

# MHSLA

## NEWS

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THE NEWSLETTER OF THE MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION

## President's Message: All Good Things...

**M**y Grandma Campbell always told me "not to wish my life away, it will pass by quickly enough". Was she ever right! I can hardly believe it's been a year since becoming President of MHSLA. And what a year it has been!

First and foremost, I would like to take this opportunity to thank the members of the Board for all their hard work, guidance and patience. I couldn't have done it without each one of you.

Some of the accomplishments from this past year include retaining legal representation, incorporating the organization, completing MHSLA's responsibilities with the NLM grant, sponsoring sites for the NLM teleconferences, formalizing relations with MLC to handle the business side of our group purchasing functions, investigating more group purchase projects, creating group purchasing guidelines & recommendations, reviewing & standardizing committee charges, responsibilities & procedures and, of course, there's the annual education conference. If this sounds like a lot of work, you're right--it is (notice I used the word "is" not "was" for the work continues).

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*In the ever-changing landscape of healthcare, organizations must learn to be flexible and adapt. MHSLA is no different.*

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Additionally, MHSLA has written its first proposal as an incorporated association and is the recipient of a NN/LM GMR Exhibit Award. MHSLA will exhibit at the Michigan Library Association's annual conference in Traverse City in late October. The members of the Ad Hoc Committee on Advocacy & Outreach are assisting the exhibit participants with producing brochures, bookmarks, posters and a slide show for the conference.

In the ever-changing landscape of healthcare, organizations must learn to be flexible and adapt. MHSLA is no different. Our association needs to keep evolving in order to maintain its usefulness to its members and their home institutions. On the other side of this issue, membership needs to be involved



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in MHSLA's growth and development, not just the few who always raise their hands to volunteer. Remember, the more you put into something, the more you get out of it. It has been an interesting and educational year for me and it's been fun too. I hate to see it end, but, as they say, "all good things..."

Joan A. Emahiser, MHSLA President, 2003-2004

## Plan to Attend MHSLA's Annual Education Conference!

By Jennifer Barlow

**M**ake your plans to attend MHSLA's annual education conference! The conference will take place October 13-15, 2004, at the Radisson Plaza Hotel in downtown Kalamazoo. Preliminary programs and registration forms have gone out in the mail. They are also available on the MHSLA Web site at [www.mhsla.org](http://www.mhsla.org).

This year's conference will uphold MHSLA's tradition of offering quality educational content, networking opportunities with colleagues and vendors and a fun social event. Our theme for 2004 is "A Knowledge Kaleidoscope."

MHSLA has set the registration fees at an affordable rate: MHSLA members pay only \$250 for the full conference, and the cost for non-members is \$300. This includes one CE day, two days of meetings and workshops and our spectacular special event, "Bagpipes, Belly Dancing and Boogie!"

One-day and two-day conference rates are available and are also very reasonably priced. The deadline for early registration is September 17.

Topics covered in this year's programming include:

- Providing Library Services to Hospital Administrators (CE)
- Communicating With Physicians (CE)
- Coping With Information Overload (CE)
- Ways to be Indispensable to Your Organization (keynote)
- PubMed Link Out
- Electronic Document Delivery

- Archiving
- Scholarly Communication and Libraries
- Online Evidence-Based Medical Resources at the Point of Care

Our dinner event on October

14 will feature performances by the Kalamazoo Pipe Band and by Joette Sawall, founder of the West Michigan School of Middle Eastern Dance.

The evening will be capped off by a man & woman

DJ team playing

popular music with lyrics about libraries, books, science and medicine. Bring your requests! Even better, send them to the Conference Planning chairperson, Jennifer Barlow, ahead of time.



While you're here, check out the goings-on in and around Kalamazoo. It's a lively little city with a lot to offer. Downtown is enjoying a renaissance, and the Radisson has just completed a major renovation. For visitor information, check out this link:

<http://www.discoverkalamazoo.com/welcome/intro.html>.

For information on Kalamazoo history and attractions see: <http://www.kalamazoomi.com/hisf.htm>.

For questions about the conference, contact Jennifer Barlow at 269-226-6875 or [jenniferbarlow@borgess.com](mailto:jenniferbarlow@borgess.com). Hope to see you in Kalamazoo!

## Ariel Grant Update

By D. Lea Ann McGaugh

**I**n May 2002, members of MHSLA were solicited by Harvey Brenneise to participate in a National Library of Medicine grant application written by Harvey for the Michigan Public Health Institute. Those members who agreed to participate received equipment, software, training, and support to enable them to use ARIEL to electronically deliver health care information in a timely

manner. Ten MHSLA libraries agreed to participate. MPHI was the eleventh participant. The grant was funded in September 2002. The ten MHSLA libraries were:

- Battle Creek Health System, Battle Creek
- St. John Hospital and Medical Center, Detroit
- Department of Veterans Affairs Medical Center, Battle Creek
- Synergy Medical Education Alliance, Saginaw
- Marquette General Health System, Marquette
- McLaren Regional Medical Center, Flint
- Munson Medical Center, Traverse City
- Botsford General Hospital, Farmington Hills
- William Beaumont Hospital, Royal Oak
- Northern Michigan Hospital in Petoskey

The Research Committee was charged with surveying these participants regarding the extent to which the aims of the grant had been achieved. The survey was conducted in December 2003. Information was received from all but one hospital. MPHI did not respond. Of the responding hospitals, St. John Hospital and Medical Center, Botsford General Hospital, and William Beaumont Hospital – Royal Oak have ARIEL up and running. Synergy Medical Education Alliance in Saginaw and McLaren Regional Medical Center in Flint are using the ARIEL equipment to scan and save journal articles in PDF format for delivery by e-mail attachment.

The three libraries using ARIEL reported a reduction in turnaround time for articles delivered through ARIEL ranging from 50% to 86%. The percent of articles sent through ARIEL ranged from 2% to 35%. The percent of materials reported as received through ARIEL ranged from 6% to 27%. The figures should be taken as indicative only because none of the libraries had been using the system very long. However, it seems clear that there is a noticeable improvement in turnaround time for delivery of the requested information. The number of articles delivered through ARIEL is dependent on the number of interlibrary loan sources who also have the ARIEL system. In the Michigan hospital library community, that number is still not large.

The grant also provided CLIO software for management of interlibrary loan. Two of the responding hospitals were using CLIO for management of interlibrary loan.

The grant design anticipated that getting ARIEL to work in a hospital setting might be difficult. The grant provided money for a workshop on ARIEL and CLIO and for a consultant. Five libraries sent individuals to the workshop, but only two libraries reported using the consultant.

The grant also planned for purchase of a server that would be used to bypass hospital firewalls if they proved to be a problem. The server was delivered to MPHI, but was not configured to be used as a gateway for ARIEL traffic.

Participants in the grant indicated that the process of ordering and receiving equipment and software was satisfactory. The problems ensued when trying to activate the system. The majority of the problems related to working with the hospital information services department especially in relationship to moving ARIEL documents through hospital firewalls.

For the three libraries that succeeded in getting past the technical problems, ARIEL has improved the timeliness of document delivery that was the goal of this section of the grant. However, for those who have not been able to successfully implement the program, the experience has been frustrating and discouraging. The problems are largely with firewall issues and the hospital information systems departments. The grant tried to anticipate and provide mechanisms for fixing these problems by providing for a consultant and an alternative server housed outside the institutions' firewalls. Unfortunately, the consultant did not provide the kind of one-on-one help that was needed to work through the firewall issues with IS departments whose charge is to guard the safety of their institutions' networks. Had the external server been made available at MPHI as planned, it may be that most of the remaining grant recipients could have successfully implemented ARIEL. The fact that MPHI eliminated the position of the grant's principle investigator before the grant was concluded certainly made implementation more difficult.



A few of the grant recipients have begun to use the ARIEL equipment to scan documents into PDF format for electronic delivery via e-mail or WEB server. Those who have taken this route are achieving the goal of the grant for faster turnaround of medical information even though the methodology is not as planned. Some members of MHSLA are discussing ways of encouraging consistency,

attention to copyright and licensing issues, and quality in delivery of medical information in electronic format. As that discussion evolves, more MHSLA libraries may be able to achieve the goal of delivering evidence-based medical information at the time it is needed.

Those of you who are interested in alternative methods of electronic document delivery should plan to attend the panel discussion on "Document Delivery Alternatives" at the fall MHSLA Educational Conference in Kalamazoo.

## Michigan Libraries Encouraged to Adopt EFTS

*Submitted by Barbara LeTarte and Nardina Mein  
(Member of the EFTS Advisory Committee)  
Henry Ford Hospital*

The Electronic Fund Transfer System (EFTS) is a new way to easily process interlibrary loan (ILL) invoices. It was developed by the University of Connecticut Health System, and is currently being used by 945 Docline libraries around the country. Most of the participants (68%) are hospital libraries. There are 65 participating libraries in the Greater Midwest Region and more are joining.

### Why Join EFTS?

The National Library of Medicine began using EFTS this year and is encouraging libraries to join. Libraries who are using EFTS have experienced a reduction in paperwork and the amount of time that it takes to process interlibrary loan invoices. The system also provides reports that are useful for collection development. The system eliminates invoice payment for borrowing libraries. It also streamlines invoice generation and tracking for charging libraries. Excellent support is available from the Greater Midwest Region, the University of Connecticut Health Center and the National Library of Medicine.

### How does EFTS Work?

EFTS keeps track of the ILL invoices for member libraries. Participating libraries set up deposit accounts with EFTS at the University of Connecticut Health Center. The lending library submits transactions once per month to the EFTS web site and their account is credited. The borrowing library will have its account debited. Charging libraries pay a 3% service fee. All libraries may view their

monthly statement online so that you can easily track expenditures. Real time account information is available, and paper invoices can be a thing of the past. You can also use a credit card for your EFTS deposit.

### How to Join

Join EFTS at:  
<https://efts.uchc.edu/efts/Common/joinefts.html>  
The application may be submitted online, but the Memorandum of Agreement must be completed and mailed to:

EFTS  
Lyman Maynard Stowe Library  
University of  
Connecticut Health Center  
PO Box 4003  
263 Farmington Avenue  
Farmington, CT 06034-4003

Determine how much money you need to deposit, and how often you will need to replenish your deposit account. EFTS suggests enough money for 3 months or \$100. There is a \$25.00 charge for an insufficient balance, but keeping track of your balance is easy with the online statements.



Send in your deposit with the Memorandum of Agreement via check, or pay with credit card on the EFTS secure server. EFTS provides an invoice to download if your institution requires it to accompany your check request.

Create an EFTS account ID / password online after you have registered.

You may want to consider adjusting your Docline routing cells. You can search for EFTS libraries on Docline. Place your reciprocal or Freeshare libraries in your first cells and put EFTS libraries in the remaining cells. This will enable all of your ILL invoices to be processed by EFTS.

After you are registered and the deposit is in your account, monitor the ILL invoice activity with the online reports

provided by EFTS.

### **For Lending Libraries**

It is not necessary for lending libraries to upload requests in order to participate in EFTS.

Charging libraries create a text file upload of their lending using Quickdoc, ILLiad, Clio or another interlibrary loan system. You may also use the EFTS file builder program to manually enter all requests.

Send the upload by simply logging into your EFTS account and clicking on Upload Transaction File on the left of the screen. Go to the browse button and find your EFTS file. Go to upload and your file is sent!

EFTS calculates credits and redistributes charges quarterly. For charging libraries, EFTS charges a 3% fee on the amount of your credits. EFTS future development is funded in this way.

### **EFTS Resources**

More information and support is available at the web sites listed below. Also, feel free to call or write to Barbara LeTarte or Dina Mein at Henry Ford Hospital, 313-916-2550, bletart1@sladen.hfhs.org or nmein1@sladen.hfhs.org.

### **FAQ Sites**

[http://www.nlm.nih.gov/services/doc\\_efst.html](http://www.nlm.nih.gov/services/doc_efst.html)  
<https://efst.uchc.edu/efst/Static/EFTS%20WebSite/faq.html>

### **Network News Article**

<http://nnlm.gov/scr/scnn/jan-feb04/efst.htm>

## **Check Out the New NN/LM Consumer Health Workshop Materials**

*By Tammy Mays*

**F**our new consumer health workshops, including handouts, scripts and exercises are available through the National Training Center and Clearinghouse at <http://nnlm.gov/train/content.html#13>.

The classes are:

### **Prescription for Success:**

#### **Consumer Health Information on the Internet**

<http://nnlm.gov/train/resource.html?ResourceID=167>

### **From Snake Oil to Penicillin:**

#### **Evaluating Health Information on the Internet**

<http://nnlm.gov/train/resource.html?ResourceID=168>

### **Looking in all the Wrong Places:**

#### **PubMed for Public Librarians**

<http://nnlm.gov/train/resource.html?ResourceID=169>

### **Beyond an Apple a Day:**

#### **Providing Consumer Health Information in the Public Library**

<http://nnlm.gov/train/resource.html?ResourceID=170>

These courses were developed by Jo-Ann Benedetti, a librarian from New York. Medical Library Association CE is available if they are taught by a NN/LM Coordinator. The classes are intended for public librarians, but some of the materials are quite adaptable for other professions such as nurses and allied health. If you are interested in having me present one of these classes at your institution or if you would like tips for presenting them yourself, please contact me at [tmays@uic.edu](mailto:tmays@uic.edu) or 800-338-7657.

## **A Special Thank You**

**O**n behalf of the MHSLA Executive Board and the STAT!Ref participants, I would like to thank Sandy Swanson for all her hard work and diligence with this project. You've done an outstanding job, Sandy.

It's been almost a year since Sandy inherited the STAT!Ref files and became the liaison between MHSLA, the vendor and MLC. She's put in hundreds (literally) of hours on this project. Organizing the files, straightening out the billing, identifying IP addresses, supplying available user statistics, writing drafts of guidelines & recommendations, title selection, meetings with MLC, meetings with legal council, and the list goes on and on. Frankly, if Sandy wouldn't or couldn't step up to the plate when she did, there's no telling how, when, or even if, this program would have continued.

THANKS SANDY!

Joan A. Emahiser, 2003-2004 MHSLA President



# Munson Library Services Receives National Award

Submitted by Barbara Platts

**M**unson Library Services has been chosen to receive a national award for its contribution to health awareness and health education.

The National Commission on Libraries and Information Science (NCLIS) selected Library Services to receive its Blue Ribbon Consumer Health Information Recognition Award for Libraries in the state of Michigan. Outstanding libraries in 38 states were recognized by NCLIS.

“The purpose of the award is to help increase awareness of healthy lifestyles,” explained NCLIS Chair Beth Fitzsimmons, of Ann Arbor. “Millions of Americans are diagnosed each year with chronic diseases, which in many cases, could have been avoided, had the individuals followed healthier lifestyles...Libraries are a natural location for disseminating health information, and the efforts of Munson Library Services have been outstanding in carrying out this function.”

Nominations for the Blue Ribbon Award came from

Michigan State Librarian Christie Brandau, with the final decision made by NCLIS on the basis of the program’s potential impact, innovativeness, and the ability to duplicate the program.

Library Services won the award for its ongoing efforts in providing accurate, useful consumer health information to the people of Michigan, exemplifying the role that libraries can play in increasing awareness of health-related issues and encouraging healthy lifestyles.

“At Munson Healthcare, Library Services has initiated and

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developed two lending libraries; the Caregiver Resource Center & Library, and the Community Health Library, the Northern Michigan Consumer Health Internet Library, and outreach and education services through the Community Health Education Team,” said Brandau.

“This level of professional leadership clearly established the Department of Library Services of Munson Medical Center as a leader in the field of consumer health information,” continued Brandau. “The library richly deserves this prestigious award. All of us in Michigan are proud of this work and we are honored to be recognized at the national level for what is being done in the Traverse City area.”

Michael Collins, MD, who serves as Medical Director of the Benzie/Grand Traverse/Leelanau County Health Department, echoed Brandau’s comments. “The services provided by the libraries are accessible, prominent and easily reached by people,” said Collins. “There is no potential for intimidation, and the staff – open and welcoming – is made up of people who are eager to help. The libraries are a major resource for the community.”

Manager Barbara Platts and other members of the Library Services staff plan to accept the award during ceremonies in October. Staff members include Chris Allen, Yvonne Boudreau, Jim Brody, Sherri Dittman, Gail Jones, Liz Messing, and Susan Wischman.