARY SURVIVAL

Kathie M. DeGeorges, IAIMS Coordinator, American College of Obstetricians and Gynecologists, Washington, DC.

Many medical society libraries have seen their operating budgets reduced; others have been eliminated entirely in response to financial cutbacks by their host organizations. This program will focus on building skills with which medical society librarians can market their services to their organizational directors, boards, and constituencies. The program will present sections of two marketing tools developed for hospital libraries: "The Library's Contribution to Quality: The Bottom Line", a presentation package developed by Bernie Todd Smith and Susan Grossman, and "Information Stat: Rx for Hospital Quality," a videotape of NLM's October 1992 satellite broadcast, and explore how these tools can be adapted for the medical society setting. Medical society librarians who have been successful in maintaining, even expanding, services will share their own strategies. The program is designed to be a working session that encourages participation of all attendees.

"GLOBAL VISION IN MEDICAL INFORMATION: REALITIES AND DREAMS"

Given the political, economic, and technological realities of the world today, the health science librarians are increasingly aware of the gap between the information rich and the information poor. Subsumed under the theme "Global Vision in Medical Information: Realities and Dreams," four papers describe the programs aimed at narrowing this gap. The first paper by Robert Doyle reviews the American Library Association's Library Fellows Program. This program enables librarians from the United States to visit various countries as consultants, trainers, and educators. The second paper by Tony McSéan and Monique Cleland is dedicated to those initiatives sponsored by western european medical librarians to provide assistance to their east European counterparts. These initiatives have been in response to the substantial dislocation of information networks as a result of the Soviet Union's dissolution. In the third paper, Elizabeth Connor emphasizes the importance of training library staff who are resistant to change perceived to be emanating from the West. The final paper by Lenny Rhine describes grass-roots efforts to link the libraries in the northern and southern hemispheres. These efforts have utilized satellite communications, complementing personal contact. The dreams of health information providers worldwide may be obscured by lack of funds and other resources, but as described in these four papers, they will become realities if efforts are made in a cooperative spirit and the experiences are shared widely. (Abstract summarized by Helen Teplitskaia and Mitsuko Williams.)

"HOSPITAL LIBRARY OUTREACH PROGRAM FOR NURSES"

Frankie Ewing, Medical Librarian. Robert Shafer Memorial Library, Presbyterian Hospital, Albuquerque, NM.

This paper describes a program to increase library services for nurses at Presbyterian Hospital in Albuquerque, NM. A medical librarian attends nursing unit staff meetings, solicits "hot topics" of interest, conducts literature searches, and supplies recent journal articles to each nursing unit.

"MEDICINE AND MANUSCRIPTS: RESOURCES FOR MANAGING HOSPITAL ARCHIVES"

Moderator: Barbara Smith Irwin, Head, Special Collections, University of Medicine and Denistry of New Jersey

Speakers: Anne P. Diffendal, Executive Director, Society of American Archivists

Michael McCue, Center for Hospital and Healthcare Administration History, American Hospital Association

Hospital libraries frequently serve as the archives of the institution. Faced with the special requirements for administering hospital records, the hospital librarian may wish to seek specialized training and/or advice. The two speakers at this session will address the resources (publications, training courses, consultation, etc) available from the Society for American Archivists and the Center for Hospital and Healthcare Administration History. The presentations will be followed by questions from the audience and general discussion.

"DOCU-SHOCK: OPTIONS FOR DOCUMENT DELIVERY IN THE '90's"

Moderators: Judie Malamud, Director, D. Samuel Gottesman Library, Albert Einstein College of Medicine, Bronx, NY, and
Lillian Levine, Assistant Director, Cleveland Health Sciences Library, Cleveland, OH

Adonis, Ariel, Carl UnCOVER, CitaDel, Faxon Finder, Information on Demand, Loansome Doc, SAIL, The Genuine Article, and TULIP are some of the options currently available for the provision and delivery of needed documents. The speakers will relate their experiences using five of the services in place of or in addition to traditional interlibrary loan services. The issue of copyright vis-a-vis document providers will be explored.

"THE HSCL ARIEL NETOWRK"

Valerie Bennett, Manager, Document Delivery Services Scott Memorial Library, Thomas Jefferson Unversity, Philadelphia,PA
Ilene Palmer, Assistant Director Health Sciences Libraries Consortium, Philadelphia, PA

"FAXON FINDER/FAXON XPRESS: REPORT FROM A BETA TEST SITE"

Mary Linn Borseman, Assistant Director for Access Services, Treadwell Library, Massachusetts General Hospital, Boston, MA

"SAIL: AUTOMATING INTERLIBRARY LOAN"

Eve-Marie Lacroix, Chief of Public Services Division. National Library of Medicine, Bethesda, MD

"A LOOK AT THE LOANSOME DOC SERVICE"

Jean Shipman, NN/LM SE/Atlantic Region, Baltimore, MD

"UnCOVER-THE ARTICLE ACCESS SOLUTION THAT DELIVERS"

Martha Whittaker,Marketing Manager, CARL Systems, Denver, CO.

"LEGAL CONSIDERATIONS FOR DOCUMENT DELIVERY SERVICES"

ALISON BUNTING, Associate University Librarian for Sciences, Louise Darling Biomedical Library, University of California, Los Angeles, CA

INNOVATIVE SERVICES FOR THE SCHOOL OF ALLIED HEALTH AT UT SOUTHWESTERN MEDICAL CENTER.

Marilyn McKay

Instructional Media Librarian

UT Southwestern Medical Center, Dallas, TX

Until recently, electronic media materials and equipment at UT Southwestern Medical Center Library were housed in the Learning Resources Center. To meet the challenge of changing technology in education, the Library reconfigured the LRC into the Educational Technology Laboratory to create a modular, fluid space for faculty and students to "experiment" with new ways of learning by using materials other than the traditional book for information. The School of Allied Health Sciences is participating in this recent development. This paper describes how this happened and what we hope for the future.

CLAUDE MONET AND DAVID HOCKNEY ARE ONE IN THE SAME JUST LIKE VALUE-ADDED SERVICES AND THE HOSPITAL LIBRARY

Marion N. Sabella, Director, Medical Library Services, Long Beach Memorial Medical Center, PO Box 1428, Long Beach, CA, 90801-1428.

The concept of value-added services could be considered a cliche term but is rather a new phrase for functions and information that hospital libraries have always provided. A review of the library and information sciences literature will demonstrate the variety of monitoring, evaluation and improvement techniques that are integral components of many library settings. Traditional hospital library services like online searching, collection development and customized current awareness resources have always demonstrated the professional librarian's commitment to providing relevant and current information to the healthcare community. A survey to be conducted in early 1993 of some of the members of the Hospital Libraries Section will document the type and extent of activities and programs that provide value-added services in today's hospital environment. In recent years, involvement with end-user searching and quality management and hospital information systems have been catalysts to the issues and content of such documents like the JCAHO's *Agenda for Change* and MLA's *Strategic Plan* and *Platform for Change*. Recommendations for practical and innovative ways to market, monitor and document value-added services will also be provided.

EXPANDING OUR INFLUENCE: TEACHING ALLIED HEALTH PROFESSIONALS AT THE UNIVERSITY LEVEL

Rochelle Perrine Schmalz

Director, Library and Audiovisual Services

St. Mary's Hospital and Medical Center, San Francisco, CA.

As medical librarians we may not take advantage of the options available to us to disseminate our knowledge to a wider range of health professionals, particularly those who may not be affiliated with hospitals. This paper will review my experience as an instructor at the University of California, Berkeley Extension and as a lecturer at San Francisco State University in the Department of Health Education. Classes were developed to enhance health professionals knowledge of how to access medical information and to strengthen their library skills. I will cover: developing a curriculum, working with the university , marketing your class, and working with students. The positive response for these classes from both the students and the institutions indicate a real opportunity for medical librarians to find new outlets for sharing our knowledge.

"MVMAC—THE MERCK VETERINARY MANUAL ON THE MACINTOSH COMPUTER"

Ronald D. Smith, DVM, PhD. Professor and Director of Computing Services, University of Illinois College of Veterinary Medicine, Urbana, Illinois.

MVMac is an electronic version of the 7th Edition of the Merck Veterinary Manual (1991), a popular source of information on diseases of domestic and wild animals. Among its features are:

Incremental word searching.
Boolean logic with implied AND for word combinations.
Wildcard and parentheses for grouping words and phrases.
Searches within the same sentence, paragraph, section, or by proximity.
Displays matches in single line context.
Displays and highlights matches in actual context.
Page/section/match indicator within text display.
Navigational aids for page flipping, next/previous find.
Displays figures as well as text.

Features and advantages of the electronic version over hardcopy will be demonstrated using a Macintosh PowerBook.

"NEW DIRECTIONS FOR LIBRARIANS: OPPORTUNITIES FOR ADVOCACY - A SHARING SESSION"

Marcia M. Thomas, Moderator. Director, Ruth R. Cleveland Memorial Library, Kansas City, Missouri.

Members of the Chiropractic Libraries Section conduct a sharing session to illustrate the diverse roles of the librarians in the chiropractic colleges. In particular, participants will share their experiences in the role of advocate.

THE GOOD, THE BAD AND THE UGLY: COMPARING THE CANADIAN AND US HEALTH CARE SYSTEMS

Canada spends about 8.5% of its GNP on health care. The United States spends 12% of its GNP or 50% more per capita than Canada. At the same time everyone in Canada has access to health care. In the US, there are over 40 million people uninsured. What can the US learn from the Canadian system? Is the Canadian system as good as it sounds? What about waiting lists and problems in accessing services in Canada? How will changes made by the Clinton Administration impact the US health care system? Dr. Eugene Vayda, Professor Emeritus, Department of Health Administration and former Associate Dean of Community Health, University of Toronto and Dr. Quinton Young of Physicians for a National Health Program will share insights with us on this timely subject.

MASLOW'S HIERARCHY AND THE SAD CASE OF THE HOSPITAL LIBRARIAN

Mary Edith Walker, Director, Biomedical Library, St. Jude Children's Research Hospital, Memphis, TN.

In developing value-added services it is important that librarians consider the question "Whose values?" We can increase support (moral and financial) for our libraries by putting our emphasis on the aspects of service which will appeal to those who control the purse strings. Motivational psychology offers a new paradigm for looking at our strategy for gaining support. This paper uses Maslow's Hierarchy of Needs and related research of Douglas McGregor and Frederick Herzberg to assess where librarians should spend their time and put their efforts. Many traditional library tasks (shelving, cataloging, ordering, for example) address primarily the lower levels of Maslow's pyramid. Unfortunately, motivational research has shown that these levels are the least effective at building long-term support. The speaker will offer examples of hospital library services which support the higher level needs of hospital staff and administration.

INFORMATION SKILLS INSTRUCTION IN SUPPORT OF LIFELONG LEARNING IN OCCUPATIONAL THERAPY: TEACHING STUDENTS TO F.I.S.H.

Elizabeth R. Warner

Education Services Librarian

Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA.

Occupational Therapy as a profession recognizes the importance of developing and having access to a complete knowledge base. Landmarks in the development of the OT literature and access to it will be identified and described. The literature of information skills instruction in the allied health professions will be summarized, citing all reports of information skills instruction in OT. The paper will address how to assure congruency of the philosophy and content of a curriculum and librarian presented information skills instruction.

The program is essentially bases on four tenets: Foundation, Information, Searching/Researching, History. Recommendations for future educational experiences, and commentary from students and faculty.

"MENTAL HEALTH AND SOCIAL POLICY"

Wedding, Danny, Ph.D., Director, Missouri Institute of Mental Health, St. Louis, MO.

This presentation traces public concern and involvement in mental health care throughout the history of the United States, and examines the effects of current mental health policies on today's society. The presentation will also assess the potential effects of health care reform measures proposed by the Clinton administration.

"ENCOURAGING DENTAL PROFESSIONALS TO USE INFORMATION TECHNOLOGY"

Wren, Maureen, Dental Center Library, New York University, New York, NY; Mason, Frank, Dental Library, University of Southern California, Los Angeles, CA; Hook, Sara Anne, Indiana University School of Dentistry Library, Indianapolis, IN

A discussion of the wide variety of systems and electronic services being implemented in dental libraries, such as Grateful Med, OCLC's FirstSearch, interactive videodisc, and CD-ROMs, and how they can best be promoted to dental health professionals. The authors will illustrate the effectiveness or failure of such devices as newsletters, one-on-one training, brochures and user manuals, and bibliographic instruction programs and tours in encouraging dental health professionals to take advantage of the new information technology that their libraries have to offer.

GETTING VERY SELECTIVE

Librarians will talk about specific policy and procedural changes they have had to make when selecting books and journals in these times of financial limitations. Two librarians from academic libraries and one librarian from a hospital library will share their experiences, practices and perceived impacts on their collections, operations and users. Two users, one a clinician and one researcher will share their experiences in their libraries and tell us what the changes have meant for them: have they noticed? How are they coping?

Title: Renew Your Research Resources--Meet the Mentors and Ask for Advice

Abstract: Many librarians would like to do research, but find the prospect daunting--things like getting ideas, finding time, finding funds, and those dreaded statistics. Rather than preach to the converted, the Library Research Section invites all research hopefuls to drop by and visit several informal tables, each devoted to a research issue. Friendly, knowledgable experts from the Library Research Section will be there to answer questions, lead discussions, share ideas, and give encouragement. Drop by a table or two or all of them. It doesn't matter what level of research capability you're at--everyone from absolute beginner to post-doctorate is encouraged to come. Remember, you're just as likely to give someone valuable information as you are to pick some up.

Contributed Papers

THE USE OF INTERNAL CIRCULATION STATISTICS FOR JOURNAL CANCELLATION DECISIONS

Henry T. Armistead, Collection Development Librarian, and Diana P. Zinnato, Associate Director for Collection Management, Scott Memorial Library, Thomas Jefferson University, 1020 Walnut St., Philadelphia 19107

Scott Library has begun to use hand-held barcode scanners when journals are reshelved as an effective measure of in-house use. Used in conjunction with four years of checkout data, ISI citation impact factors, local library holdings, indexing sources, and other criteria, scanner statistics enabled the Library to confidently cancel three percent of its most underutilized serials. Topics to be discussed in this paper include the methodology of scanner data collection and staff hours devoted to this activity, limitations of the utilization reports available through the Georgetown LIS system once the scanner data is loaded, and the Library's determination of thresholds of use below which a cancellation is considered. The technical specifications of the scanners will be outlined and shelving statistics in terms of time and numbers will be detailed. A sample table to be included will show cancellation criteria for a set of 37 journals. Future plans for routine scanner operations and procedures will be discussed. Scott Library considers that among all the criteria used to make cancellation decisions, internal journal circulation is by far the most important but it should always be used in conjunction with human judgement and experience.

"ADDING VALUE TO LIBRARY SERVICES WITH PUBLICATION AND CITATION DATA"

Aversa, Elizabeth S. Contract Marketing Representative, Research Department, Institute for Scientific Information, 3501 Market STreet, Philadelphia, PA 19104

This paper outlines the ways in which publication and citation data can be used to add value to the services provided by the library. Examples show the use of citations in searching online and cd-rom databases, the use of citation and publication counts in serving the university or hospital administration's information needs, the use of the data for assessing research performance of institutions, departments, labs, and teams, and uses for citation and publication data in collection development, marketing library and information services and in providing public information for the parent school or hospital.

The methods and tools which are described in this paper have been developed and used by the Institute for Scientific Information in working with clients. Tables and graphs illustrate the uses of publication and citation data described.

"MEDICAL FACTS FILE"

Bagdoyan HE, Associate Librarian for Planning and Database Development; Broering NC, Director Biomedical Information Resources Center and Medical Center Librarian; and Banks J, Assistant Librarian for Database Development. Dahlgren Memorial Library, Georgetown University Medical Center, Washington DC.

The Medical Facts File is a newly developed database, designed by Georgetown as an online source for users seeking quick answers to medical queries. It emerged from the library's experience with commonly asked reference questions and allows users to look up information themselves. The database functions as an "expert librarian" by anticipating questions and providing factual information and authoritative sources through which users navigate. The Medical Facts File is programmed using SYBASE, a commercially developed database management software that combines a menu and multiple window approach for user access. This method emphasizes an easy user interface and intuitive searching mechanisms. The system runs on a SUN SPARC 490, connected to Georgetown's IAIMS Knowledge Network through a TCP/IP Telnet connection and Georgetown Sparrow scripting software. It can operate also on the DEC VAX minicomputers and other microcomputer systems supported by SYBASE. The Medical Facts File is divided into eight modules: Bioethics; Diseases; Directories; Publishing; History; Terminology; Statistics; and Scholarships. For example, the Disease Module contains approximately 100 disease summaries in 19 categories with accompanying bibliographies and additional sources of information for health professionals and advocacy groups for their patients. In the Publishing Module highlights include: the sponsor, publisher, editorial board and instructions to authors for close to 70 journals; format examples for bibliographic citations; and copyright information.

From Sea to Shining Sea: Mary Anne Blake, Pacific Northwest Region, Deborah Halsted, South Central Region, Claire Hamusu, Pacific Southwest Region, Lisa Ann LoVullo, Southeastern/Atlantic Region, John Stey, New England Region, Peggy Mullaly-Quijas, Midcontinental Region, Mary Peck, Middle Atlantic Region and Elizabeth Siegel, Greater Midwest Region. Outreach Coordinators, National Network of Libraries of Medicine, Regions 1-8.

Join the National Network of Libraries of Medicine's eight regional Outreach Coordinators for a multimedia show illustrating the joys and frustrations of outreach. From the snow-capped mountains of Alaska to the beaches of Puerto Rico, these eight have travelled the fifty states and U.S. territories in their efforts to provide underserved and minority health professionals with access to the nation's biomedical resources. These coordinators have identified target populations and planned a variety of programs and services to meet the information needs of health professionals in their regions.

See firsthand why outreach has become the buzzword of the 90's. What is it? How do they do it? Why do they do it? Travel with them as they teach themselves, other librarians and health professionals throughout the country the meaning of outreach. It's more than you imagine. The presentation is filled with new promises and challenges for medical librarians.

"DIGITAL FULL-TEXT BIOTECHNOLOGY ARTICLES"

Broering NC, Director, Biomedical Information Resources Center and Medical Center Librarian, Georgetown University Medical Center Library, Washington, DC.

Bottlenecks in information transfer are being overcome with online access to full-text documents. The Digital Full-Text Biotechnology System under development at Georgetown University is a prototype database to provide users with online journal articles that include text and illustrations. The articles are stored as digitized images for direct electronic transmission to users. The project involves scanning, storing, retrieving, and transmitting digitized full-text documents, experimenting with new equipment and techniques to develop the system, and focusing on biotechnology with a test database in cancer and genetics. The library's major goals for engaging in this research activity are: (1) To improve knowledge management by using advanced technologies; and (2) To accelerate delivery of full-text documents electronically.

"THE VIRTUAL LIBRARY: A LABORATORY FOR NEW INFORMATION TECHNOLOGY"

Broering NC, Director, Biomedical Information Resources Center and Medical Center Librarian, Dahlgren Memorial Library, Georgetown University Medical Center, Washington DC

Health science libraries are emerging as testing laboratories for new information technologies dealing with improved storage, access, and retrieval. Bottlenecks in information transfer are being overcome with online access to full-text documents. Repackaged information, using a multi-media approach, offers enhanced knowledge resources that change the way health professions students study and learn. Digitized physician reports provide patients with faster diagnostic analyses and treatment planning. Resource sharing, through high-speed electronic networks, offers users access to actual collections available locally and virtual collections at remote sites. Users are the ultimate beneficiaries of a virtual biomedical knowledge base that transcends barriers of time, access, location, and format. Health science libraries are challenged to experiment with new technologies today in order to become virtual libraries in the future. Georgetown proposes a panel with presentations of five projects, currently under development, that optimize advanced technology

MEDLINE FOR EVERY USER -- WHAT FEATURES COUNT?

Brunelle, Bette S, Director, Product Development, CD Plus, 333 7th Avenue, New York, NY 10001.

The effectiveness of end-user MEDLINE searching has been widely debated in the literature, at conferences, in Internet MEDLIB forums, and in countless lively professional discussions among medical librarians. But with a few notable exceptions, a survey of the literature provides surprisingly little data on which of the software features that enhance MEDLINE searching are the most important.

This paper presents the process through which CD Plus chose smart features for its new OVID software, illustrates some of the differences in retrieval effectiveness that seem to accrue to different choices in software design, and points the way towards research opportunities that would be helpful in quantifying what is still a very qualitative topic.

A MAP FOR THE EARLY SETTLERS OF THE INTERNET

Dudee Chiang, Information Specialist, Norris Medical Library, University of Southern California, Los Angeles, CA

The Norris Medical Library made a decision to be the leader and prime information distributor about the Internet on the Health Sciences Campus of the University of Southern California. This paper describes our experiences in this endeavor. Responsibilities within the Library and working relations with the University Computing Services were negotiated. Focus group meetings were held to solicit the interests and needs of the Campus. Common user questions were also identified. In the Fall of 1992, regular workshops on FTP, Telnet, Listserv, Usenet, and navigational tools such as Archie and Gopher were included in the roster of classes offered by the Library. In the meantime, customized presentation are also given to departments or groups. Like the early settlers in the West, librarians and other Internet trainers not only need to learn to use the resources for ourselves, we also need to pave the roads and set up signs for others who follow. This paper will include a bag of tools for Internet trainers.

A Jointly Administered Academic Computing Center

Judith S. Cohn, M.L.S., Micki McIntyre, M.S., William C. Spence, M.L.S, Health Sciences Library at Stratford, University of Medicine and Dentistry of New Jersey.

The multicampus nature of the University of Medicine and Dentistry of New Jersey (UMDNJ) poses challenges for access to centralized computing and information services over a wide geographic region. Competition for dollars in a state-funded environment has encouraged alliances among service-oriented departments which provide broad information services. The University Libraries and the Academic Computing Services Department have historically managed independent microcomputer laboratories, this is the first collaboration between the two organizations.

UMDNJ comprises six major schools located on four campuses throughout the state. The Stratford campus serves the School of Osteopathic Medicine where a Microcomputer Lab has been located in the Health Sciences Library since 1987. Budget constraints precluded attempts to upgrade hardware.

Academic Computing Services (ACS) administers several Academic Computing Centers throughout UMDNJ, as well as the University-wide computing network which rides on an Ethernet backbone. Terminal servers in conjunction with internet routers/gateways provide access to all University academic computing resources from the campus library sites.

This project proves a model for collaboration between academic computing services and other health sciences libraries. Students, faculty and staff have access to a greater number of more powerful machines supporting more sophisticated applications. The Library has acquired hardware which would have taken years to obtain through normal budgetary channels. Academic Computing Services has located its equipment in a professionally staffed facility with many more hours of staff support than could have been provided for in an independently run laboratory. The long-term implications include expanding our partnerships, and expertise to deliver state of the art information technology to our users.

INTERNATIONAL CONNECTIONS: ASSISTING THIRD WORLD COUNTRIES THROUGH OUTREACH INITIATIVES WITH PROJECT HOPE.

Cooley, Elizabeth (Libby) Ann, Assistant Director for Collection Services. Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA.

In June of 1991, the Claude Moore Health Sciences Library received permission from the State of Virginia to donate it's withdrawn items to Project Hope's International Textbook Distribution Program. This decision was propelled by the Library's knowledge of the deprived information state of many third world countries' medical school libraries. When combined with the number of volumes the Library withdraws on a yearly basis, the feasibility of donating these items became apparent to us. In order to proceed with the process it was necessary to design a methodology regarding the selection and packaging of items being sent to Project Hope. This paper will discuss how selection decisions were arrived at while considering appropriate formats, subject matter, copyright restrictions, and timeliness of items. Secondly, how processing decisions were made regarding shipping, receiving and financial concerns of these items. Finally, decisions and reservations being considered regarding the inclusion of gift donations and what to do with withdrawn items that didn't meet established donation criteria. Success of the project will also be discussed with regard to perceptions of library patrons, staff, and Project Hope.

ACCESS THROUGH COOPERATION

Diana Cunningham, Director, New York Medical College, Valhalla, NY
Barbara M. Koehler, Assistant Director for Collection Development & Document Distribution, Welch Medical Library, Johns Hopkins University, Baltimore, MD

This paper summarizes our examination of the assumption that fast, dependable access to journal literature can substitute for ownership. Johns Hopkins' Welch Medical Library and the University of Maryland's Health Sciences Library, both located in Baltimore, entered into a formal cooperative agreement to cancel journal titles totalling approximately $10,000 each. We guaranteed rapid document delivery for those titles that were cancelled. We scrupulously observed copyright law, paying all fees through the Copyright Clearance Center. Journal use data and interlibrary loan requests were used to make cancellation decisions. This report documents the first 6-8 months of the experiment with respect to costs, savings, and impact on workflow in our respective Interlibrary Loan/ Document Distribution departments.

"REACHING THE TEACHABLE MOMENT: THE LIBRARY'S ROLE IN CURRICULUM REFORM"

Dahlen, K. Head of Information Services, Library of the Health Sciences University of Illinois at Chicago, Chicago, IL.

This paper describes an approach to integrating information-seeking skills into every level of the curriculum under the auspices of a library outreach program (e.g., the Liaison Program). Information-seeking competencies are being routinely assessed in order to redefine the library's educational roles within the curricula of six health professional schools. Librarians teach in at least twenty existing courses, and continuing education courses have been added to the learning continuum. The library has also taken a proactive approach in establishing standardizing campus assessment tools. Teaching and consulting roles for librarians have increased; courses have been reinterpreted; educational pathways have been redefined service levels; and a more personal approach to working with faculty has been achieved. Educational objectives of the Liaison Program will provide the framework for the discussion. An emphasis will be placed on resultant action plans in two professional schools and one interdisciplinary program. Instructional design changes, as a result of ongoing needs assessment, will also be addressed. In summary, progress will be interpreted in relationship to curriculum change.

UNEXPECTED DOCUMENT NEEDS IN A GRATEFUL MED OUTREACH PROJECT

Josephine L. Dorsch, Assistant Health Sciences Librarian, and Trudy K. Landwirth, Health Sciences Librarian, Library of the Health Sciences-Peoria, University of Illinois at Chicago, Peoria, IL.

Documents requested during an NLM-funded Grateful Med outreach project in west central Illinois revealed patterns with implications for collection development in libraries at small, underserved hospitals. The Library of the Health Sciences-Peoria provided one-month trials at 8 rural hospital sites with free searching and document delivery; documents were delivered at a fee posttrial. One hundred health professionals, including only 12 physicians, attended training sessions. Of the 359 documents requested, 86% were generated by groups other than physicians and nurses, including administrators, allied health personnel, and secretarial and support staff; nurses requested 13%. Significantly, physicians directly requested only 4 documents (and only after Loansome Doc was initiated); however, other physician requests may have come through intermediaries.

Investigators compared date of publication with project online log data for file years searched. An analysis of journal titles requested revealed a strong need for administrative and allied health information, areas often overlooked in collection development. The proportion of requested titles found in Abridged Index Medicus, a core collection often recommended for small hospitals, was also studied. The authors examined preconceived ideas about outreach project audiences, the role of intermediaries, and information needs at small hospitals.

"ACCESSING GENETIC INFORMATION WITHIN AN ACADEMIC MEDICAL CENTER: METHODS OF INFORMATION GATHERING AND THE ROLE OF THE LIBRARY."

Engeszer RJ, Reference Librarian; Mercer LS, Assoc. Director for Information Services; Park R, Bicmedical Research Computing Facility; and Frisse ME, Director , Library & Biomedical Communications Center, Washington University School of Medicine, St. Louis, Mo.

With the creation of the Human Genome Project, the need for accessing genetic and sequence data collected in databases such as GENBANK has led to the development of a plethora of new searching tools and information services. In the spring of 1992, the Washington University School of Medicine Library became an additional resource for genetic information when it was selected by the National Center for Biotechnology Information (NCBI) to serve as a test site for NCBI's experimental information retrieval and analysis system GenInfo. GenInfo is a Unix-based system available via the Internet that provides access to approximately a dozen genetic and molecular biology databases and several sequence analysis programs. The library's role was to serve as the liason to Washington University researchers by providing free passwords, training materials, and user support for GenInfo. Six months after the introduction of GenInfo, the library conducted a study to evaluate the success of this project and to determine whether users were interested in the library providing additional services to support GenInfo and genetic research in general. This paper presents an overview and evaluation of the GenInfo project. Preliminary data collected from database usage logs, user surveys, and personal interviews indicate that users are very pleased with the system, with a majority reporting that they now use GenInfo on either a daily or weekly basis. In addition, survey results indicate a strong interest in library-based training classes on database searching and data manipulation and in other software programs related to genome research that the library may be able to provide. We conclude that by understanding how the various products and services now available to genetic researchers are being used, librarians can begin to identify roles for themselves that will have a positive impact on this new and important area of research.

"The DISTRIBUTION OF ARTICLES ON HEALTH SCIENCES LIBRARIANSHIP IN MEDICAL JOURNALS"

Min-Lin Emily Fang, Coordinator for Reference Services/Assistant Professor, University of Illinois at Chicago, Library of the Health Sciences, Chicago, IL.

Health information professionals have increasingly been reaching health professionals directly by publishing articles on health sciences librarianship in medical journals. Two objectives of this study are: 1) to identify the health professionals' concerns and interests related to health sciences librarianship; and 2) to identify which medical journals publish articles on health sciences librarianship.

To achieve these objectives, recent articles (1987 to present) written on health sciences librarianship and published in medical journals were compiled by searching MEDLINE. Approximately 350 English language articles were identified and analyzed. This work expands on the earlier work of Fang (Bull Med Librar Assoc 77(2) 205-11, April 1989) which examined journal ranking by citation analysis in health sciences librarianship. Findings of the present study identify subject areas within health sciences librarianship that are published by medical journals and medical journals that publish articles on health sciences librarianship. Changing trends are also discussed. Data from this study support the concept that health professionals are interested in literature on health sciences librarianship and show its growing importance in the medical sciences.

"SUPPORTING THE MACINTOSH IN A DOS-ORIENTED HEALTH SCIENCES CENTER." Jonquil D. Feldman, Inhye Kim Son, Consultation Services Coordinators, Anne Wood Humphries, Assistant Director for Information Services, The Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA.

The Claude Moore Health Sciences Library at the University of Virginia makes an effort to support information retrieval and management for Macintosh users at an institution that largely utilizes IBM-compatible computers and software. While it is recognized that there is a body of Macintosh users affiliated with the Health Sciences Center, most computer operations are designed for IBM or VAX systems. In order to effectively serve this less visible group, the Library identifies Macintosh users and monitors their needs; includes Macintosh applications in all services; allocates funds to provide Macintosh computer equipment and software; and offers educational programs for both users and staff to develop and maintain skills in Macintosh-based applications. The Library supports Macintosh users by incorporating the Macintosh platform, in addition to DOS-based applications, into all programs. This includes services such as software consultations and demonstrations, tailored educational programs, review articles and fact sheets on communications and database management software, a Hypercard tutorial for using the online catalog, support for Mac and IBM users in the Grateful Med Outreach program, and staff training to develop and enhance both DOS and Macintosh skills to ensure the quality of these services. The Library's computer facilities also reflect this support: the Learning Resources Center has a Macintosh to DOS workstation ratio of 2:3, offers classes, and supports CAI programs written for both systems. While it is evident that Macintosh users are a minority at this institution, the Library is active in making sure they are not forgotten.

"EVALUATION OF MONOGRAPH SELECTIONS IN A HEALTH SCIENCES LIBRARY"

Fenske, Ruth E., Health Sciences Librarian (Urbana), Library of the Health Sciences-Urbana, University of Illinois at Chicago, Urbana, IL.

This paper reports on an evaluation of recent monograph selections in a small academic health sciences library. The method could be used to evaluate recent selections for any small collection.

In this case, the primary criterion of value was use. Data on use of all books acquired in a recent two year period were collected and analyzed by broad subject, discipline, and number of uses. The startling result was that over 60% of recent selections had received little or no use.

Recommentations, based on examination of the aggregated data were made and confirmed by qualitative examination of raw data, which shows the use of each specific book. Relevant factors were nature of use, method of acquisition, format, and subject.

ONLINE SEARCH TRAINING FOR RESIDENTS

Valerie Florance, Deputy Director; Jayne Campbell, Assistant Director for Information Services; and Craig Mulder, Assistant Director for Education, William H. Welch Medical Library, The Johns Hopkins University.

Effective online searching to retrieve current literature for clinical problem solving requires considerable technical competence, both in search techniques and in assessment of the search output. The Welch Medical Library is presently testing a training program designed to teach internal medicine residents to locate relevant literature for clinical problem solving through online searching in MEDLINE. The program provides (1) an initial training session, (2) a problem-oriented, mentored search session, (3) tests searches, and (4) evaluation sessions with individual searchers to review the output of test searches. Search output is evaluated two ways: an expert searcher judges the search technique and a content expert judges the relevance of individual citations to the clinical question that was posed. The methods employed in the pilot study included: pre- and post-study questionnaires; online capture of search questions and search output; downloading search results into a bibliographic program for comparison and formatted printing; a specially-constructed relevance scale; and an outside judge to provide content expertise. The technologies, data gathering instruments, and evaluation methods of the pilot study will be described. Modifications to the future curriculum will be discussed, based on experience from the pilot study.

"CONTINUING MEDICAL EDUCATION AND THE HEALTH SCIENCE LIBRARIAN'S ROLE"

Fornes, L., Director, Medical Library, Rockville General Hospital Vernon, CT.

This paper will report on the success of the medical librarian's role in actively participating in the Connecticut State Medical Society's (CSMS) Continuing Medical Education (CME) site reviews. It will also highlight the acceptance extended to them by both the CSMS and the physician members of the site review teams, as valuable participants in the CME Accreditation review process.

As part of the CME accreditation process, the medical library of institutions is reviewed based on the "Minimum Standards for Health Science Libraries in Hospitals." Prior to 1989, the membership of the survey teams was comprised of a CSMS staff member and physicians from various hospitals and institutions within the state. In 1989, this author proposed that a medical librarian also be a member of the CME site survey team for the purpose of reviewing the medical library under the MLA standards and also to offer opinion as to the medical library's relationship and involvement with the CME program established by the institution.

THE INTEGRATION OF INFORMATION-SEEKING INSTRUCTION AND ACTIVITIES INTO A PROBLEM-BASED LEARNING CURRICULUM

David S. Ginn, Associate Director for Information Services, Falk Library of the Health Sciences, University of Pittsburgh, Pittsburgh, PA; Patricia C. Mickelson, Director; Katherine L. Schilling, Coordinator for User Education; Loren H. Roth, M.D., Professor and Vice Chairman, Department of Psychiatry, University of Pittsburgh School of Medicine.

Medical education at several academic medical centers has shifted from a didactic, lecture-oriented approach, to a more problem-based, small group approach. In the Fall of 1992, the University of Pittsburgh School of Medicine implemented the first phase of the curriculum revision for the entire first year class. Falk Library of the Health Sciences provided a large-scale, intensive program integrating information-seeking skills and activities into the first year Patient-Doctor Relationship Course. Students explored issues relating to five topics (Breast Cancer, AIDS, Pediatric Transplantation, Geriatrics, and Occupational Medicine) in 16 small groups of 9 students each, with two faculty facilitators and a librarian in each group. During the two-week course, 8 librarians each attended over 25 hours of PBL small group activity and 144 students each participated in over 20 hours of information-seeking and use. A multi-modal approach to information-seeking and sources was emphasized, with print and AV materials, computer resources, and subject experts utilized in the investigation of learning issues. The Falk Library program emphasizes information-seeking and use as central to both problem-based learning and student skills development.

CAN PRIMARY CARE PHYSICIANS' QUESTIONS BE ANSWERED BY USING THE MEDICAL LITERATURE? Paul Gorman, MD, Leslie Wykoff, MLS, and Joan Ash, MLS, MA, MBA, Biomedical Information Communications Center, Oregon Health Sciences University, and Providence Medical Center, Portland, OR.

Primary care physicians have many questions while they are seeing patients (about two questions for every three patients), but about seventy percent of these questions are never answered. To answer their questions, clinicians prefer human information sources or highly accessible and available text sources, while making little use of medical journals or online sources. Efforts to address this problem have focused mainly on enhancing access to the biomedical literature by providing improved technology (eg Grateful Med access to MEDLINE) and training in its use. These efforts rest on the assumption that the answers to clinicians' questions exist in the biomedical literature, and that, given adequate resources and training, these answers can be found.

The purpose of this study is to answer the question, "If clinicians had the time, resources, and expertise to use online bibliographic retrieval to pursue all of their clinical questions, for how many of their questions could they find an answer, and what would be the cost of finding and providing this information?

In a previous study, forty nine active, non-academic primary care physicians practicing in rural and nonrural Oregon were interviewed during one half-day of office practice, and any questions that arose about patient care were recorded. In the present study, experienced medical librarians will attempt to answer a subset of these questions using online access to the periodical biomedical literature. Outcome measurements include the number of retrieved documents, the relevance of retrieved documents, and the clinical usefulness of the retrieved documents, as well as the total time and total cost of obtaining and providing the retrieved information to the clinicians.

DEVELOPMENT OF MULTIMEDIA INSTRUCTIONAL PROGRAMS AND DIGITIZED IMAGE DATABASE - THE ROLE OF THE LIBRARY

Hart J, Learning Resource Center Librarian, Library; Jones R, Dept. of Pathology, University of Arkansas for Medical Sciences, Little Rock, AR.

Development of instructional programs is within the reach of the typical health sciences academician if these individuals are given access to sufficient resources. The Library acts as a demonstration center for introducing the wide spectrum of available programs. It can also foster a climate that encourages and supports development by working cooperatively with the educational support units and academicians. If instructional programs developed on campus are to be presented within the Library, then the Library must be involved from initial planning to implementation.

The College of Medicine formed a committee with members representing the Library, media services, computing services, educational development and several interested faculty to eliminate or minimize the roadblocks that have traditionally inhibited development by overworked, unrewarded and computer-novice faculty. The committee recognized the following policies as essential to success:

1.) Recognition for development of instructional computer-based instruction programs as criterium for promotion and tenure; 2.) Focus on process and resources, not on specific technology; 3.) Cross platform development; 4.) Personal guidance by a faculty facilitator through the development process; 5.) Hardware and software resources available in a Library room reserved for faculty; 6.) Database of resources, including images and sounds, maintained by the Library but available to all through networking; 7.) Minimization of time and training through use of templates and well-supported authoring tools.

The initial stages of this project were directed at the College of Medicine, but have become a resource for the faculty of all of the UAMS colleges.

"MEETING EVOLVING NEEDS IN NURSING INFORMATICS PROGRAMS"

Patricia Hinegardner, Mediated Search Services Coordinator and Phyllis S. Lansing, Education Services Coordinator, Health Sciences Library, University of Maryland, Baltimore, MD.

Nursing informatics is part of today's nursing practice. Nursing education at the University of Maryland at Baltimore prepares nurses for their changing responsibilities through the undergraduate curriculum, the graduate Nursing Informatics program and a Summer Institute.

Health Sciences Library (HSL) liaison librarians regularly teach undergraduate nursing students to use printed information sources and locally mounted databases.

In the graduate nursing program, a Computers in Nursing class has been offered since 1985. After extensive study, the School of Nursing at the University of Maryland at Baltimore developed the first graduate level program in Nursing Informatics with the first students admitted in 1988. The HSL graduate nursing liaison continues to teach literature searching, including a broad range of databases and services.

In 1991, a Nursing Informatics Summer Institute was offered for nurse managers and administrators. Library staff taught a workshop on electronic literature searching. For the second Summer Institute, HSL librarians provided two workshops: "Computerized Methods for Locating, Selecting & Organizing Information" and "Nurses' View of Grateful Med." The HSL Computer User Services staff also taught workshops on specific application packages.

This presentation will focus on the development of the Nursing Informatics Programs at the University of Maryland at Baltimore and on the HSL's support of these programs.

"INTERNET ACCESS/HIGH PERFORMANCE COMPUTING AND COMMUNICATION"

Hylton JS, Assistant Director, Technical and Communications Systems, Georgetown University Medical Center Library, Washington, DC.

The IAIMS project at Georgetown has established an advanced networking system with the Library as the focal point. Not only does the Library provide network nodes to the campus, but it includes external access through Internet and other networks. The Library's OPAC (Online Public Access Catalog) is on the Internet, the LIS (Library Information System) networks with 40 other libraries, and file transfer protocols (FTP) handle transmission of large data files. The WAIS (Wide Area Information Server) software and the VNS (Virtual Notebook System developed by Baylor College of Medicine) are being used for experimental linkages. The Library participates with the National Educational Medical School Consortium (NEMSC) in transmitting educational software programs developed at Georgetown to the Consortium's file server based at the University of Pennsylvania. These and other high performance computing and communications network projects will be described.

"THE NYCAMH LIBRARY & INFORMATION CENTER"

David Kent, Librarian & Information Specialist, New York Center for Agricultural Medicine and Health (NYCAMH), Cooperstown, NY

This paper describes the development of the NYCAMH Library & Information Center, a research institution that serves health professionals, agricultural researchers, farmers, policy makers, and the public at large. The library collects data on virtually all aspects of agricultural medicine, provides access to over 400 national and international databases, and offers the reference services of various experts in agricultural safety and health. As it continues to grow, the library is proceeding in its mission to provide its patrons with the widest possible range of information.

"A NEW ROLE FOR LIBRARIANS IN THE ELECTRONIC INFORMATION ENVIRONMENT"

Chung Sook Kim, Assistant Director for Database Development & Access, William H. Welch Medical Library, Johns Hopkins University, 1900 E. Monument Street, Baltimore, MD 21205

Over the past two decades, the development and maintenance of the Welch Library's online databases evolved from joining the OCLC Network, to introducing an online public catalog, managing locally mounted bibliographic databases, and most recently to developing the Welch Gateway to connect to outside databases. Until recently, librarians' roles were mainly limited to setting up profiles or providing specifications for system enhancements. In the past six years, however, the Laboratory for Applied Research in Academic Information, the research component of the Welch Library, has helped develop two internationally known genetics databases, first the Online Mendelian Inheritance in Man (OMIM™) and then the Genome Data Base (GDB™). A new role for librarians has emerged from this knowledge management work. This paper describes the library's role in one aspect of knowledge management work, the publication of print products from an online database. In early 1992, the Welch Medical Library collaborated with the author Victor A. McKusick, M.D., and the Johns Hopkins University Press to produce the two-volume tenth edition of *Mendelian Inheritance in Man* (MIM10) from the OMIM™ database. Using UNIX operating systems to manipulate data files, library staff produced magnetic tapes used for photo composition of the book. The processes involved in making the tapes are described with emphasis on the value of library expertise to the success of the project.

LERN: THE LIBRARY ELECTRONIC REFERENCE NETWORK

Kathryn W. Kruse, Chief, Library Services Branch, FDA Medical Library; and Gregory V. Brolund, Chief, Information Systems Branch I, Division of Information Systems Design; Center for Drug Evaluation and Research, U.S. Food and Drug Administration.

LERN represents a collaborative effort of two U.S. Food and Drug Administration, Center for Drug Evaluation and Research (CDER) components: the FDA Medical Library and the Division of Information Systems Design. The impetus for the creation of LERN has been the Library's need to serve CDER staff relocated from Agency headquarters. Using their office PCs via Ethernet and the CDER VAXCluster, staff can access a growing number of reference products in CD-ROM and diskette formats. Available titles include the PDR, SilverPlatter MEDLINE EXPRESS, FEDERAL REGISTER, CURRENT CONTENTS (Life Sciences and Clinical Medicine), FDA-ON CD-ROM, and Micromedex CCIS and TOMES. In addition to the CDER VAXCluster, LERN hardware currently consists of 3 Logicraft servers and 44 CD-ROM drives; 36 simultaneous users can be accommodated on the network. Growth in the use of LERN has been phenomenal!

CIS CUMULATIVE DATA BASE: A RESOURCE FOR STATISTICAL METHODOLOGY

Kwan J, Head, Science and Engineering Library, and Gordon L, Professor of Mathematics, University of Southern California, Los Angeles, CA

The literature of statistical methodology and application is critical for the conduct of many areas of health sciences research, including clinical trials and epidemiologic studies. Frequently, primary source materials in this subject are not included in health science library collections. This paper describes an electronic resource, the *CIS (Current Index to Statistics) Cumulative Data Base*, produced jointly by the American Statistical Association and the Institute of Mathematical Statistics, which covers statistical literature since 1975.

The *CIS Cumulative Data Base* facilitates access to unique statistical literature, for which there is little overlap in MEDLINE. Topics covered include: methods of survey research, mathematical modelling of epidemics, estimation techniques for prevalence and incidence, health services econometrics, bias in clinical research, statistical issues for the *Health and Nutrition Examination Survey* and other health and health care surveys, statistical considerations for clinical trials, and statistical approaches to gene mapping and DNA sequencing.

The presentation will include: 1) a description of the database and its print counterpart, 2) our planning for mounting this database as part of USCInfo, the University of Southern California's online library system, 3) a rationale for providing this focused subject database as a separate online file on a university-wide information system, and 4) current license options. This database is of interest to many individuals in the health care environment: statisticians, epidemiologists, administrators, and others interested in the technical statistics literature.

THE CRITICAL INCIDENT TECHNIQUE AS A RESEARCH TOOL

Kwan J, Head, Science and Engineering Library, University of Southern California, Los Angeles, CA

The critical incident technique is perhaps best known to health sciences librarians as the methodology used in the 1989 study commissioned by the National Library of Medicine to evaluate the impact of MEDLINE. The technique was originally developed during World War II for pilot selection. It is an exploratory, qualitative method which has been shown to be a reliable and valid technique to develop comprehensive and detailed descriptions, or taxonomies, of a particular content domain. It includes asking eyewitnesses or participants for factual accounts of behaviors.

This paper will briefly review the use of this technique in previous research in the health professions and in library applications, including studies of physicians' information needs, adult users of library services in public libraries, and responses of students to library services. The technique can be used to analyze individual behaviors in using library collections and services as well as the impact of particular resources on library users.

This paper will also outline the use of this technique at the University of Southern California to analyze basic scientists' information needs and to evaluate the impact of information resources to meet those needs. The goal of this research is to refine the methodology so that it can be used effectively and efficiently in the individual library setting. The paper will include guidelines for using the methodology and the advantages and disadvantages of this technique as a research tool.

"UMLS WORKSTATION PROJECT: PROGRESS TO DATE"

Sandra R. Levy, Information Specialist, and Peter M. LePoer, Systems Librarian, Health Sciences Library, University of Maryland at Baltimore, Baltimore, MD

The Health Sciences Library (HSL) at the University of Maryland at Baltimore (UMAB) serves a campus of professional schools consisting of Medicine, Nursing, Pharmacy, Dentistry, Social Work, and Law. The library also serves the University of Maryland Medical System, the Graduate School, and other affiliated institutions. In the Spring of 1992, the Health Sciences Library was awarded a three year grant from the National Library of Medicine to create a workstation software system to serve as an interface to the Unified Medical Language System. The UMLS Workstation Project Team will create a microcomputer-based interface that will use the UMLS to aid in searching several of the databases available at the Health Sciences Library, including the online catalog, PsycLIT, CINAHL, MaryMED Plus (CD Plus Medline), and HSL Current Contents.® The team includes five library staff members, a programmer, and an advisory panel of medical and computer design experts. The user interface will be based on Microsoft Windows, using Visual Basic as the primary development tool. Faculty and students from each school have been recruited from the UMAB campus to evaluate screen layout and design, ease of use, speed, reliability, and help messages. Their comments are being solicited at each stage of the implementation of the UMLS workstation project and will guide the design process. The presentation will describe the procedures employed in this process and discuss the progress made in the first year of the UMLS workstation project.

INFORMATION LITERACY INTEGRATED INTO THE MEDICAL CURRICULUM

Maranda S, Education Services Librarian; Ludwin V, Health Sciences Librarian; Bracken Library, Queen's University, Kingston, Ontario, Canada.

Problem-based learning, self-directed learning, life-long learning: these are the key concepts shaping medical education in the Information Age. To help reach these educational goals, an information literacy programme, with the strong support of the Faculty of Medicine Administration, was fully integrated into the new medical curriculum which started in the fall of 1991 at Queen's University, Kingston, Ontario, Canada. Right from the beginning, the faculty-librarian team approach to each of the sessions reinforced the students' perception of the need for information literacy skills. The programme spans the four years of the curriculum, however the basic skills are covered during the five sessions of the first term. The following sessions build upon this foundation: it is therefore important that we evaluate the students, as well as the programme, at the end of the first term, to ensure that the predetermined goals have been achieved. Student evaluation, through a pre- and post-test, as well as a library assignment, is examined and compared over the two years the programme has been offered.

"ASSESSING THE IMPACT OF LIBRARY AND INFORMATION SERVICES"

Joanne G. Marshall, Associate Professor, Faculty of Library and Information Science, University of Toronto, Toronto, ON, Canada.

In these times of fiscal constraint, assessing the value and impact of information services is a key issue for librarians. Traditional evaluation attempts have focused on the development of library standards and input/output performance measures. TQM is a more recent approach that uses quantitative methods to continuously improve work processes. Still other studies have begun to look at the impact of information provided by the library, i.e. assessing the extent to which information changes or influences the user's behavior. This paper will examine the methodology and results of two recent impact studies and a third which is still ongoing: the 1991 Rochester study of the impact of information provided by the hospital library; the 1992 Toronto study of the impact of information provided in corporate financial settings; and the 1993 Consumer Health Information Service study, also in Toronto, which is exploring the impact of information on consumer decision-making.

MEDIATED LITERATURE SEARCHES: THE IMPACT ON PATIENT CARE

Yvonne Mathis, Assistant Librarian, St. Mary's Hospital, Grand Rapids, MI; Mary Griswold, Librarian, Bronson Methodist Hospital, Kalamazoo, MI; Lois Huisman, Assistant Librarian, Blodgett Memorial Medical Center, Grand Rapids, MI; Beth Navalta, Library Supervisor, Bon Secours Hospital, Grosse Pointe, MI; Sandra Swanson, Librarian, Butterworth Hospital, Grand Rapids, MI; Maureen Watson, Optometry Librarian, Ferris State University, Big Rapids, MI.

This paper reviews the method and results of a study conducted by the Michigan Health Sciences Libraries Association (MHSLA) Research Committee. The purpose of the study was to document the value of the library and its staff to the hospital. The study focused on the impact of mediated literature searches on patient care. Thirty-one MHSLA libraries participated in the study. During a four week period, patrons requesting a literature search relating to a specific patient case were asked to participate in the MHSLA study by completing a survey. Health care professionals returned 248 usable surveys. Respondents indicated that 85% of the searches were of value to patient care. Some aspect of patient care was handled differently in 59% of the cases. Although the responses were subjective, they showed that library services have an impact on the quality and cost of patient care. This research, in addition to the King and Rochester studies, will assist in demonstrating the value of the librarian and library services to today's health care institutions.

"A PERSPECTIVE ON IMAGE"

McClure, LW, Medical Librarian, Edward G. Miner Library, University of Rochester Medical Center, Rochester, NY

The purpose of this paper is to discuss the kind of image the librarian, and hence the library, should project. We must not become so dazzled by the electronic world that we forget what librarians do best--the organization, dissemination and transfer of information and knowledge. Many in our profession want be called consultants, information scientists, or educators, but the effective librarian encompasses attributes from all of those professions. Too often we bow to the fads or the fashion of the day, forgetting that content, knowledge, information is more important than how it is packaged. We have a decision to make about ourselves as librarians and about our libraries. What we decide about the function and focus of the librarian will determine the shape of the library in the future.

"ESSENTIAL INTEGRATION: A MULTI-FACETED PARADIGM FOR TEACHING INFORMATION LITERACY IN AN ACADEMIC HEALTH CENTER ENVIRONMENT"

Julie J. McGowan, Ph.D., Director, Dana Medical Library and Professor, Department of Pediatrics, University of Vermont, Burlington, VT.

In the academic health center environment, the need to develop skills and habits necessary to promote life-long learning is now being recognized as holding equal import with the need to achieve mastery in the use of a stethoscope or a scalpel. However, often, institutional culture and student resistance inhibit or prevent these information access skills from being learned prior to graduation.

This paper looks at student learning in the context of a moderately successful program to teach bibliographic and library literacy and analyzes why the program failed for some students. From the conclusions drawn, and with a mandate to develop critical information seeking skills and behaviors in all health sciences students, a flexible, integrated model for teaching information (E.G., library and computer) literacy across disciplines and schools has been developed and is in its first year of implementation at the University of Vermont.

This paper reviews both student and health center faculty feedback about the effectiveness of the program and also examines the academic health center environment and the barriers which initially obstructed its development. Finally, the paper presents a library education paradigm based on the tested hypothesis that the integration of library faculty into the institution's culture is equally as important as the integration of information literacy into the curriculum.

MEETING HEALTH PROFESSIONALS' INFORMATION NEEDS: USING FOCUS GROUPS FOR MODEL DEVELOPMENT (BASED ON THE NN/LM-MR REGIONAL MARKETING STUDY)

Peggy Mullaly-Quijas, MLS, Outreach Coordinator; Deborah H. Ward, MA, MLS, Associate Director; Nancy Woelfl, PhD., Director, National Network of Libraries of Medicine - Midcontinental Region, McGoogan Library of Medicine, University of Nebraska Medical Center, 600 South 42nd Street Omaha, Nebraska 68198-6706.

Central to all marketing efforts undertaken by libraries are the following questions:

1) What are the clients' information needs?
2) What are the barriers to fulfilling those needs?
3) What services/product mix can the library offer to meet those needs?
4) When the product/service mix has been identified, what is the best way to communicate this to the clients?

A professional marketing researcher and consultant was retained by the National Network of Libraries of Medicine - Midcontinental Region Office. The consultant, utilizing focus groups as the primary data gathering method, has created a model of action for libraries to use to understand the information needs of the major groups of health professionals typically served by network member libraries. The consultant will make recommendations about how medical librarians can successfully communicate to the clients about the product/service mix the library can provide to serve those needs.

This paper will discuss the marketing study, exploring the assumptions made at the start of the project and the methodology used. The model for action created by the consultant will be presented, including practical points that can be initiated by any medical library to more effectively reach the clients served.

WHAT INSTRUCTIONAL LIBRARIANS NEED TO KNOW ABOUT INFORMATION TECHNOLOGIES

Craig Mulder, Assistant Director for Education, and Beth Layton, Instruction Coordinator and Nursing Liaison, William H. Welch Medical Library, Johns Hopkins University, Baltimore, MD, 21205-2113.

The Welch Library's education staff faces an increasing need to use information technologies in their teaching and consulting related to the scientific communication process. To determine what instructional librarians need to know about information technologies, we prepared a matrix outlining functional activities and the knowledge structures, processes and tools pertaining to them. The method was used to define continuing education needs for individual staff and to develop a staff education program at the Welch Medical Library.

"FROM APARTHEID TO INTEGRATION: THE WITWATERSRAND MEDICAL LIBRARY AS CATALYST IN A CHANGING ORGANIZATIONAL CULTURE"

Glenda Myers, Medical Librarian, Witwatersrand Medical Library, Johannesburg, South Africa.

The University of the Witwatersrand has always rejected racism and racial segregation. Consequently, the University has for many years been the target of considerable pressure by the apartheid regime in order to bring it more into line with government policy. The Witwatersrand Medical School is associated with the Transvaal Provincial Administration (T.P.A.) in the running of its five teaching hospitals. Conflict often arises owing to the T.P.A.'s rigid adherence to government doctrine. This paper outlines the role of the Witwatersrand Medical Library (WML) as a catalyst in changing the organizational culture. Examples are drawn from the library branches at Baragwanath Hospital and the J.G. Strijdom Hospital, where varying degrees of success in changing existing attitudes have been obtained.

"EXHIBITING: DOING IT LIKE THE BIG BOYS"

Dena K. Plaisted, Coordinator for Education, Mary L. Ryan, Executive Director, Deborah D. Halsted, Coordinator for Outreach, National Network of Libraries of Medicine, South Central Region, Houston, TX.

The eight RMLs are required by contract with NLM to exhibit at national meetings of medical and health professional associations to promote the products and services of NLM and to demonstrate Grateful Med. After more than a year on the national and regional conference circuit, the NN/LM SCR staff has learned much from corporate competitors and co-exhibitors. Additionally, many other Network libraries have joined the RML in exhibiting efforts, and many regional, state, and local meetings have been added to the exhibit schedule. Exhibiting has proven an effective outreach tool for the promotion of medical libraries and librarians. This presentation will provide the "Do's" and "Don'ts" of exhibiting as learned through experiences. Use of visual aids will enable the audience to see firsthand how to maximize marketing potential and attract new customers.

"WHAT MEDICAL REFERENCE LIBRARIANS CAN LEARN FROM JOURNALISTS"

Laurie A. Potter, Medical Reference Librarian, Savitt Medical Library, University of Nevada School of Medicine, Reno, NV.

Investigative journalists have many tools in their "information armamentarium" that reference librarians do not normally use. In fact, their whole approach to research is different from a librarian's. Reporters think in terms of following the paper trail or the people trail and rely heavily on such things as public records, "phone pyramiding" and eliciting information from sources through interviewing. Librarians, on the other hand, feel that their expertise does not extend beyond identifying the authoritative source in print often through an online search. Yet, Dennis King, an award-winning investigative reporter, states, "Many investigative journalists will tell you that database searches rarely produce more than a tiny fraction of the information they need in preparing a thorough background report or investigative news series...". This paper will discuss what medical reference librarians can learn from the research techniques used by journalists and when their methods would be useful and appropriate. Specific examples of medical reference questions will be used to illustrate a journalist's approach to finding information.

A PROFILE OF THE COMPREHENSIVE CANCER RESEARCH CENTER LIBRARY: RESULTS OF A SURVEY

Eve M. Ruff, MS, Head of Library Services; Heidi A. Heilemann, Graduate Student of Library Science; The Fred Hutchinson Cancer Research Center, 1124 Columbia Street, Seattle, WA 98104

Objective: This paper describes a research project undertaken to collect comparative data about library services and resources at NCI-designated Cancer Research Centers.

Background: A Cancer Research Center formally receives this designation from the National Cancer Institute (NCI) because of its focus on the broad range of research functions from basic to clinical to public health sciences. Cancer Research Centers are further classified as either Comprehensive, Basic Science, Clinical or Constorium, depending upon the orientation of their mission and programs. A Center may be an independent, free-standing institution or comprised of several integrated university departments.

Libraries within these institutions face numerous complex challenges. Small professional staffs, usually with highly specialized collections and limited funding, must maximize services to a diverse and sophisticated clinical, research, student, and consumer clientele. No similar studies were revealed through a review of the literature.

Methods: A survey instrument was designed and mailed to library directors at the fifty-seven institutions, as identified by NCI. Questions specifically addressed the areas of institutional demographics, library administration and personnel, funding sources and fiscal resources, institutional network and computing environment, library operations, and user services.

Results: Quantitative methods will be used to present the results. Data collected for this project will be maintained in a relational database (FoxPro) and made available for librarians who may want to request reports customized to their needs. Consideration will be given also to updating the results on a regular basis for longitudinal study as well as for continued use.

GRATEFUL MED OUTREACH PROJECTS - PROGRESS MADE, LESSONS LEARNED

Ruffin, Angela, Outreach Librarian, NN/LM Network Office, National Library of Medicine
Lyon-Hartmann, Becky, Head, NN/LM Network Office, National Library of Medicine
Radow, Denise, Library Associate, National Library of Medicine
Bridgers, Jeffrey, Library Associate, National Library of Medicine

In September 1990, the National Library of Medicine awarded purchase orders for $25,000 to 30 institutions in 22 states and the District of Columbia for "Grateful Med Outreach Projects." The purpose of these 18-month projects was to introduce unaffiliated health professionals to Grateful Med and provide them with access to information services from a health sciences library. This presentation will summarize the results, highlight the lessons learned, and describe the evaluation methodology used to determine the success of these outreach efforts.

"HOW PHYSICIANS AND BIOMEDICAL SCIENTISTS IN AN EMERGING COUNTRY LEARN INFORMATION SEEKING SKILLS; THE REPORT OF A FOCUS GROUP STUDY"

Diane G. Schwartz Associate Director for Medical Education, Primary Care Resource Center, School of Medicine and Biomedical Sciences, University at Buffalo, State University of New York, Buffalo, NY

A research project was conducted in India in 1992 to determine how physicians and biomedical scientists working in an emerging country learned information seeking skills.

Focus group sessions of 2-7 people, lasting approximately 1.5 hrs, were conducted at 3 Indian health care/research institutions. Physicians and biomedical scientists were interviewed separately and 4 questions were asked. Meetings were also held with the Head Librarians to learn about the mission of the library, its services, and instructional programs.

The sessions generated lively discussions during which most participants reported learning to use a variety of information retrieval tools while in school, with their mentor or other students providing the training. No one reported learning these skills from a librarian. While most participants regularly used mediated online information systems, they were generally dissatisfied with the results, which they attributed to the limited academic training Indian librarians received. By contrast interviewees reported high levels of satisfaction with end-user search systems which they believed was due to their subject expertise. This paper will report the results of this study and discuss the merits of the focus group technique in conducting qualitative research in health sciences librarianship.

Rolling in the Dough: Outreach for Profit. Ursula Scott, Executive Director, Baylor Health Sciences Library, Dallas, TX and Peggy Mullaly-Quijas, Outreach Coordinator, National Network of Libraries of Medicine, Mid-Continental Region, Omaha, NE.

Outreach activities heighten the value and visibility of the library in the eyes of the community and administration. This is important during times of budget custs. Institutions who seek to extend their sphere of influence in a particular area can benefit from incorporating the library and outreach activities. In doing so, the library contributes to that goal and is viewed as an asset to the bottom line rather than a drain on finances. Outreach activities can provide many benefits, such as increased revenue for document delivery.

Marketing library services to money-starved rural hospitals can be challenging, especially if the hospitals have never had such a service. The Texas Tech University Health Science Center Library at Odessa has an outreach program combining a network of library and information services utilizing telefacsimile machines to rural hospitals. The network has prospered for five years, offering fee-based service. Implementation of the outreach effort will be discussed including innovative services such as 24 hour obstetric and gynecologic peer consultations on fetal monitoring strips. Learn how you can boost your library's image and income by providing outreach to others.

"ELECTRONIC TEXTBOOK IN HUMAN PHYSIOLOGY"

Seymour A. Assistant Director, Biomedical Information Resources Center, Georgetown University Medical Center Library, Washington, DC.

Georgetown developed a prototype Electronic Textbook in Human Physiology which includes a knowledge base of core instructional materials to enhance learning and visualization. The prototype textbook is stored in digitized format on Macintosh computers. The major instructional materials needed by students in their physiology course are combined into one integrated workstation and include faculty lecture notes, text, illustrations, animation, simulations, glossaries, slides, and sound. The Textbook consists of six chapters: Cardiac Cycle; Endocrine; Renal; Pulmonary; Gastrointestinal; and Neurophysiology. The project, funded by a U.S. Department of Education Grant, has been underway since 1990. It has been tested and used for two years. Plans are to evaluate its use and continue development in 1993.

IMPLEMENTING A CAMPUS-WIDE ELECTRONIC CURRENT AWARENESS SERVICE

Barbara Lowther Shipman, Coordinator of Health Sciences Electronic Information Resources and Technical Systems Librarian, Alfred Taubman Medical Library, The University of Michigan, Ann Arbor, MI

In 1990, the Alfred Taubman Medical Library at the University of Michigan began developing a current awareness service for its users. While the original intent was to supply subscribers with updates on disk to products such as Reference Update and Current Contents/Life Sciences on Diskette, the ultimate goal became to provide campus-wide networked service, thereby providing more timely access to the updates and eliminating the distribution problems associated with floppy disks.

This paper describes the evolution of this project, which began with a user evaluation of both Reference Update and Current Contents on Diskette and developed into an adaptation of stand-alone products into networked services. The various client-server models considered are discussed. Access to weekly updates of both products was available to subscribers on AppleShare and Novell file servers, with Reference Update available on an FTP server (for non-networked users) as well.

Technical aspects of the implementation are discussed, including what librarians needed to learn in order to work effectively with networking experts, as well as the difficulties associated with networking products either not designed to be networked or designed to be networked in a different way. The paper also describes the Library's developing relationship with the technical staff of the medical center unit dealing with information technology and networking.

Mounting a product differently than the producers intended meant that normal site license agreements had to be revised and new fees negotiated; this paper discusses the licensing considerations involved. Finally, staffing implications as well as levels of user support and documentation required are described.

NATIONAL AGRICULTURAL SAFETY AND HEALTH NETWORK (NASHNET).

Jacqueline Snider. MLS, Information Specialist, The Institute of Agricultural Medicine and Occupational Health, The University of Iowa.

The field of agricultural health and safety is large and diverse. Many organizations offer programs in this area. However, a list of these organizations, agencies, and programs has not been available. The Institute of Agricultural Medicine and Occupational Health at The University of Iowa received funding from the National Institute of Occupational Safety and Health (NIOSH) to establish the Center for Agricultural Disease and Injury Research and Prevention (CADIREP). One of the goals of the Center is to create an electronic bulletin board directory of programs in agricultural health and safety. This directory is open to everyone and passwords are not necessary. After dialing 319-335-4563, callers can type NASHNET at the sign on query. The network includes a calendar of events for conferences and workshops, as well as a public message area for users to share information with each other. Programs are searchable by subject, the name of a particular person, or by geographic location. The directory currently lists only programs in Iowa, but will soon expand its coverage nationwide.

"DIGITIZED PHYSICIAN REPORTS/VOICE RECOGNITION SYSTEM"

Stair TO, Chairman, Department of Emergency Medicine and Broering NC, Director, Biomedical Information Resources Center and Medical Center Librarian, Georgetown University Medical Center, Washington, DC.

In 1990, through the IAIMS project, the Library began a cooperative program with the Department of Emergency Medicine to use a Voice Recognition System for development of physician reports. The system is based on the Kurzweil programs that function on a DOS-based system. As part of the medical school's educational program, Georgetown is introducing the students to the voice systems during their rotation in Emergency Medicine. They are taught how to use the program to create a history and physical report and to print it for discussion. It is used as a learning tool, as a means for searching and checking diagnostic and therapeutic information, and as a starting point for accessing the medical literature. This project by-passes the need to write history and physicals, which the students learn to prepare at the MAClinical workstations in other clinical rotations. Although still in an experimental mode, the voice system introduces students to future technologies. A video demonstrating the project has been developed for presentation.

INFORMATION NEED IN MEDICAL DIAGNOSIS: URGENCY, ETIOLOGY, AND INFORMATION SEEKING QUESTIONS

P. Zoë Stavri, Ph.D., Personal Information Management Specialist, University of California-San Francisco

This experiment investigated the relationship between problem attributes and the information needed to make a preliminary diagnosis. The urgency and amount of etiologic information was varied in a factorial, repeated measures design using four clinical vignettes. Fifty residents from the General Medicine and Family Practice residency programs at the University of Wisconsin-Madison participated in this study. Information seeking questions -- in the form of The Most Important Thing a resident would need to know -- were categorized by semantic function, and analyzed using non-parametric statistical methods. Canonical correlations were used to investigate relationships between demographic variables and information seeking questions.

The data supported the hypothesis that significantly more quantitative questions would be asked under urgent conditions. In addition, significant correlations between information seeking questions and gender, residency program, and medical school attended suggested possible avenues for future research in this area.

INTENSIVE INTERVIEWING AND MODEL BUILDING: ASSESSING AND PLANNING FOR INFORMATION NEEDS

P. Zoë Stavri, Ph.D., Personal Information Management Specialist, University of California-San Francisco and Jackie Bastille, Director, Treadwell Library, Massachusetts General Hospital

During three weeks in July and August 1992, a small sample pilot study was undertaken at the Treadwell Library to assess current information needs, and to assist in planning future services. Intensive interviewing -- a technique which facilitates the collection of information in a non-directive manner -- was adapted for telephone use in this study. Pre-testing had indicated that each interview would take approximately 15 minutes and forty appointments were made with a randomly selected sample of neuroscientists. A total of 36 usable interviews were recorded, transcribed, and coded for further analysis.

While subsequent coding of the data into variables for analysis proved to be a time consuming process, intensive telephone interviewing provided a rich source of data for the Treadwell Library. This pilot study was the first step in establishing a model of information procurement at the Massachusetts General Hospital. Plans are underway for a more extensive study of the MGH professional staff.

LIBRARY SCHOOL STUDENTS AS COLLABORATORS IN LIBRARY RESEARCH

Jeanne Strausman, Educational Services Librarian, Cornell Medical Library, New York, NY.

Libraries want to initiate research projects for the benefit of finding ways to help improve services to their patrons. Unfortunately, many do not have the time, money or staff to actively engage in research. There is a solution to this problem that may be as close as your local library school. Most library science students need to do a research project as a requirement for a master's degree in library science. By collaborating with a library school student, both the student and the library benefit.

The Cornell Medical Library engaged in such a collaborative project in February 1992. A group of library science students from a local library school approached the library about doing a research project for their class. At this same time, the Cornell Medical Library was about to participate in a survey, concerning the impact library services had on patient care, for a regional library agency. The Cornell Medical Library took the responsibility for gathering the data and the students took the responsibility for tabulating and analyzing it. This resulted in the Library obtaining useful information and solid conclusions and the library school students gaining experience in collecting and tabulating data and obtaining enough information to write a paper for their course. The success of this collaboration will stimulate the investigation of future opportunities with library school students.

THE DEVELOPMENT OF A JOINT BRAZILIAN/AMERICAN LIBRARY PROGRAM INCORPORATING THE INTERNET

Tawyea, Edward W., Director, Academic Information Services and Research, Thomas Jefferson University.

The need for accurate scientific information is universal. Current information technology allows for the rapid delivery of this information on an international level. Thomas Jefferson University has initiated a number of programs with Brazilian institutions to utilize the Internet for this purpose.

This paper will detail the nature of these agreements, including the use of Ariel for the transmission of scanned journal articles, the use of the Internet for teleconferencing, and other exchange programs. It will also serve to highlight the important role which a library can play on behalf of its university in the development of a vital international program.

"MONEY, MONEY, MONEY, MONEY: HOW TO GET THE FUNDING YOU NEED"

Patricia L. Thibodeau, Director, Division of Information Services, Mountain AHEC, Asheville, NC, and Lisa Ann LoVullo, Outreach Coordinator, National Network of Libraries of Medicine, Southeastern/Atlantic Region.

Outreach services enable all health professionals to have information regardless of geographic location or professional isolation. Outreach services and new technologies have successfully bridged the distances between health professionals and information resources. Such progress, however, costs money. In the current economy external funding becomes imperative to facilitate such activities.

Federal agencies alone fund more than 1000 grant programs. Private foundations and corporations also bestow awards. Identifying and soliciting support from an appropriate source is challenging at the least. This session will offer practical tips on where the money is and how to get it. See firsthand how such funding can boost the image and the visibility of both you and your library and enable you to reach your goals. Specific examples of how the Mountain AHEC has successfully developed their network and outreach services through utilization of grants monies will be provided.

COLLECTION ANALYSES IN THE BEST OF TIMES, THE WORST OF TIMES

Jane L. Thompson, M.S.L.S., Health Sciences Library; Ellen B. Marks, M.S. Information Research and Development, University of Cincinnati, Cincinnati, Ohio.

Faced with staff shortages as well as budgetary constraints, many librarians may be reluctant to engage in any in-depth collection analysis, despite known benefits and the need to provide stronger justifications for collection decision-making. The University of Cincinnati Health Sciences Library has entered into a concerted collection analysis program which draws on many sources of data and extensive faculty involvement.Three approaches are employed to assess specific subjects. The collection-centered approach draws heavily on the assessment techniques employed at the National Library of Medicine, but includes modifications and amplifications based on local institutional needs. Such an approach relies on bibliographic checking which will provide us with a map of our current collection's general strengths and weaknesses and how well it can support quickly developing focus areas like cancer research. A usage -centered approach draws on interlibrary loan and circulation statisics and the results of a survey of the colleges of Medicine and Pharmacy. The third approach focuses on scholarly output, examines key documents in the fields most pertinent to the Medical Center's focus groups, and attempts to answer the question, "Could this work have been efficiently created with our resources?" The results of our three-part assessment will provide a model and concrete strategies for continuous collection analyses at the Health Sciences Library which can be generalized to similar libraries.

"LET'S TALK: CONSULTATION ADAPTS TO NEW NEEDS"

M.J. Tooey, Director, Reference and Information Management Services and Phyllis S. Lansing, Education Services Coordinator, Health Sciences Library, University of Maryland at Baltimore, Baltimore, MD.

Consultation services have continued to evolve at the University of Maryland at Baltimore (UMAB) Health Sciences Library (HSL). At the MLA annual meeting in 1987 MJ Tooey reported on the inception of Online Users Consultation Service and in 1989 on the evolution and philosophy of consultation services at UMAB.

As new databases and services have been added, HSL users have faced a complex array of choices concerning how to best meet their research information needs. Three years ago the HSL staff redirected and expanded the previous services into the Research Consultation Service. It offers a one on one interaction which concentrates on the user's specific need.

This broader service has been used by a wide spectrum of HSL clients. A form which states the specific need is used to request a personal appointment with an information specialist. This allows the Information Specialist to do preliminary work on the topic before the appointment. The service covers diverse needs ranging from searching for elusive statistics sources to hands-on sessions for software applications.

The recent addition of follow-up telephone calls allows staff to monitor the effectiveness of the Research Consultation Service. A recent campus-wide survey has indicated that most users are interested in this type of interaction to meet these specialized information needs.

"MERGING THE LIBRARY AND COMPUTING CULTURE"

Frieda Weise, Assistant Vice President for Information Services, Health Sciences Library Director. Gary Freiburger, Deputy Library Director, Health Sciences Library, University of Maryland at Baltimore, Baltimore, MD.

The University of Maryland at Baltimore is a large academic medical center campus comprised of the professional schools of Medicine, Nursing, Pharmacy, Dentistry, Social Work, and Law. The University of Maryland Medical System, The Graduate School, and several affiliates round out the campus.

In order to best meet the information and computing needs of the campus, the President created the position of Vice President for Information Services in 1991 to oversee the Health Sciences Library, Academic Computing and Health Informatics, Administrative Computing, and Telecommunications. In January of 1992, the Health Sciences Library incorporated the Computer User Services department of Academic Computing, thus bringing together all of the information support and instructional services under the Health Sciences Library. This presentation will describe the merging of our two cultures in a practical sense. Our experience in service integration, such as joint teaching ventures; administrative integration in terms of the differences in personnel classification; and planning for a joint facility will be discussed.

THE ROLE OF THE HEALTH SCIENCES LIBRARY IN LIFELONG LEARNING

Elizabeth H. Wood, Head, Reference Section, Norris Medical Library, University of Southern California, Los Angeles, CA

Traditional bibliographic instruction teaches users to find information in the library in which they find themselves today. Even end-user programs usually emphasize the catalog or the online search systems available in this library, here and now. Throughout their careers, however, health professionals are going to need broader skills to enable them to use any library, to search for themselves on any online system, and to know the ways in which any qualified medical librarian can help them. They also need a commitment to following and learning new technologies in information-seeking.

This paper presents ideas and experiences for teaching the concepts behind the organization of information and for providing health professionals with the skills they need for lifelong learning. Users should be so conversant with finding and using the latest information that they are "addicted" to it. They must recognize that they need skills and that medical librarians can teach them. Computer literacy, including online searching, file transfer, and use of national networks, are components of a lifelong learning process in which librarians should be involved.

"REACHOUT WEST TEXAS NNLM OUTREACH PROJECT:A RECORD OF THE DELIVERY OF PROMOTIONAL AND INSTRUCTIONAL SERVICES FOR GRATEFUL MED AND LOANSOME DOC"

Richard C. Wood, Director of Libraries, Texas Tech University Health Sciences Center, Lubbock,TX, and Mary M. Asbell, Senior Associate Director, Texas Tech University Health Sciences Center, Lubbock,TX.

This paper presents the activities of the staff of the libraries of Texas Tech University Health Sciences Center (TTUHSC) relative to the NNLM Outreach Contract, REACHOUT WEST TEXAS. Under terms of this contract, staff of the 4-library system surveyed the health care personnel of a 108-county area in West Texas to determine the interest in and need for connectivity to databases available through the Grateful Med software. A target group within those surveyed was comprised of health care personnel who were 1) engaged in the delivery of services to rural or inner city populations, and who were 2) not affiliated with TTUHSC's four campuses. Once interest in information connectivity was established within this target group, demonstrations and training in the use of the GM/LD product were provided throughout West Texas by staff from the TTUHSC libraries at El Paso, Odessa, Amarillo, and Lubbock. Software and preactivated codes were distributed to participants; free connect time for searching was also provided. This paper describes the demographic and geographic composition of the audience served. It describes the methods (print advertising, television, and on-site visits) used for the delivery of promotion and training. Finally, it describes the successes, challenges, and shortcomings of this contract-related activity.

DEVELOPING A MEDICAL INFORMATICS EDUCATION PROGRAM
TO SUPPORT A STATEWIDE HEALTH INFORMATION NETWORK

Woods S., Program Development Librarian, and Coggan J., Information Specialist, Health Science Center Library, University of Florida, Gainesville, Florida

The Florida Health Information Network (FHIN) was established in October, 1989 to provide biomedical information services to the University of Florida Health Science Center and to health professionals throughout the state--especially the northern 39 counties of the state. FHIN services are available to all affiliates of the Health Science Center (HSC) and by annual subscription to non-affiliates. At present, FHIN services include database access, circulation services, document delivery and information services. Training network users has been an objective since the beginning. Training has targeted both the Library staff, HSC users and now is branching out to remote users. Training content has necessarily had a duel approach in seeking to teach the mechanics of how to access and use the network and how to use the applications, most notably, database searching. The paper seeks to describe the development and implementation of the medical informatics education program at the University of Florida Health Science Center Library. Topics will include: Library staff training effort; educational offerings for HSC faculty, staff and students; development and implementation of remote site training program; organizational and budgetary implications for the implementation of such a program.

"RESEARCH ACTIVITIES IN LIFE SCIENCES IN JAPAN OBSERVED FROM PUBLICATION OF PAPERS"

Shigeaki YAMAZAKI, Assistant Professor & Reference Librarian
Medical Information Center for Education and Research, Jikei University School of Medicine, Minato-ku, Tokyo 105, Japan

The 1989 issues of Excerpta Medica CD-ROM contained a record of about 130,000 papers selected from about 4,200 key life science journals of the world. Based on the 5,107 papers abstracted on Excerpta Medica from Japan which appeared in foreign journals in 1989, we attempted an analysis of the present state and evaluation of research activities in the field of life sciences in Japan. Journal ranking list of Japanese papers published on foreign periodicals was arranged. In the tenth rank, there were 5 journals from Elsevier, international publishers of academic publications in Netherlands. This shows signs of Japanese researchers' interest in international journals from commercial publishers rather than in society journals for the publication of their papers overseas. The distribution of countries where papers were published indicated American journals accounted for 50.4%. Though this fact is that the U.S. is the most important country where the papers were submitted from Japan, it is also obvious that Japanese researchers take a greater interest in European journals than American and British journals. Based on the coefficient of paper productivity, the numeral value decided by dividing the number of papers produced by the number of faculty, research activities of organizations were evaluated. The figure shows that three national medical schools in Kyushu,Osaka, and Kyoto hold high ranks. A comparison between national medical schools and private medical schools tells that the former have higher productivities and coefficients. Private medical schools were generally inactive in view of the coefficient of paper production and the number of papers.

"RURAL HEALTH INFORMATION AND REFERRAL SERVICE"

Zimmerman, Joy, Health Information Specialist. Rural Information Center Health Service, National Agricultural Library, Beltsville, MD.

This paper provides an overview of the information and referral services of the Rural Information Center Health Service (RICHS). RICHS monitors the rapidly growing field of rural health and draws upon extensive resources to provide up-to-date information.

RICHS is a joint project of the Office of Rural Health Policy (DHHS) and the National Agricultural Library (USDA). It operates as a unit of NAL's Rural Information Center, which opened in 1987 in affiliation with USDA's Extension Service. RICHS is available through an 800 number, mail, or electronic mail.

Poster Sessions

GRATEFUL MED OUTREACH: RURAL AND URBAN PROJECTS BY NN/LM GMR

Anderson, Susan M., Information Consultant, Chicago, IL and Siegel, Elizabeth, Outreach Coordinator, National Network of Libraries of Medicine, Greater Midwest Region of the University of Illinois at Chicago, Chicago, IL.

The NN/LM GMR targeted rural and urban hospitals and clinics in Illinois and Iowa for GRATEFUL MED outreach projects during 1990-1993. Planning for the Illinois Primary Health Care Association and Iowa rural enhancement projects involved enumerating tasks and goals to be accomplished before, during and after the training visits. Descriptions of these projects and samples of some of the project documents including fact sheets, evaluation forms and press releases will be available as handouts.

HEALTHY TAKE-HOME BABIES

Arnesen, Stacey J., Technical Information Specialist, and Dutcher, Gale A., Special Assistant, National Library of Medicine, National Institutes of Health, Bethesda, Maryland

A pregnant women expects to walk out of the hospital after she gives birth, with a beautiful, healthy baby. With all of the problems that can occur during fetal development, it is amazing that most babies are born normal and healthy. However, approximately 3% of all human newborns have a birth defect. It is estimated that 10% of these birth defects are caused by teratogens, which are agents that cause abnormal development. Despite the seemingly small percentage of birth defects caused by teratogens, the potential impact is quite high. Health professionals and pregnant women strive to minimize or eliminate the exposure to potentially harmful agents. Several sources of information are available to assist health professionals and pregnant women identify these agents: DART (Developmental and Reproductive Toxicology), a bibliographic database that contains citations to teratology literature; the Reproductive Toxicology Center, which disseminates REPROTOX and information about the impact of the environment on human fertility, pregnancy, and development; the Catalog of Teratogenic Agents by Thomas Shepard; TERIS (Teratology Information System), a factual data bank on the teratogenic effects of agents; State Teratogen Information Services; and REPRORISK, a CD-ROM containing several sources of information.

The poster will describe these products and services, indicate their source and availability, and discuss relationships among them.

"REDESIGNING THE REFERENCE AREA FOR ELECTRONIC RESOURCES"

Barton, Hope, Technical Services Librarian; Ballasch, Sandra, Coordinator for Reference Services; Wilson, Melanie, Health Sciences Librarian for Collection Management, Hardin Library for the Health Sciences, University of Iowa, Iowa City, IA.

Librarians are well aware of how electronic resources have changed the character of their interactions with library users. The theme of this poster is how the integration of such resources into information services at an academic medical library has impacted the physical layout and arrangement of the reference area as well. Where prime space is limited, decisions as to where and how to arrange traditional and non-traditional sources of information for visibility, convenience, and user support become complicated. This is partly because of the technical requirements of the new resources, but also because consultation with a number of library departments may be required to deal with aspects of the process. Reference librarians will want input into the accessibility and arrangement of core materials; technical services and collection management librarians will want input into any weeding necessary to free up valuable space; and those responsible for library computing will want input into how hardware is wired and set up--to name a few. This poster describes a cooperative project undertaken at the Hardin Library for the Health Sciences at the University of Iowa to rearrange a traditional reference area for the Information Age.

"FOOD IN THE LIBRARY: THE GOOD, THE BAD, AND THE UGLY"

JoAnn Bell, Ph.D., director, and Susan Speer, audiovisual informatics librarian, Health Sciences Library, East Carolina University, Greenville, NC

The Health Sciences Library has always had a policy which prohibited the consumption of food and drink in the library. During recent years, the library has experienced increasing difficulty in obtaining client compliance with this policy. In 1992, the library faculty reviewed two recent articles which documented the experience of other libraries in dealing with this challenge. The library faculty decided to modify the eating/drinking policy on a trial basis. No announcement of the change was made, but students quickly learned of it. During the first two semesters of the trial, no problems were encountered. Clients have been delighted with the change and express their delight that the library "police" are no longer confiscating their snacks. The poster session provides a brief narrative of the HSL's experiences and photographs presenting a humorous treatment of the topic.

THE ACADEMY OF HEALTH PROFESSIONALS: AN ANALYSIS OF PORTFOLIOS SUBMITTED DURING 1989 AND 1990

Jo Ann Bell, Ph.D., director Health Sciences Library, East Carolina University, Greenville, NC

This research project was designed to identify characteristics of persons credentialed at various levels in the Academy of Health Information Professionals and to determine if relationships exist between the current practice site or the length of practice and the types of activities used for credentialing credit. Portfolios submitted to the MLA for review from July, 1989 through December, 1990 were analyzed to identify characteristics of persons applying for membership in the Academy. The data reveal that 8% earned membership at the "Member"level, 44.5% at the "Senior" Level and 46.1% at the "Distinguished" level. Of the 496 applications reviewed, approximately 46% of the applicants were employed in hospital libraries, 44% in academic health science libraries, and the remaining 10% in other types of libraries. Approximately 7% of the applicants had 5 years health science library experience, 21% had 6-9 years, 45% had 10-15 years, 18% had 16-20 years, and 10% had more than 20 years experience. In general sponsored instruction, publication, presentations, participation in MLA activities, and conference attendance were the activities most frequently used for credentialing credit.

SARA "SADIE" PETERSON DELANEY
1889-1958
AN AFRICAN AMERICAN
LIBRARIAN AND BIBLIOTHERAPY PIONEER

Broadnax, Lavonda Kay, Chief Librarian, D.C. General Hospital, Washington, D.C.

Health Sciences Librarianship continues to evolve and change. It is interesting to pause for a moment from the current "cutting edge" and reflect on a colleague who was indeed on a "cutting edge" from the past.

In the obituary of Dr. Delaney that was published in the July 1958 issue of the Bulletin of the Medical Library Association, it states that she was, "a pioneer in the development of the science of bibliotherapy". Her concept of bibliotherapy culminated in conjunction with her contact with veterans at the VA Hospital in Tuskegee, who were returning from World War II. Her service was classed as an effective therapeutic measure in the rehabilitation of patients.

Her work was well respected. She received numerous citations, honors and awards. Articles describing her techniques were published in local, national, and international journals. VA Librarians, library schools students and librarians from as far away as Europe travelled to Tuskegee to study directly under Dr. Delaney.

A COMPREHENSIVE APPROACH TO EDUCATION

Janis F. Brown, Associate Director, Educational Resources, and Janet L. Nelson, Information Specialist, Norris Medical Library, University of Southern California, Los Angeles, CA

The Norris Medical Library has a comprehensive educational program covering a full range of topics and activities. The library offers a variety of courses open to all students, faculty, and staff on the Health Sciences Campus including computer literacy, computer-based information resources, Internet skills and resources, and library orientations. In addition, many of the schools have incorporated courses into their curricula that are taught by librarians. To support this extensive educational program, which in a typical year includes 395 educational sessions involving 3,783 attendees, the library depends primarily on its own staff of fourteen librarians and two microcomputer consultants but also gets assistance from other departments. Although the majority of the courses are taught in library facilities, which include a microcomputer classroom and a conference room, curriculum-based courses for large classes are taught in the schools' lecture rooms. The library also offers individual consultation and sponsors computer users groups as other ways to provide information to the campus. The library sees its educational involvement as one of its primary missions and one which will have increasing importance in the future.

COMPLYING WITH THE AMERICANS WITH DISABILITIES ACT

WHAT DOES YOUR JOB DESCRIPTION LOOK LIKE NOW?

Bonnie Mack Chadbourne, Supervisor, Health Sciences Library, Saint Vincent Hospital & Health Center, 1233 North 30th, Billings, Montana 59101

Margaret Bandy, Medical Librarian, Saint Joseph Hospital, 1835 Franklin Street, Denver, Colorado 80218

Title I of the Americans With Disabilities Act of 1990 (ADA) deals with nondiscrimination on the basis of disability for employment in all sectors. Employers have an affirmative duty to provide reasonable accommodations that allow an employee with a disability to perform essential functions of a position. Essential functions are the fundamental job duties that must be included in the job description. This poster presentation will provide examples of professional and technical job descriptions that were revised to conform with the ADA requirements. Librarians from two Sisters of Charity of Leavenworth hospitals will share their criteria-based job descriptions that translate position descriptions into factual, concise, and essential information that describe the exact nature of the position. Although these job descriptions were written for use in a hospital setting, librarians will find the examples adaptable for any library situation. Examples include the following elements: job summary, accurate descriptions of the physical and mental requirements; knowledge skills, and abilities for each position and essential functions with examples of key performance areas. A criteria based performance evaluation key will also be included. Handouts will be available for distribution.

INTERNET AND THE ACADEMIC MEDICAL LIBRARY

Dudee Chiang, Information Specialist, Norris Medical Library, University of Southern California, Los Angeles, CA

The Norris Medical Library made a decision to be the leader and prime information distributor about the Internet on the Health Sciences Campus of the University of Southern California. This poster illustrates our experiences. Responsibilities within the Library and working relations with the University Computing Services were negotiated. Network supporting materials were collected and made available for use by library staff and patrons. Focus group discussions and presentation through computer user group meetings were held to solicit interests from faculty and students. In the Fall of 1992, regular workshops on FTP, Telnet, Listserv, Usenet, and navigational tools such as Archie and Gopher were included in the roster of classes offered by the Library. In the meantime, customized presentation are also given to departments or groups upon requests. This poster will include sample course outlines and handouts, and a list of supporting document for librarians and other network trainers.

"STEP OUTSIDE OF YOUR COMFORT ZONE"

Ciejka, Pat, Chief Clinical Librarian, Burke, Lynn, Clinical Librarian, Safranek, Sarah, Clinical Librarian, Moody Medical Library, The University of Texas Medical Branch, Galveston, Texas.

We are a generation in perpetual overdrive. Library clients don't have the time to wait for anything. What they want, they want now, or preferably sooner. Health professionals should not have to take the time to come to the library building because librarians should be out working in the classrooms, laboratories, hospitals, and clinics to break down the barriers to speedy information access. Consulting a librarian is an efficient method for requesting information, but physicians are using their secretaries as intermediaries because they're convenient. As librarians, perhaps we need to increase our visibility, thus becoming more convenient to utilize. Librarians need to take advantage of new opportunities for success. This poster presents tips on how to step out of the comfort zone and into the point of information need, reaching those individuals who would never utilize the services or resources of the library because it was not convenient.

WHO REALLY USES OUR REFERENCE SERVICES? RESULTS OF LIBRARY SURVEY AT EASTERN VIRGINIA MEDICAL SCHOOL.

Margaret M. Demchuk, Reference Librarian; Ethel L. Pollock, Learning Resources Coordinator; Moorman Memorial Library Eastern Virginia Medical School, Norfolk, VA.

The Library at Eastern Virginia Medical School, Norfolk, Virginia is an academic biomedical Library whose mission is to meet the needs of its primary clients who are students, residents, faculty and staff. It is also open to the public. Because the reference librarians sensed they were assisting increasing numbers of these non-affiliated clients, they conducted a pilot survey which showed that 59% of the people helped had no direct affiliation with the medical school.

To test the hypothesis that librarians were spending more time on the non-affiliated user than the primary client they developed a survey to be administered during three random work weeks in the fall of 1992. Librarians interviewed clients to determine demographic information and purpose of the request and noted sources used and time spent with the client. The total number of those surveyed during the 15 days was 388, 51.7% affiliated, 48.3% non-affiliated. In both groups, students comprised the largest number of those assisted. Not surprisingly then, academic interest was the main purpose of their library visit. Graphs illustrate additional findings about time spent, busiest hours and days and sources used.

Although the survey did not show that EVMS librarians are helping a majority of non-affiliated users, it did indicate that there is a strong demand on the health sciences libraries to meet health information needs of the public. Institutions will have to decide if and how they can afford to meet this demand.

UnITS: UNIFORM INSTRUCTION TEMPLATE SHEETS FOR A COMPUTER LABORATORY.

Lyn Dietrich, Assistant Director for Information Services, Mental Health Sciences Library, McLean Hospital, Belmont, MA and Peg Hewitt, Peg Hewitt Information Services, Brookline, MA.

OBJECTIVE: Uniform, short instructions for ten end-user systems available on three workstations in the Kelleher Computer Laboratory of McLean Hospital's Mental Health Sciences Library which is located at a distance from the Information Desk. **DESIGN:** Uniform instruction template sheets (UnITS) notebooks for each system have a template cover with one page instructions for login, exit, and simple search techniques. Printing and downloading instructions specific to the computer laboratory hardware and expanded search hints are in each UnITS notebook. Vendor materials are also included. **SETTING:** The computer laboratory has end-user programs to access four databases using programs from three different vendors, modem access to several online catalogs, and two word processor programs. The computer laboratory is remote from the Information Desk. End-users can review the commands of each database in our standardized UnITS format. **PARTICIPANTS:** The library serves a clinical and research staff of over 900, including residents, fellows, medical students, nursing students, and several other groups of mental health interns. Over 300 end-user searches are executed each month. End-users often require multi-system searches, requiring them to master several sets of system commands. UnITS allow end-users quick access to several systems. Information Services librarians do initial training and help with search strategy. **RESULTS:** End-users have expressed satisfaction with the ease of use of UnITS. Information Services librarians have noted a decline in system questions since institution of the UnITS format, and are able to spend reference time giving useful search strategy advice.

ONE YEAR LATER - MACPAC

Dzierzak, Edward, Director, Health Science Libraries, Marshall University, Huntington, WV, Powell, Patricia, Head Librarian, West Virginia University Health Sciences Center, Charleston, WV.

MACPAC is a computer-based inventory of members' interests, talents, and expertise for the Mid-Atlantic Chapter. The inventory provides a quick reference to a network of colleagues ready to act as meeting speakers, continuing education instructors, consultants, or simply as members with similar interests or expertise.

First introduced at the Annual MAC/MLA Meeting in October, 1991, MACPAC has had its first update. A checklist of skills and levels was sent to each member in their registration packet and in a pre-meeting copy of the newsletter. A large number of these checklists were returned prior to the meeting.

At the end of the annual meeting, each attendee received an updated database to take home. Those members unable to attend the meeting may request a copy. A survey to investigate the effectiveness of MACPAC is being conducted. Results will be available at the MLA Annual Meeting.

"PRODUCTION OF A TRAINING VIDEO
FOR SEARCHING MEDLINE"

Foster, Chris, TexSearch Coordinator, Education & Information Services, Medical Sciences Library, Texas A&M University, College Station, TX 77843-4462
Funkhouser, Norma, Veterinary Information Specialist, Education & Information Services, Medical Sciences Library, Texas A&M University, College Station, TX 77843-4462

How do I combine terms? What is truncation? How can I search for an author's name? These questions and many, many more are being heard these days at the Medical Sciences Library of Texas A&M University. The library last year provided campus-wide access to the most recent five years of the MEDLINE database and, to date, over 1000 passwords have been issued to students, faculty and staff.

Formal training sessions in using this information resource are offered regularly by the library, but many who wish to learn have scheduling problems. In addition, the third and fourth year medical students do their clinical training 90 miles north at two large teaching hospitals, making frequent travel to the main campus inconvenient. It soon became apparent that training materials needed to be made available which could be used at any time and which would give instructions visually, not just using text.

A grant proposal for the production of a training video was submitted and funded by the University's Center for Teaching Excellence. This poster outlines the steps taken throughout the production of this videotape, with emphasis on script writing, taping, designing animation sequences, audio segments, revisions, and final editing. In addition, it provides information concerning the production coordination necessary between the library and the Media Resources Department of the College of Veterinary Medicine.

The finished tape will be on display. It is currently being evaluated and used by inexperienced searchers, and it is expected that data being collected on effectiveness will be available.

USAGE-COST STUDY OF EXPENSIVE SUBSCRIPTIONS

Francq, Carole, Director of Collection Management, Ruth Lilly Medical Library, Indiana University School of Medicine, Indianapolis, IN.

The Library has two consecutive years of journal usage studies. The count was from the most current 2 1/2 years of publication date, and included both bound and unbound issues.

The usage counts were entered onto a spreadsheet next to the journal titles which were organized from the most expensive to the least expensive subscriptions. By dividing the usage count into the subscription cost, a usage-cost comparison was created. The quotient information became a tool. As collection development librarian, I used this tool to provide a list of titles to consider when I needed to cancel subscriptions. It is also a helpful tool to identify journals that the library should offer access rather than own.

"DELIVERY OF INFORMATION SERVICES TO RURAL AMBULATORY CARE TRAINING SITES: A PROTOTYPE"

Fullington, Angela, Outreach Project Librarian; Lyon, Susan, Head of Circulation Services; McDuffee, Diana, NC AHEC LIS Network Coordinator. Health Sciences Library, University of North Carolina at Chapel Hill, Chapel Hill, N.C.

The Health Sciences Library at the University of North Carolina at Chapel Hill is developing a prototype for delivery of information services to rural clinical teaching sites. This two-year project is being funded through a subcontract granted by the NLM/Regional Medical Library Program.

The goal of the project is to establish a model for information access, training, document delivery, and remote user support that will facilitate valuable training experiences for students and their preceptors in off-campus primary care settings. Two groups of community health centers have been selected to participate. The clinics selected are located in rural areas of North Carolina with patient bases consisting of African American, Hispanic (both migrant and resident), and elderly populations, and low socioeconomic status groups. They are training sites for medical, pharmacy, nursing and allied health students.

Access to MEDLINE through Grateful Med and the UNC School of Medicine Information Network (including UNCLE, UNC's local medline system) has been established. The clinics use the Health Sciences Library's electronic mail reference service and access the UNC online catalog. Document requests can be made through Grateful Med's Loansome Doc system or through the library's RFD (Request For Delivery) service which allows for simple electronic mail or faxed requests. Fax is the standard means of document delivery and in most cases documents are faxed within 24 hours of the request. Planning for the project was guided by the principle that services must be fast, easy and affordable to participants to encourage uninhibited use and to facilitate meaningful evaluation of services.

Title of the Poster - COMPUTER CLASSROOM

Gies, Aulia, Systems Development Manager, Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA. Jackson, John, Kochi, Julia, Asst. Dir. for Instructional Services, Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA. Peterson, Rick, Asst. Dir. for Learning Resources Center, Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA. Shannon, Pat, Learning Resources Center Assistant, Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA . Watson, Linda, Director, Claude Moore Health Sciences Library, University of Virginia, Charlottesville, VA .

Construction was completed during 1992 on a new multimedia computer classroom in the Library's Learning Resources Center and was jointly funded by the Library and the School of Medicine. The new classroom provides a facility designed specifically for instructional presentations on the use of curriculum related software, demonstrations of new computer technologies, and use of the Microcomputer Lab's resources. Each of the 14 workstations are equipped with a Dell 486/50 and Macintosh Quadra 700 computer plus a shared videodisk player, Sony monitor, and NEC 5FG monitor. To assist teaching, a Proxima Ovation color LCD projection pad is connected to the instructor's workstation for projection onto a 4' x 10' WallTalker white board/projection screen. Each workstation can seat two, allowing a mixiumum capacity of 28 students.

"THE HOSPITAL LIBRARY 2000:
A Customer-Focused, Health Information 'Super' Market"

JANE GROSMAN, Director of Library Services
Sutter Health Resource Library
Sutter Health
Sacramento, California

With Managed Care, Total Quality Management and Consumer Satisfaction charting the course for access to quality health care at affordable prices, the hospital library must adapt and evolve to meet the changing needs of hospital staff and the community they serve. Sutter Resource Library in Sacramento California has created a structure whereby the library is able to meet the information needs of its medical and hospital staff while simultaneously serving over 1000 patrons per month from the public sector.

This poster will illustrate how hospital libraries can transform from a traditional, physician-centered clinical focus to a broader, full service information center that continues to serve staff, but also serves the broader health information needs of the local and regional community. The poster will illustrate Community partnership through networking with public libraries and community agencies that may or may not be connected directly with the hospital. The logistics of creating and funding a consumer health collection within a hospital library will also be addressed with special focus on library "memberships", collection development and the use of volunteers. The poster will offer tips on marketing, funding, staffing, organizing and evaluating the "full service" library of future that is customer-focused and quality driven.

AN EVALUATION PROCESS FOR APPROVAL PLAN VENDORS

Hahn, Karla, Manager for Curriculum Support, Welch Medical Library, Johns Hopkins University, Baltimore, MD.

Approval plan review and vendor selection can be crucial elements in an acquisitions program. The Taubman Medical Library recently developed a process for evaluating a group of seven vendors in order to determine which, alone or in combination, could best meet the needs of the Medical Library. This process was participatory, involving all of the staff who would eventually work with the successful vendor or vendors. The evaluation process was designed to provide both quantitative and qualitative information as a basis for a consensus building, group decision making process. It consisted of initial needs assessments, collection of quantitative information about each vendor's ability to supply a broad range of materials in a timely manner, formal presentations by the vendors, reference checks using a standard questionaire, and a group decision process. A backrun of materials identified on profile for the library was acquired from the current vendor and forwarded to the other candidates. They in turn annotated the printout to indicate when they had handled the various materials. This comparison provided data on the various vendor's handling times and also proved valuable for assessing the similarity of coverage of the different vendors. The scope and depth of the evaluation process provided a solid, unbiased basis for selecting an approval vendor.

"STRUCTURED ABSTRACTS IN MEDLINE"

Harbourt, Anna, Information Research Specialist, Computer Science Branch, Lister Hill National Center for Biomedical Communications;
Knecht, Lou, Deputy Chief, Bibliographic Services Division, Library Operations, National Library of Medicine, National Institutes of Health, Bethesda, MD.

Introduced by the Annals of Internal Medicine, structured abstracts are being adopted by many medical journals. An assumption driving the structured abstract movement is that the standardized presentation of an article's key informational components using introductory label words or phrases will assist health professionals in selecting clinically relevant and methodologically valid journal articles. At present, published structured abstract guidelines exist for abstracts of journal articles reporting original research studies and medical review articles. Guidelines are under development for other types of articles. We reviewed and examined the occurrence and physical characteristics of structured abstracts in articles indexed for MEDLINE in an attempt to describe the attributes of structured abstracts and how they compare to the attributes of all abstracts in MEDLINE. We also examined: the editorial policies of selected journals publishing structured abstracts to determine how these policies compare to published structured abstract guidelines, and we looked at a random sample of structured abstracts to ascertain if the editorial policies were being followed in actual journal practice. We also made observations and recommendations on how this standardized structure could relate to information retrieval enhancements.

"Usage Tracking Software on a Public Access CD-Workstation"

Heidenreich, Fred, Head of Reference Services and Marilyn Hope-Balcerzak, Reference Library, Arizona Health Sciences Library, University of Arizona

Direct Access software was purchased by the Arizona Health Sciences Library Reference Department to track usage of our public-access CD-ROM programs. The software can be programmed to control (or channel) microcomputer access though password and/or user I.D.'s. After log-in, users are presented with menus which take them directly to the CD-program of their choice or to any other program installed on the computer.

A "usage tracking" feature of Direct Access is of special interest to librarians. The principle function of "usage tracking" is to log active time on the computer. The program can generate reports to show which programs are used, when they are used, and by whom they are used. Primary and secondary sorts are possible by user-name, by software application name, by an optional i.d., and by date and time of use.

Usage tracking data can be a valuable tool for managers who are providing CD-ROM services. The program simplifies log-in and switching from one program to another. It automatically documents actual usage without the need for manual recording of statistics. Direct Access can provide justification for the purchase of new products and it can help with staffing decisions by targeting times of peak usage. It can identify high-use groups or individuals who might be approached for additional funding. Reports can also be used to direct marketing efforts towards groups who are under-utilizing appropriate databases, etc.

"RESOURCE SHARING WITH ARIEL"

Henry, Nancy I., Health Sciences Librarian, Life Sciences Library, Pennsylvania State University, University Park, PA

Dell, Esther Y., Reference/Interlibrary Loan, George T. Harrell Library, Milton S. Hershey Medical Center, Pennsylvania State University

The Life Sciences Library and the George T. Harrell Library (College of Medicine) of The Pennsylvania State University embarked on a pilot project using the Ariel software for resource sharing.

In an attempt to cope with rising serials costs, the two libraries identified journals that were subscribed to at both sites, and selected titles from this list to be used for the project. Each library then cancelled their subscriptions to a small number of these titles, with the understanding that the other library would continue the subscription. The library retaining the subscription would provide the table of contents from each issue as they arrive, and copies of any article that would be requested by users.

The Ariel software that is used to transmit documents over the Internet was chosen for this project as an alternative to the telefacsimile which incurs telephone line charges for each transmission. The implementation process and progress to date will be presented.

"LIBRARY EVOLUTION THROUGH THE INTEGRATED WORKSTATION"

Lee, Patricia, Information Services Librarian and Dunn, Sally Director, Nursing Education Resources, University of Cincinnati, Medical Center Information and Communications, Cincinnati, Ohio

The three Medical Center Information and Communications (MCIC) Libraries at the University of Cincinnati Medical Center have over 100 public workstations to serve faculty, students and staff. Library workstations have traditionally been location specific, stand alone microcomputers or terminals. For example, reference workstations were dedicated to the online library catalog or journal databases; the media center computers provided primarily instructional programs or word processing. This library environment changed after file servers operating independent Novell LANs at the Health Sciences Library and Nursing Educational Resources were connected to the University of Cincinnati Network. The network technology with its integrated menus now provides access to a wide variety of functions: UCLID/OhioLINK, spreadsheets, statistical packages, Internet, instructional programs as well as clusters of journal citation databases such as Medline and other specialized files. The former dedicated stations are evolving to a growing number of integrated workstations allowing users flexibility and independence. Our service philosophy compels us to empower the user with access to every available information resource regardless of location or library hours. The resulting challenges to librarians are obvious: designing logical menus; providing adequate help screens and written documentation at workstation clusters; and providing trained staff for systems and searching assistance. The poster illustrates some creative solutions to these challenges.

"CREATING AN INTERDISCIPLINARY MENTAL HEALTH DATABASE"

Lerner, Frederick Andrew, Information Scientist, National Center for Post-Traumatic Stress Disorder, White River Junction, Vermont

Post-traumatic stress disorder is a relatively recent addition to the nomenclature of psychiatry, but traumatic stress has been discussed in the mental health literature for over one hundred years. Since the Vietnam war, the traumatic stress literature has increased enormously. It deals not only with the sequelae of combat but also with with the consequences of natural and technological disaster and of crimes such as rape, incest, and torture. Both its producers and its users come from a wide range of disciplines: psychiatry, psychology, social work, criminology, law, religion, and many others.

No single bibliography, printed or computerised, covers the traumatic stress literature in its entirety. When the National Center for Post-Traumatic Stress Disorder was established in 1989, one of its first projects was the creation of a database to do this. In creating the PILOTS database, almost every decision was affected by the interdisciplinary nature of the literature itself and the constituency to be served. This presentation describes some of the problems that were faced and the solutions adopted. It also suggests some ways in which the PILOTS database might be used in support of research into the creation, dissemination, and use of information in an interdisciplinary environment.

USE OF ALDUS PERSUASION TO TEACH 1st YEAR MEDICAL STUDENTS CASE-RELATED SCIENTIFIC BASIS OF DECISION MAKING

Sue London, Ramune Kubilius, Eric Albright, Sylvia Nicholas, Catherine Arnott Smith, Northwestern University, Galter Health Sciences Library, Chicago, IL.

For the past three years, the Galter Health Sciences Library's Reference Staff has used Aldus presentation technology to teach 1st year medical students case-related problem solving techniques. A variety of images are used to stimulate, synthesize and reinforce the key concepts of information management and case-related decision making.

The development of this class has been an evolving collaborative effort between the Medical School faculty, the Medical Informatics staff and librarians. Faculty input has helped define the goals of the class and stressed the importance of basic information management skills. This year, guidance from the Weinberg Medical Informatics Center staff enabled the librarians to develop a more effective overall teaching package.

Our poster session will show how the Galter Health Sciences librarians used a fictitious patient as a common thread throughout the presentation. This method provides continuity between the case and the problem-solving techniques being taught. Examples from the Aldus program illustrate the flexibility of the program.

"USER TRAINING ON HOW TO ACCESS ELECTRONIC RESOURCES"

Jackie Mardikian, Medical Librarian
Library of Science and Medicine
Rutgers, the State University of New Jersey
Piscataway, New Jersey 08855-1029
(908) 932-2890 Mardikian@Zodiac.Rutgers.edu

With the growing interest in the Internet, the Library of Science and Medicine at Rutgers University developed a training program to teach faculty and graduate students how to access electronic resources. We divided the sessions in two parts. The first part was an introduction to networked electronic resources available on Rutgers campus wide information system, called INFO. We demonstrated IRIS, the online public access catalog; MDS, an electronic materials delivery service; RLIN, the Research Libraries Information Network; CARL Uncover, the Colorado Alliance of Research Libraries and INNOPAC, an online acquisitions system. The second part was an introduction to the three major Internet services: electronic mail, TELNET (a login command) and FTP (file transfer protocol). We demonstrated how to telnet to an OPAC and Bulletin Boards; HYTELNET; Gopher, a front-end that provides a menu-driven file retrieval subject listing and ARCHIE, a directory of anonymous FTP archives stored across the Internet. This poster presentation will describe training experiences as well as a display of user guides and handouts presented at the training sessions.

"BUILDING A STATEWIDE HOSPITAL LIBRARY NETWORK"

McDuffee, Diana, NC AHEC LIS Network Coordinator, University of North Carolina, Chapel Hill, NC.
Flake, Donna, Library Director, Coastal AHEC, Wilmington, NC.

The North Carolina AHEC program and the Duke Endowment have worked together to build a statewide network of hospital, AHEC, and resource libraries in North Carolina. This session will describe the cooperative efforts of each of the participating institutions. The network reaches the most isolated and rural parts of the state with the aid of telecommunications and computers funded by the Duke Endowment. The hospital libraries use their new technology to search for information and to connect to the AHEC library. AHEC libraries are connected to UNC-CH, other resource libraries, and each other via LINCNET, the UNC owned and operated telecommunications systems. AHEC faculty can communicate with colleagues via e-mail, access resources on the INTERNET, share files with colleagues at other locations, collaborate on research, and search library catalogs and databases. The benefits of the network have been far-reaching and mutual. The role of the hospital librarian has been enhanced through greater access to the latest medical information.

"PIIRC: WHO WE ARE, WHAT WE DO, WHY WE DO IT"
The Members of the Publishing and Information Industries Relations Committee, Pamela Kerns, Chair.

The Publishing and Information Industries Relations Committee (PIIRC) of MLA serves as a liaison to the membership at large. The Committee; 1) represents the concerns of the Association as these relate to the publishing and information industries; 2) facilitates communication between the Association's membership and those industries; and 3) identifies problems in areas of concern to both and recommends appropriate solutions. Currently the Committee's projects include monitoring fraudulent publishing issues and retraction policies of publishers and escalating prices of journals.

The purpose of this poster is to promote greater awareness of the function of the Committee and to highlight the Committee's current and future roles and activities. Members will be encouraged to submit questions for the Committee and to suggest additional directions the Committee might take.

"REACHOUT WEST TEXAS: A GRATEFUL MED TRAINING PROGRAM"

Neeley, Dana M., Associate Director, Harrington Library of the Health Sciences, Amarillo, TX.

Knight, Daniel D., Assistant Director, Harrington Library of the Health Sciences, Amarillo, TX.

Asbell, Mary M., Senior Associate Director, Texas Tech Health Sciences Center Library, Lubbock, TX.

The Texas Tech Health Sciences Center Libraries received a Grateful Med award for 1992-93 from the National Library of Medicine. The purpose of the contract, Reachout West Texas, was to teach Grateful Med to health-care providers in inner-city and rural areas. This poster details the methods that were used to: ascertain the interest level of the target population, divide the area into training territories, train the healthcare professional, and follow-up with the newly-trained individual.

"THE MURRAY GOTTLIEB PRIZE, 1956 - 1992"

Judith A. Overmier, Assistant Professor, School of Library and Information Studies, University of Oklahoma and David W. Boilard, Director, Raymon H. Mulford Library, Medical College of Ohio.

An historical review of MLA's Murray Gottlieb Prize, describing its initiation, honoring its founders, identifying its recipients, and discussing their research, this poster is sponsored by the History of the Health Sciences Section and the Gottlieb Jury.

"THE CHANGING ROLE OF ACCESS SERVICES"

Paietta, Ann, Head of Collection Access, The New York Academy of Medicine, New York

Once viewed as only having responsibilities at the circulation desk, the role of access services is undergoing transformation. Using an integrated online catalog, access services staff create provisional cataloging records, check when journal issues are received, check if a book is charged out, or detect data entry errors. As staff's comfort level with computers and technology increases, we can expect more from our staff.

This session outlines how Orbis, an integrated online NOTIS based system, allowed access services staff to merge public and technical services roles into one unique position at Harvey Cushing/John Hay Whitney Medical Library. The online catalog has allowed access services' role to be reshaped.

By expanding the role of access services, you are reshaping the library image. The patron assumes that everyone working in the library is a librarian. When you have informed access services staff, the patron will see the library positively. It is the best public relations you can have. In addition, you are taking full advantage of your online catalog and technology.

ASSESSMENT OF CONSUMER HEALTH INFORMATION NEEDS IN A COMMUNITY HOSPITAL

Phillips, Sharon A., Director of Library and Conference Services, Oakwood Hospital, Dearborn, MI.

Zorn, Margaret, Automation Analyst, Parke Davis Research Library, Ann Arbor, MI.

A study was conducted by the Oakwood Hospital Library to document health information needs among staff physicians and community members. Survey questions were designed to discover: 1) what community sources, besides the hospital library, health consumers were consulting for health information, and how successful these other sources were in providing the needed information; 2) what types of health information physicians were already providing to their patients in their offices; and 3) whether, and how, physicians and health consumers might differ in their perceptions of health information. Study results and methodology are presented. Also described are ways in which data from the study have been used to obtain grant funding and develop new clinical library services.

CIRCUIT LIBRARIANSHIP - YESTERDAY, TODAY, TOMORROW

Victoria Pifalo, Assistant Health Sciences Librarian (Urbana), Library of the Health Sciences-Urbana, University of Illinois at Chicago, Urbana, IL.

In 1993, circuit librarianship is marking its twentieth anniversary. This poster celebrates that occasion and honors its early proponents. Brochures describing long-standing and new circuit programs can be reviewed and copies of a directory documenting existing circuit programs are available. The future of circuit librarianship is promising with access to information and the value of the librarian being touted within and outside the profession.

CHOOSING MESH HEADINGS: MAN VS. MACHINE

Tracy E. Powell, Head Reference Librarian
Susan C. Speer, Audiovisuals and Informatics
Health Sciences Library, East Carolina University
Greenville, NC 27858

A vital part of successful Medline searching is the selection of medical subject headings to describe the search topic. Familiarity with the structure and function of the NLM's MeSH system is not practical for every Medline user, but is necessary for efficient retrieval in most cases. CD-Plus has attempted to solve this problem by developing a search system with the ability to suggest appropriate medical subject headings based on terms entered by the user. The authors used entries from the International Classification of Diseases, 9th edition, to compare MeSH terms selected by the CD-Plus search engine to those selected by an experienced Medline searcher. Each selected term from the ICD-9 was matched to MeSH headings by CD-Plus and by the librarian. In addition, each selected term was searched in the titles and abstracts of Medline citations, and the MeSH terms from the resulting retrieval sets were compared to those generated by CD-Plus and the librarian. The poster session will summarize and discuss the resulting comparisons of MeSH heading selection by CD-Plus, the Medline searcher, and NLM indexers.

DESIGNING A STATE RURAL HEALTH INFORMATION CLEARINGHOUSE

Rankin, Jocelyn A., Givens, Mary King, & Watkins, Martha C.
Mercer University School of Medicine, Macon, GA 31207

The new Georgia State Office of Rural Health (estab. 1991) is developing a model Rural Health Information Clearinghouse with three basic premises: 1) the Clearinghouse will provide all types of information and will not be limited to library information; 2) the Clearinghouse will not be a single physical entity nor will it require extensive procurement of new materials, but instead will network and optimize access to existing resources; 3) the backbone will be electronic although access at the local level could be via a telephone call.

This poster will illustrate this new approach to information management which includes organization of and access to non-traditional resources beyond the library such as specialized files and human expertise. The organizational structure and multi-institutional participation which enabled the development of the Georgia Rural Health Clearinghouse plan will be shown. Planning steps for the Clearinghouse will be described including the development and implementation of a needs assessment through survey and site visits which identified information needs at the grass- roots level and resource strengths and weaknesses. Methods, tools, and results of the needs assessment will be displayed. Planning outcomes are recommendations for implementation of the Clearing- house including identification of Phase I nodes, clarification of the network organizational structure including methods of interconnecting several electronic systems, and policies and procedures for using the Clearinghouse.

THE USE OF A CHECKLIST AS A TOOL FOR LIBRARY STAFF ORIENTATION AND TRAINING

Lenny Rhine, Head, Technical Services, Health Science Center Library University of Florida, Gainesville, Fl.
Trudi Di Trolio, Assistant to the Director, Health Science Center Library, University of Florida, Gainesville, Fl.

In 1986 the UF Health Science Center Library formed an ad hoc committee which recommended the development of a Library Orientation Checklist. Three sets of checklists were developed. They were specialized for new library faculty, USPS or paraprofessional employees and OPS or part-time employees. Although the forms were individualized, each set has similar components. Each checklist contains three sequential sections and an evaluation form. Use of the orientation checklist has become to be a valuable tool for integrating new staff. It establishes a mechanism for reviewing work related orientation and training. If the checklist is properly completed, it insures that each new staff member is familiar with all the employment policies of the Library and University. By having an orientation that includes exposure to all departments of the Library, the new employee gains a better perspective on the broad goals of the Library. Supervisors' compliance with the specific procedures is essential for the optimal use of this tool.
For copies of the checklists or further information, contact Trudi Di Trolio, Health Science Center Library, University of Florida, PO Box 100206, Gainesville, Fl. 32610 or Trudi@nervm.bitnet.

"A COMPARISON OF MEDICAL DOCUMENT SUPPLIERS"

Richwine, Peggy, Collection Database Manager, Ruth Lilly Medical Library, Indiana University School of Medicine, Indianapolis, IN.

Resource sharing and interlibrary loan are of increasing importance in medical libraries as journal prices continue to rise and library collections suffer. However, copyright considerations restrict the use of interlibrary agreements and commercial document suppliers become important because they pay copyright royalties. This is a comparison of commercial document suppliers of medically related materials. The criteria for comparison is based on title availability, price, and customer service. The document suppliers that I would consider include UMI, CARL, Information Store, and others.

TASK ANALYSIS OF THE CONSUMER HEALTH INFORMATION RESOURCE SERVICE

Jeannie Roehrs, Reference Librarian, McGoogan Library of Medicine, University of Nebraska Medical Center, Omaha, NE.

A task analysis of the Consumer Health Information Resource Service (CHIRS) was conducted in order to determine appropriate funding and staffing allocations. Objectives of the analysis were to determine the standard time, unit cost and actual cost of answering a CHIRS REQUEST. Methodologies included preparing a block diagram, conducting a motion study to verify current tasks and a time study to determine standard times. A detailed description of the techniques and procedures used in this study as well as their advantages and disadvantages will be presented.

Jeannie Roehrs, McGoogan Library of Medicine, University of Nebraska Medical Center, 600 South 42nd Street, Omaha, NE 68198-6705 (JROEHRS@UNMCUM.UNMC.EDU)

"USE OF HYPERCARD TO TEACH COMPACT CAMBRIDGE MEDLINE CD-ROM"

Rumsey, Eric, Reference Librarian, Hardin Library for Health Sciences, University of Iowa, Iowa City, IA.

At University of Iowa we have developed a simulation program in Hypercard, on a Macintosh SE computer, to teach use of the Cambridge Medline CD-ROM database. The tutorial is unusual in that it employs a Macintosh computer to teach searching on IBM computers. It has been in place for over two years, and has worked very well. Basic questions at the reference desk about CD-ROM searching have diminished greatly, and a survey has shown that users find the Macintosh tutorial to be the learning tool of choice when learning CD-ROM Medline. Because the introductory program for novice searchers was very successful, additional modules for experienced users were developed. These include sections on Finding MESH terms in difficult cases, Limiting to specific journal subsets, and Downloading. In addition to its use for the simulation/tutorial program, the Hypercard stack has also been valuable in producing transparencies for class presentations in teaching CD-ROM Medline.

DISTINCTION THROUGH QUALITY AT THE UNIVERSITY OF NEBRASKA MEDICAL CENTER

Rebecca K. Satterthwaite, Associate Director for Public Services, McGoogan Library of Medicine, Omaha, NE

Total quality management is increasingly common in the hospitals of our country, but few academic medical centers have successfully implemented the process. At the University of Nebraska Medical Center the TQM initiative is campus wide. In early 1990 the Chancellor of the medical center initiated the effort by establishing a quality council to investigate the environment of the UNMC campus and design a strategy for the process. Initially consultants helped with training and implementation, but after eighteen months, key individuals from within the university medical center were appointed to continue the Distinction Through Quality work. Quality councils have now been established in all areas to provide organization, training and guidance for each unit within the complex. Through this structure an attempt has been made to involve a working population of approximately 5000 people. The McGoogan Library of Medicine is a part of the Academic Affairs unit of the UNMC quality initiative. Other members of our unit are the departments of Biomedical Communications, Sponsored Research, Student Services, Continuing Education, and Graduate Studies.

Insuring the success of a quality program in all areas of an academic medical center requires continued planning, training, organization, and motivation. This poster will describe the effective structure and approach taken by an academic medical center and will specifically address the Library's involvement in TQM.

"FACULTY AND CLINICIANS: DIFFERENCES IN NURSING INFORMATION NEEDS"

Schick, Leslie, M.S.L.S., Director, College of Nursing Library and Marks, Ellen B., Director, Information Research and Development, University of Cincinnati Medical Center Information and Communications, Cincinnati, Ohio.

In-depth inquiry into nurses' precise information needs was a requisite element in the design of the University of Cincinnati's prototype IAIMS network. A baseline questionnaire, designed to survey and rank the categories of information preferences of College of Nursing and Health faculty and nurses working in the University Hospital's medical units, revealed differences in the information each group perceived as being most important to nursing practice. To further illuminate the differences and commonalities, analyses of nurses' search requests were conducted. All online search requests submitted by faculty and by the Hospital's nurses to the Libraries' mediated search services for a one-month period were analyzed. Searches were performed and each citation/abstract was coded so that the requestor could rate their level of need of the document. The results have enabled us to analyze several factors and to apply the results: Topics were classified and compared; jounal titles needed were examined carefully and compared to current holdings; databases most pertinent to fulfill requests were identified and instruction and support for these and related information resources has been improved.

ORGANIZATIONS IN TRANSITION

Self, Phyllis C., Head of Tompkins-McCaw Library, Virginia Commonwealth University, Richmond, Va., and Ford, Barbara J., Director, University Library Services, Virginia Commonwealth University, Richmond, Va.

What is the preferable model for the relationship between the health sciences library to the academic library? Advances in information technology and the dwindling of resources continue to give rise to this question. In the last three decades the Tompkins-McCaw Library at Virginia Commonwealth University in Richmond has undergone several major reorganizations and is currently implementing another organizational structure. From the library's point of view there have been pros and cons to each organizational structure.

As library administrators strive to create the workable library model it is important to examine organization models and the processes used to create new structures. This poster session will describe the pros and cons of past organizational models and report on the current process for the reorganization of Virginia Commonwealth University Library Services.

"UNCONVENTIONAL APPLICATIONS OF REPRINT MANAGEMENT PROGRAMS: USING PAPYRUS AND MEDLINE TO CONDUCT BIBLIOMETRIC STUDIES"

Shearer, Barbara, Associate Director for Public Services, Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA and Burnham, Judy, UMC Site Coordinator, Biomedical Library, University of South Alabama, Mobile, AL

Reprint management software is used by researchers, students and librarians primarily to organize references in personalized databases. References are input manually or imported from bibliographic databases and formatted for submission to specific publications in bibliographies. The focus of this poster session, however, is to demonstrate a variety of additional uses that can be made of this software. For instance, reprint management software makes it possible to download a large number of references to a microcomputer and analyze them according to a number of parameters. Several types of analyses will be presented using the Papyrus database management program and MEDLINE references from the CD Plus and SilverPlatter CD ROM services. The poster session will include a computer demonstration of the method for importing references to a Papyrus database and methods for sorting and searching a database to extract meaningful bibliometric data on the literature of several biomedical topics.

"PLANNING FOR THE VIRTUAL LIBRARY: BUILDING AND INFORMATION SYSTEM DESIGN FOR THE 21st CENTURY"

Shedlock, James, Director; Ross, Faith, Associate Director; Barkey, Dan, Head of Information Systems, Galter Health Sciences Library, Northwestern University, Chicago, IL.

The Galter Health Sciences Library is planning a renovation and expansion of its physical quarters which will include an expanded information system. This new system will form the base of a virtual library. The vision that guided the planning effort stated: "The sources of information may be anywhere. The user may be anywhere. The library is anywhere the user wants it to be." This poster will outline Northwestern's efforts to plan for the virtual library. The topics include: defining the virtual library; describing the planning effort; initiating the new information system; integrating the physical space with system implementation; and resolving issues for further development.

A SAM STARR MYSTERY-THE QUEST FOR KNOWLEDGE
A HYPERCARD ORIENTATION TO CORNELL MEDICAL LIBRARY

Dan Sienkiewicz, Melinda Buckwalter, and helen-ann brown Samuel J. Wood Library/C.V.Starr Biomedical Information Center, Cornell University Medical College, New York, N.Y.

The Sam Starr Mystery, a hypercard orientation to Cornell Medical Library compliments our orientation tours. Sam Starr, a dashing Bogart-at-his-finest detective, C. Victoria Starr, a handsome caped investigator and Woody, the duos fearless four-legged companion are most active animated tour guides.
The Quick Tour has maps to take you on a walk through the Library. The Information Section contains items everyone needs to know, such as who may use the Library, what are the loan periods and where is the water fountain.
The Library Services Section features each program area. Photographs of staff, a map pinpointing the location and an extensive explanation of the services provided are included for each Library Department.
All the Cornell Medical Library Staff enjoyed contributing to the design of the Sam Starr Mystery.

THE LIBRARY DELIVERS: E-MAIL DOCUMENT DELIVERY AND INFO EXCHANGE

Sill, Lois, Life Sciences Reference Librarian, Cooper Library, Clemson University, Clemson, South Carolina

Clemson University's Libraries are extending the concept of a "library without walls" which was first introduced with the provision of the online catalog and supplemented with the mainframe access provided to bibliographic indexes on tape. The newest development is the E-Mail Document Delivery and Information Exchange -- EDDIE -- introduced in the Spring of 1990. This system makes it possible for our users to request library services through the TSO/ISPF mail system on the NAS mainframe computer. Any student or faculty member with a modem on their personal computer can dial in and request items. The requested items are delivered to specific offices or labs, including off campus facilities. With a University ID and password, six preformatted E-mail messages are available so that patrons can:
1. Check out a book - users can request a book and the item will be retrieved, charged to the patron, and delivered to the user's office.
2. Request interlibrary loans for items not held by Cooper Library.
3. Request photocopies of articles from journals held in our library.
4. Recommend a book or serial for purchase.
5. Request specific reference assistance.
6. Provide suggestions for improvements to any library service.

Statistics have been collected on the use of EDDIE in each category for its first years of use.

Grant Program for End-User Searching by Physicians in Hospital Libraries

Silvers, Lynne, Library Director
New England College of Optometry, Boston, MA

Bedard, Martha, Director of Library Services
Medical Center of Central Massachusetts, Worcester, MA

Bell, Christine, Director of Medical Library
Newton-Wellesley Hospital, Newton, MA

Simeone, Terry
Worcester, MA

VanHorn, Linda, Network Librarian
Tufts University Health Sciences Library, Boston, MA

The Massachusetts Health Sciences Libraries Network (MaHSLiN) received $80,000 from the Massachusetts Medical Society (MMS) for a grant program to increase physician access to end-user search programs based in hospital libraries. MaHSLiN developed the grant program after a 1989 survey indicated libraries lacked public workstations and/or computers for general library functions. An organized effort by MaHSLiN members to lobby MMS physicians resulted in approval of $50,000 for the first year of the program and $30,000 for the second year.

The grant program received coverage in local and national publications, including Computers in Health Care and Information Today.

AIDS RESOURCE LIBRARY: REACHING OUT WITH VITAL INFORMATION

Lynne U. Turman, Outreach Services Manager, Tompkins-McCaw Library, Medical College of Virginia, Virginia Commonwealth University, Richmond, VA

Regional AIDS Resource and Consultation Centers have been developed in Virginia to provide education and training to healthcare workers and other community professionals concerned with AIDS and HIV-related issues. A library component for these Centers has been established at University Library Services (ULS) of Virginia Commonwealth University. Under a contract from the Virginia Department of Health, ULS is responsible for providing online search services, reference assistance, interlibrary loan and document delivery, and limited current awareness services. Using electronic mail, the individual Centers request specific services and information from the library. Service agreements and user's guides were developed as part of the training for staff at the Centers and the library. ULS received funding to support collection building, staff, equipment, travel and other specialized projects.

The poster session will illustrate the network between the library and the Centers, describe the services and training provided, and summarize the results of this statewide outreach service.

"THE NATIONAL LIBRARY OF MEDICINE'S FELLOWSHIP PROGRAM IN MEDICAL INFORMATICS"

Monica A. Unger, Systems Librarian, Oliver Ocasek Regional Information Center, Northeastern Ohio Universities College of Medicine, Rootstown, OH

Jacknowitz, Linda M., Project Director, West Virginia Consult, West Virginia University Health Sciences Center, Morgantown, WV

In 1992, the presenters were among the thirty Fellows selected to take part in the first offering of a course in Medical Informatics held at the Marine Biological Laboratory in Woods Hole, Massachusetts. The National Library of Medicine is sponsoring the Fellowship, which will be offered for at least two more years.

The poster session describes the course's curriculum, the nationally-known faculty, and the facilities available at the Marine Biological Laboratory. Librarians are encouraged to apply to the program, which offers an excellent introduction to Medical Informatics and an opportunity for physicians, librarians, graduate students and other health science professionals to share their expertise.

FROM MEDICAL STUDENT "ORIENTATION" TO PACKAGED, TARGETED "INFOMERCIAL"

Warner, Elizabeth R., Education Services Librarian;
Hesp, Judith A., Manager, Education Services;
Scott Memorial Library, Thomas Jefferson University, Philadelphia, PA

From Orientation: As part of their general orientation to Thomas Jefferson University, Jefferson Medical College entering freshmen have always had a library orientation. For over a decade, this consisted of a fifteen-minute lecture to the entire class (usually 223) from the University Librarian and small group tours of the library facility. In 1988, a slide show suitable for all library users was developed to enliven the lecture. Tours were replaced by hands-on training on then-new library online information system, JEFFLINE.
To Infomercial: "Medical Informatics of Everyday Life" is a slide show which uses humor, color, and real life scenarios to engage the new medical student in a description of Scott Memorial Library collections and services as an aid to their studies and other information needs. The present slide program was totally revamped for September 1991 and 1992, with a highly individualized message to the medical students. Its evolution and continuing development of its content and production will be described. The slides will be run continuously on a caramate or screen. Tips for personalizing and maximizing the impact of large-group presentations and coordinating them with other educational activities will be offered.

STEPS TO DEVELOPING A RESEARCH PROJECT: AN IN-DEPTH LOOK AT THE MHSLA STUDY ON MEDIATED LITERATURE SEARCHES AND PATIENT CARE

Maureen Watson, Librarian, Ferris State University, Big Rapids, MI; Yvonne Mathis, Librarian, St. Mary's Hospital, Grand Rapids, MI; Mary Griswold, Librarian, Bronson Methodist Hospital, Kalamazoo, MI; Lois Huisman, Librarian, Blodgett Memorial Medical Center, Grand Rapids, MI; Beth Navalta, Library Supervisor, Bon Secours Hospital, Grosse Pointe, MI; Sandy Swanson, Librarian, Butterworth Hospital, Grand Rapids, MI.

The Research Committee of the Michigan Health Sciences Libraries Association (MHSLA) conducted a study to measure the perceived impact of mediated literature searches on health care professionals involved in direct patient care. In addition to the statistical information gathered on the topic, the development of the project and procedures were considered valuable. This presentation highlights the methodology behind this study and the process of achieving research goals. Steps detailed include compilation of a bibliography, determination of the study topic and goals, development of the survey instrument, selection of participants, and data collection methods. The value of the process is the emphasis of this poster.

CAI AS A MEDIUM FOR END-USER OPAC INSTRUCTION

Michael Watson	Systems Librarian	LSU Medical Center Library, Shreveport, LA
Marianne Puckett	Associate Director	LSU Medical Center Library, Shreveport, LA
J. Pat Craig	Director	LSU Medical Center Library, Shreveport, LA

The LSU Medical Center Library in Shreveport, LA began implementation of the NOTIS Library Management System in 1988. The Multiple Database Access System (MDAS) was implemented in 1990. Although the NOTIS system offers powerful options for searching the literature, we have found that its lack of a user-friendly interface places a considerable burden on the reference and public access sections, which must train and assist library patrons who are unfamiliar with the system. As a supplement to this training, we have developed a microcomputer-based interactive CAI module, which introduces the patron to NOTIS. This module is intended to complement, rather than to replace, individual instruction by Library staff. Our CAI program examines the components of the Shreveport Integrated Library System, briefly familiarizes the user with the keyboard, and explains NOTIS command syntax and search strategies. Application of CAI to library user education can be an effective tool for orienting new patrons to the OPAC, and can provide a basic level of support to the user when skilled library staff are unavailable.

SEIZING THE MOMENT: PATIENT HEALTH EDUCATION COMPUTER ASSISTED INSTRUCTION IN MEDICAL CENTER AMBULATORY CARE

Terrie Wheeler, Chief, Library Service, Department of Veterans Affairs Medical Center, University Drive, Pittsburgh, PA 15240

The term "waiting room" arose from the fact that generally ambulatory patients wait for their appointments. At Pittsburgh University Drive DVAMC, this waiting time has been identified as a "teachable moment", or a time when patients can be educated regarding their health management. Several patient educational techniques have been considered for this population, including Computer-Assisted Instructions (CAI). Of the CAI programs compatable with a DOS enviroment, Golle and Holmes' Edu-Med was selected because it offered educational programs on a variety of different health conditions. Appropriate subject experts reviewed all CAI programs in their discipline and developed pre/post tests to measure comprehension as well as a general charting note to be reproduced and entered into the progress notes whenever a patient completed a program. The 20 Edu-Med programs reviewed were loaded into 2 PC's strategically located in the Primary Care waiting area.

The Edu-Med programs did not address prevention of HIV transmission. Because Pittsburgh University Drive DVAMC is committed to HIV prevention education, the Chief, Library Service worked with the HIV Co-Coordinators to develop an HIV prevention education CAI program which was also loaded onto the same 2 PC's. Patient comprehension was tested the day HIV CAI was employed and at a 3-month interval to measure retention over time. Results of the HIV study will be reported in 1994. This poster session will be of interest to those seeking to establish meaningful PHE opportunities for a general patient population.

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