

MHSLA

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President's Column

As the 2002 MHSLA President, I have the privilege of providing leadership and direction to make MHSLA a vital and valuable association. It is an honor to be in such a position. Success, however, cannot be achieved alone. Colleagues from across the State participate on the MHSLA Board. Each provides leadership and direction and feels satisfaction from making the Association stronger. Through these collaborative efforts the annual education conference is coordinated, a MHSLA research project is conducted, consortial purchases are organized, a membership directory and newsletter are printed, Web pages and listservs are maintained, and new developments in health sciences libraries are monitored.

You are encouraged to share in the collaborative process by providing feedback to the Board, agreeing to run for a Board position when approached by the Nominating Committee, serving on a committee and, of course, by renewing your membership. Join in the process of making a positive difference.

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Have a happy and healthy New Year!
Mike Simmons, MHSLA President

Become Involved! Attend a MHSLA Board Meeting.

All 2002 Board meetings are being held at the Sparrow Professional Building, Room G, in Lansing. Meetings are open to all members (please RSVP) and are telecast to Munson Medical Center in Traverse City and Marquette General Hospital on the following dates:

March 19, 10:00 a.m.-1:00 p.m.
May 15, 10:00 a.m.-1:00 p.m.
July 16, 10:00 a.m.-1:00 p.m.

In 2002 these efforts will continue. MDMLG is hosting the annual conference in Ann Arbor. The conference planning committee is busily identifying speakers and events. The technology committee is also busy. Input is sought from membership on electronic resources that may qualify for consortial purchase. The newly merged Document Delivery/Collection Development committee will offer a printed MISHULS directory, the first in several years. An ad-hoc committee has been formed to evaluate and design a new MHSLA Web presence to be hosted at the NN/LM Greater Midwest Region along with the MHSLA listserv. Teleconferencing during MHSLA Board meetings has been implemented so that regional representatives from northern Michigan and from the Upper Peninsula may attend meetings without making the long drive.

Your friends and colleagues carry all of the activities listed above and more, all in the spirit of volunteerism. New opportunities for participation are possible with these latest developments. You are encouraged to share in the collaborative process by providing feedback to the Board, agreeing to run for a Board officer position when approached by the Nominating



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MISHULS: Back by Popular Demand

By Valeria Long and Sandy Swanson

While the National Library of Medicine's DOCLINE and SERHOLD programs have made routine inter-library loan requesting faster and easier than ever, most libraries still experience situations where manual handling is required. Whether the issue is equipment failure, Internet server malfunction, or a patient care emergency needing one-hour delivery, having a manual back-up in place can be a life-saver. For those occasions, MHSLA offers MISHULS.

Developing and producing tools to facilitate resource sharing has been important to MHSLA members since the organization

MISHULS, a union list of health sciences serials in Michigan, derived from SERHOLD data, is available for purchase.

was first formed. In the early years, we used M.A.S.H. (Michigan Area Serials Holdings), developed and produced by MHSLA members. When members' holdings were added to the OCLC serials database in the 1980s for uploading to SERHOLD, M.A.S.H. was replaced by MIHSULS (MIchigan Health Sciences Union List of Serials), an OCLC product reproduced and distributed by the Association. However, OCLC services and products have evolved; for the past few years we have been unable to obtain the OCLC product to produce MIHSULS. Members have continued to use the outdated MIHSULS, and the ILL/DD Committee heard loud and clear that an update was needed.

As part of its DOCLINE/SERHOLD redesign, the National Library of Medicine now makes a quarterly report available detailing statewide SERHOLD holdings data. The ILL/DD and Collection Development committees have reformatted the November 2001 report to create the new MISHULS (not an acronym, but you know what it means). Since MISHULS was created from SERHOLD's Michigan holdings data, our Ontario members' holdings were unfortunately excluded. The committee stripped Michigan university holdings (Central, Ferris, Grand Valley, University of Detroit, University of Michigan, Michigan State and Wayne State) in order to keep the project to a manageable size -- 450 pages.

The Committees were given the go-ahead to produce MISHULS on a cost-recovery basis. In order to avoid producing more copies than we can sell, we will take orders in advance of actually printing. The order form appears in this issue of the Newsletter and at the MHSLA website. Questions and orders may be directed to Valeria Long at the Van Andel Institute library, 333 Bostwick N.E., Grand Rapids, MI 49503; (616) 234-5534 (voice), (616) 234-5535 (fax), or e-mail Valeria.Long@vai.org

MHSLA Web Site, Listserv now Hosted by the GMR

By Michael Simmons

The MHSLA Web site and Listserv are now hosted on the servers at the University of Illinois at Chicago. With the assistance of Chris Shaffer at the National Networks of Libraries of Medicine Greater Midwest Region, both the MHSLA Web pages and Listserv have been relocated from the server at Michigan State University. Many thanks to MSU and specifically to Leslie Behm for having maintained these resources for MHSLA over the past several years. Moving to the UIC server will permit rotation of these responsibilities and participation from more MHSLA members.

The Web Site address remains www.mhsla.org and is presently being redesigned and updated. Your patience is requested as these changes take place since, most notably, the membership directory is not currently available.

Standard Listserv protocols exist and all administrative commands should be sent to listserv@uic.edu. To send mail to the MHSLA discussion list write to mhsla@uic.edu. All previously subscribed members have automatically been added to the new Listserv location.

Collaborative Technology Update

By Harvey Brenneise

Progress has been made on a number of fronts in collaborative technology projects during the last period. I will briefly summarize:

Stat!Ref

This product appears to be working well for libraries. Additional resources are anticipated to be added during the year, and the MIHealthLibrary project is always open for additional libraries to save money and gain access to these important resources. New institutions are added on a prorated basis, so there is no reason to wait for renewal time. New features anticipated this year are the ability to view statistics by institution, and the ability to login using either IP address, login/password or both.

MCHEL

MCHEL 2 was born on January 31, and she's a healthy girl! This project of the Michigan Department of Community Health, the Michigan Public Health Institute and Michigan State University is a pilot project to test the effectiveness of sharing an online catalog between a large library and a very small one. The results can be seen at www.mchel.org. One clear advantage is the ability to share MARC cataloging so that as long as one of the libraries has cataloged an item (including web resources or other shared

resources), just adding a few additional codes makes the item also appear in any of the other catalogs of the participating institutions.

Authentication issues

These continue to plague libraries, particularly small ones behind firewalls (like hospitals). The committee will be looking at the possibility of sharing an authentication system either among MHSLA members or with a larger institution that has a scalable system in place that can be shared. This would allow IP authentication to be done OUTSIDE a hospital firewall, allowing licensed resources to be accessed inside the firewall without having to involve local IT departments or cause any HIPAA concerns.

Potential new shared resources

The informal survey that I conducted last fall clearly indicated an interest in the following three products: OVID, Up-to-Date and MDConsult. Because MSU is also interested in OVID and that some hospitals in the state are already working together to get better prices with this company, efforts will begin there, and then continue to the other two.

LSTA grant feedback

I visited with the managers of the LSTA grant process at the library of Michigan to ascertain the reasons for our not getting either project funded. Following are some of the points that were made. Including this information into a subsequent grant will doubtless strengthen its potential for success.

- Spend much more time in writing the explanatory parts. Because most of the evaluators are public librarians (no one else seems to volunteer), we must assume they need to be educated about hospital libraries. For example, one reviewer thought hospitals have lots of money and many were for-profit in Michigan.
- Get more feedback from other parties prior to writing the proposal. Again, most important are public librarians. We might want to do a free trial at first with a selected group of libraries and/or include them to get some of the products or services (for example Ariel software). Perhaps pairing hospital and public libraries in a given city would work well.
- Find more local support. In the case of the Ariel grant, not asking for so many free computers might be helpful.
- A more obvious tie to state-wide efforts by AccessMichigan or MLC
- How will the effort be sustained (particularly equipment, but also licensing)?
- More specific information about the specific products. Many librarians are not familiar with them.
- Emphasize the prototype nature of the project.
- Statistics on why need is compelling (perhaps surveys or other kinds of statistics).
- In addition to stronger arguments for why projects are needed, once we have them, how are they promoted? A regional trial might be useful.
- Support letters from public libraries

MHSLA 2002 Annual Conference

SENSATIONAL ANN ARBOR by *Diana Balint*

Art, music, dance, theatre, science, history...experience it all in Ann Arbor. Indulge all your senses at the annual MHSLA conference scheduled for October 16-18, 2002 in Ann Arbor.

See friends and new acquaintances.

Hear gentle strains of music during our Thursday special event banquet.

Taste the excellent dinner which will include a choice of four entrees.

Touch your heart with a tour of the fine collection at the Ann Arbor Art Museum located directly across the street from the banquet at the Michigan Union.

Use all of your senses to complete our digital trivia challenge for fun and prizes. Plan on a special Thursday night for our **Sensational** Ann Arbor Conference.

EDUCATIONAL PROGRAM by *Diane LeBar*

The program will include two CE courses that come highly recommended by MHSLA members. The four-hour **Palmtop Computers in the Library**, taught by Mari Stoddard, will focus on hardware, productivity applications, and health care resources. Participants will learn to assess the suitability of different devices and become familiar with the range of PDA support services offered by health sciences libraries. The cost of starting and running various PDA support programs also will be covered.

Rosalind Lett's eight-hour course, **The Business Case: Your Key to Buy-in, Funding, Overcoming Resistance, and Initiating Change**, will focus on the skills needed to prepare and present a business case. Attendees will learn how to use a business case to get the support and funding essential to successful project management. The program also will feature a medical databases town hall meeting and a panel discussion on consumer health resources, collections, and services. Concurrent session topics include multicultural diversity and the NLM Gateway. Stay tuned for conference updates as the education committee finalizes the agenda!

Run for a MHSLA Office

By Ken Nelson, Nominating Committee Chairperson

The Nominating Committee would like to invite each and every member to consider running for a MHSLA Board position. For the 2002-2003 year the following officers need to be elected: President-Elect, Treasurer and Nominations. If you cannot participate in the coming year, please recommend others you think would serve your organization well. We welcome your input. If you would like the inside story on any of these positions, please contact me (kynockris@att.net), Chris Allen (callen@mhc.net) or Martha Studaker (mstudak1@hurleymc.com).

Membership Report

Dear Members,
As the Chairperson of the Membership Committee this year I am pleased to announce that we have received renewals from a total of 93 members. This is approximately 80% of the membership base from last year. As a reminder to those yet to renew, our ByLaws state that dues must be paid by March 1 to preserve your membership status. I realize that some of you have submitted your membership form for payment to your institution's accounts payable department and that, at times, this can take a while. We expect some delays like this and will certainly accommodate membership renewals that are hung-up in the local bureaucracy. Anyone who did not receive or has misplaced the renewal form can request one directly from me at coffey@msu.edu or by calling (517)353-3037 and asking for me. Best Regards, John Coffey

Protecting Patron Privacy at McLaren

By Diane Gardner

The Medical Library at McLaren Regional Medical Center in Flint has adopted a new policy to protect our patrons' privacy. We used to use social security numbers as the patron's identification number. Since the issue of identity theft has become big news we worked out another plan. We are using a series of barcodes for identification numbers. Each patron is assigned a separate barcode. One copy of the barcode is attached to the back of their badge where it will not interfere with our time clocks and the other copy is attached to their borrower registration form which we keep on file. We have been using this for about a month and it is working well. Patrons hand us the books they want to check out along with their badge. No more misspelled names or having to ask who they are.

Tips for New Job Success

By Sheila Bryant and Michael Simmons

Sheila Bryant is new to librarianship and began her position as health sciences librarian at Michigan State University in January of 2000. She offers the following tips for being successful in a new position:

- Ask lots of questions. There is no such thing as a dumb question.
- Network, talk to your colleagues, get to know them.
- Shadow or observe others if possible.
- Be patient. You can't learn everything in one week.
- Take notes.
- Get to know who does what at your place of employment. Ask others in your same position at other libraries for advice as well.
- Join associations and organizations to keep up with current and cutting-edge practices.

MHSLA NEWS

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Please send contributions or suggestions to:

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Michael Simmons began his position as Library Manager at Sparrow Hospital in Lansing in January of 2001 after holding 2 other professional positions. He offers the following tips for new-job success:

- Institutions vary greatly from one another.
- A network is not a network is not a network.
- Good customer service is essential, regardless.
- Patience is a virtue best coupled with persistence.
- Libraries in hospitals pose challenges to firewalls.
- Accountability is directly related to responsibility.
- Withhold judgment until you know the facts.
- Seek out the assistance of colleagues who know more than you.
- Be humble but assertive.

Member News

Ruth "Kay" Constance Kelly, former MLA member, died on December 2, 2001, at her home in Petoskey, Michigan. Kelly began her career in the field of public health in New Haven, CT, and later spent seven years with the University of Minnesota. She went to Michigan in 1971 where she started the Dean C. Burns Health Sciences Library. Building on what Burns began in 1940, she collected medical journals and reference materials and created access to information for physicians, employees, students, and patients. Kelly was also very instrumental in organizing the Michigan Health Sciences Library Association in the early 1970s and served a term as president of the Association in the 1980s. Contributions in her name may be made to Hospice of Little Traverse Bay, 416 Connable Ave., Petoskey, MI 49770, or to a charity of your choice.

Submitted by David G. Keddle, Director, Medical Library and CME, Sunrise Hospital & Medical Center, Las Vegas, NV.

Joan Smith, the former Library Director at Beaumont-Royal Oak, passed away on New Year's Eve. She served the hospital library community for many years.

Submitted by Joanie Emahiser.