

MHSLA

NEWS

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THE NEWSLETTER OF THE MICHIGAN HEALTH SCIENCES LIBRARIES ASSOCIATION

President's Message

Alexia Estabrook, 2002-2003 MHSLA President

Over the past year it was my pleasure to serve as President-Elect of MHSLA. The experience was very rewarding, and I look forward to my "respite" as President. I loved every minute of my tenure, though, and had the good fortune of working with some great people. Joanie Emahiser and Doreen Bradley co-chaired the Local Arrangements Committee. You would be hard pressed to find two more organized people. Their dedication and commitment made everyone's jobs easier, and the Campus Inn even gave us our vendor tables gratis as a result. Diane LeBar did a fantastic job with the Education Committee, and the educational offerings were both varied and pertinent. There was something for everyone at the conference.

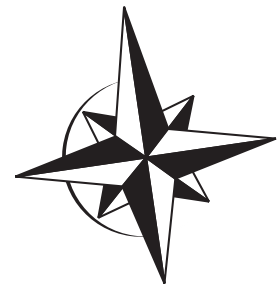
Did you know that any member of MHSLA could attend Board meetings? They are held bi-monthly and a list of dates and locations is available on the Web site. If the trek to Lansing does not appeal to you, contact your local area representative to voice your opinion or concern. The list

Members of the MHSLA Executive Board serve you, the members.

of the local area representatives, as well as all the Board members, is also available on the Web site. The best avenue the Board has for determining what you, the member, wants is for you to tell us. Members of the MHSLA Executive Board serve you, the members.

What can you expect from MHSLA this year? As always, there is the Fall Education Conference, which will be held at the Bavarian Inn in Frankenmuth, MI. Joanie, Cheryl Putnam and Preet Rana are already hard at work planning local arrangements and educational offerings. Harvey Brenneise is spearheading the Ariel grant as well as applying for additional funding to add more libraries. He also continues to explore additional grant and consortium opportunities. Mary Hanson will be taking a look at the Bylaws, Susan Kendall is hard at work processing membership renewals, and Sandy Swanson and her committee are working on the MISHULS directory and will be surveying the membership regarding technology. Arlene Weismantel continues as Publications chair, compiling and printing the newsletter and acting as webmaster. As you can see, the Board is hard at work.

In any organization, participation is the key to its success. Participation can be as easy as bringing a suggestion to a Board member (Feel free to e-mail me at



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President's Message

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aestabro@providence-hospital.org, my e-mail is always open.) or responding to a posting on the Association's electronic discussion list. Become more involved by volunteering to serve on a committee or host a CE course at your institution. Participate by running for an office or, if you wish to be on the Board but do not want to run for office, consider becoming a representative for your local group. As I stated at the general business meeting in Ann Arbor, help us help you make MHSLA great.

Creating Electronic Journal Archives

By Harvey Brenneise
MHSLA Technology Committee Chairperson

In the most recent issue of the *Journal of Hospital Librarianship*¹, Sandy Swanson describes Judy Barnes' project at Ingham Regional Medical Center to place recently published past issues of journals on CD-ROM as a space-saving measure. In the past, there has been interest among MHSLA members in extending projects such as this to benefit all MSHLA members. It seemed like an opportune time for the MSHLA Technology Committee to again review our options and report to the larger group.

In addition to saving space, digitizing "old" journals potentially increases user access if the journals can be made available on computer networks. New research shows that users avoid resources that are not available electronically².

The biggest questions to be answered involved intellectual property issues, so finding answers to them seem a prudent and reasonable place to begin. I consulted with both Ruth Dukelow, attorney and librarian, at the Michigan Library-Consortium, and Michael Seadle, digital and copyright librarian, at Michigan State University. Both concurred: a library, or group of libraries, can only digitize works published before 1923. For works published after 1923, digitizing is permitted for archival purposes only and with stringent restrictions, or when the library has specifically received permission from the copyright holder.

Ruth referenced the following website as a good starting point for those with questions on this topic: <http://mlcnet.org/services/digitize.php>. Libraries can make digital archival copies of printed works under the Digital Mil-

lennium Copyright Act, but only if the original item is physically deteriorating and would be "preserved" in this way, that there are no paper copies available for purchase, or that the original is in an obsolete format. A further limitation is that the digital copy is made available only in the library building.

Under these conditions, it would be not be wise for MHSLA to proceed on such a project without securing the necessary permission from copyright holders. However, there are some smaller actions that MHSLA might take, including encouragement of the National Library of Medicine to lead such an effort and/or to begin a small, possibly grant-funded, pilot project with Michigan health publishers, such as Michigan State Medical Society, to create digital archives of their journals.

1. Swanson, S. E. (2002). Digital Archiving: A New Solution for an Old Problem. *Journal of Hospital Librarianship*, 2(4), 105.

2. See Rindfleisch, T. C. (2001) *W(h)ither Health Science Libraries: Preliminary Study of the Dynamics and Effects of Digital Materials Use on the Future Roles of Health Science Libraries*. Retrieved January 26, 2002, from Stanford University Web site: <http://smi-web.stanford.edu/people/tcr/tcr-hsl-futures.html>. Statistics at Stanford's Lane Medical

Library show that the availability of electronic resources reduced not only use of the equivalent print journal titles, but also resources that were not available electronically. The author called this the "laziness factor". While this behavior could potentially cause negative health outcomes, it should be an incentive for librarians to quickly make the best resources available electronically to health practitioners and

policy makers. In Bell, S. J. (2003), *Is More Always Better? American Libraries*, 34(1), 44-47, Bell states, "When quality is the goal, access to everything may not be the user's best bet." While acknowledging the difficulty of information seekers finding the best in a digital sea of information, he does not deal with the issue of when the best isn't available online. In Wentz, R. (2002), *Visibility of Research: FUTON Bias, Lancet*, 360(9341), 1256, Full Text On the Net (FUTON) bias is described and the author states that this bias might have the same effect in clinical practice as publication bias or language bias. In a nutshell, full text articles on the Internet are more likely to be accessed, read, quoted and used in patient care than those that only provide abstracts.



Resource Sharing Update

By Sandy Swanson
MHSLA Resource Sharing Committee Chairperson

This year, the Resource Sharing Committee is tackling a number of projects to facilitate interlibrary loan and collection development activities among area health sciences libraries. Two projects are currently underway: MISHULS and the addition of health sciences titles to the MeL NetLibrary collection.

Following the pattern of last year's MISHULS, we are deriving the print product from updated SERHOLD data. The new MISHULS, however, will include even more libraries and serial titles. In 2001/2002, we were only able to include Michigan's basic health sciences libraries. By forming a DOCLINE group, we were able to include all MHSLA hospital library members, including four in Ontario and three in Ohio. Furthermore, we added health sciences journal holdings from four universities: Ferris, Grand Valley, Central Michigan, and University of Detroit-Mercy. In order to keep MISHULS to a manageable size, though, we excluded the holdings of the "big three": Wayne State, Michigan State, and University of Michigan.

An order form for the 2003 MISHULS is included in this issue of the *MHSLA News*. The products will be delivered in mid- to late March.

The second project now in motion is the selection and purchase of electronic health sciences books for inclusion in the Michigan eLibrary collection. Using funds allocated in the Ariel grant project, our team of eight selectors will purchase up to 500 health sciences titles from NetLibrary. These titles will be available for Michigan residents to access from libraries, schools, work or home, using either the library's connection or their own Michigan drivers' license or state identification number. Our purchase will include both consumer and professional literature selected by librarians representing nursing, public health, consumer health, hospital and academic libraries.

A reminder: the Committee will be collecting 2002 interlibrary loan statistics within the next few weeks, as the October–December, 2002 DOCLINE reports become available.

The Committee will shortly begin work on a survey of MHSLA member libraries to determine what technologic

resources the members have and to which needed resources they currently lack access. The information will be useful to help MHSLA prioritize projects, and for resource sharing purposes, it will be useful to members to know which libraries are using particular ILS or catalog software. We anticipate that the survey forms will arrive in your mailboxes next summer.

Education Committee Update

By Gurpreet K. Rana
MHSLA Education Committee Chairperson

The Education Committee is working to create an exciting program for the 2003 Annual Conference in Frankenmuth and a midyear support staff class. Proposals that we are pursuing include CE classes in grant writing and health informatics, information privacy issues, and timely concerns in collection development. We would like to thank everyone who filled out conference evaluations at the previous conference—they gave us some great ideas! Stay tuned for more programming news!

MLA Satellite Teleconference: *Get HIP to HIPAA*, March 12, 2003

The Medical Library Association will host *Get HIP to HIPAA: Health Information Professionals and the Health Insurance Portability and Accountability Act* on Wednesday, March 12. The first wrap-around discussion, if offered by the site of your choice, will begin at 12:30 p.m., CST, and the satellite teleconference will begin at 1:00 p.m., CST.

This program will provide an overview of HIPAA, examine the impact of privacy and security regulations on libraries, and describe the role of librarians in promoting compliance.

The teleconference will be offered at locations throughout Michigan including Marquette, Traverse City, Grand Rapids and East Lansing. Visit the MLANET site for more information and to register: <http://mlanet.org/education/telecon/hipaa/>.

Consolidate ILL Payments with EFTS

By Sandy Swanson

DOCLINE's automatic interlibrary loan routing system gives the hospital library an easy way of ordering articles from hundreds of academic and resource libraries. One unfortunate result is that the library may also receive invoices from hundreds of sources, often for amounts as small as \$8.00. Besides inundating the library staff with paperwork, this situation also burdens hospital accounting departments with the costs of cutting many small checks.

Fortunately, relief is in sight. The Electronic Fund Transfer System (EFTS) offers borrowing libraries an opportunity to substantially reduce the number of checks issued, while charging libraries cut back on the number of invoices they send. EFTS promises reduced costs, improved cash flow, reduced human error, increased efficiency, and monthly management reports.

To participate in EFTS, a library establishes a deposit account at University of Connecticut. Quarterly deposits are recommended. The library receives a monthly statement showing the amount expended and the balance on account. The statement includes a detailed transaction listing so that individual DOCLINE loans may be reconciled. For non-charging participants, charges apply only if the library fails to maintain a sufficient balance to cover expenditures.

DOCLINE requests from EFTS participants include a notation "Epayment" as well as indicating "EFTS" on the library groups line. Rather than generating and tracking individual invoices for these transactions, participating charging libraries submit data via e-mail to the EFTS system. Their deposit accounts are credited, while the accounts of the libraries receiving the loans are debited. A small service fee is deducted from the lending (charging) library's account for each transaction. QUICKDOC includes a module for generating the EFTS transaction file, or the library may use another method to create it.

EFTS began on the East Coast, and currently only a few Greater Midwest Region libraries participate. The number grows each month. I strongly recommend that MHSLA

member libraries investigate using EFTS to streamline their interlibrary loan processes.

- To find out more about EFTS, visit the EFTS homepage: <http://library.uchc.edu/efts/index.html>
- NLM FAQ: http://www.nlm.nih.gov/services/doc_efts.html
- List of participants: <http://nmlm.gov/libinfo/docline/efts.html>.

Foods of Frankenmuth

By Cheryl Putnam

Mention Frankenmuth food and I'll bet your first thought will be chicken. Rightly so, since Frankenmuth claims to serve over two million chicken dinners every year. However, did you know that the German city just off I-75 provides additional food options for the visitor?

- The Frankenmuth Cheese Haus makes 140 different kinds of cheese and spreads. Drop in to watch the cheese making process.
- Willi's Sausage Company provides over 100 kinds of homemade sausage. Willi is a Master Sausagemaker from Kassel, Germany.
- Still hungry for sausage? Try Kern's Sausages. They specialize in Bavarian-style sausage with over 32 varieties. They also sell other German foods.
- Rau's Country Store sells many items, but some of the favorites are dill pickles from a large oak barrel and a great old fashioned candy collection. Try them both...well, not necessarily at the same time.
- The Frankenmuth Mill & General Store is a restored gristmill. Take a tour of the mill and pick up some great mill products for at home baking after the conference.
- For free tasting and relaxing, take a tour of the St. Julian Winery or Frankenmuth Brewery.



As you can see, the foods of Frankenmuth are many and tempting. Be sure to sample your favorites when you join MHSLA for the 30th Educational Conference October 15 through 17, 2003.

Impressions from 2002 Conference Scholarship Winners

Kristin Hitchcock, University of Michigan MSI Student: Cultural Competency in the Health Care System

I suppose I am a typical graduate student, balancing a full course load, a couple of jobs and, every so often, even a personal life. In addition to the time I spend as a reference assistant in the Information Services department of the Taubman Medical Library, I work a few hours each week at the U-M International Center. I had always viewed these as separate jobs, appealing to separate interests, but I know longer see this as the case after attending the session presented by Jacqueline Voight, manager of the Cultural Competency Program (CCP) at the University of Michigan Health System.

What is cultural competency? “A set of academic and personal skills that allow us to increase our understanding and appreciation of cultural differences.” The concept is simply illustrated in the Platinum Rule: Do unto others as they would have done unto themselves.

While it may be a relatively new concept in health care, this is not an entirely foreign concept to librarians. Librarians recognize the need to give personalized service to each of our patrons; we value diversity in many forms. We can also serve an important role as facilitators and instigators, not only providing information services, but also sharing our knowledge and understanding with our patrons and their patients. There are business, legal, and clinical implications that we can benefit from in

- being aware of cultural differences that may result in frustration or negative interactions
- knowing demographics of the people we serve
- pursuing the commitment of our organizations to support and provide culturally competent services

Just as every library student learns about the reference interview, so should every librarian consciously act upon and share the values of cultural competency with his or her peers and clients.

From this point on I will be consciously integrating the spirit of my two work environments in fostering respect for difference, and appreciation for similarities, eagerness

to learn, and willingness to accept that many ways of viewing the world exist. And I look forward to sharing this journey of cultural competency with my newly found librarian peers.

For more information about CCP, see their web site at <http://www.med.umich.edu/multicultural/ccp>.

Jill Reyers, Wayne State University MLIS Student: Keynote Speaker Inspirational

Thank you for the opportunity to attend the 2002 MHSLA Conference in Ann Arbor. The keynote speaker, Dr. Schumacher, was excellent and really helped to confirm my decision to pursue a career as a medical librarian. If you came to the conference feeling that you were not valued as a professional, his presentation proved otherwise. Knowing that you have research skills that help physicians care for their patients should make any medical librarian proud of the career they have chosen. The Web design class proved, once again, that I have a lot to learn. The conference itself was very well organized and the dinner at the Michigan Union followed by the tour of the Art Gallery made the whole experience thoroughly enjoyable. Thank you again and I hope to be a contributing member of MHSLA when I complete my degree next December.



Audrey Bondar, Senior Information Resource Specialist, Sladen Library, Henry Ford Hospi- tal: Why Did I Wait So Long?

I had the good fortune to be the recipient of the scholarship awarded to a new MHSLA member for 2002! I must say, this was a wonderful conference. The Campus Inn in Ann Arbor was conveniently located as well as being an environment conducive to education. Both the continuing education classes I attended on Wednesday for PDAs and best resources for nursing were very informative and useful. All aspects of the conference were well planned and ran smoothly. Everything from the concurrent sessions and the keynote speaker to the vendor exhibits was worthwhile.

And the food! I can't forget to mention that! It was outstanding. If you love chocolate, the Dessert Extravaganza

Scholarship Winners

(Continued from page 5)

on Friday afternoon was for you. From breakfasts to breaks you couldn't leave hungry.

I'm glad that I had the opportunity to see some of the people I have only known by name. It was nice to put a face together with those names.

My professional experience has been with the Medical Library Association and Metropolitan Detroit Medical Library Group (MDMLG) including being president for the 2001-2002 year. Although I have worked in medical libraries for more years than I care to remember, I see that it is time to "branch out". I hope to see many of you next year in Frankenmuth. I'm looking forward to another informative conference, more good food and shopping at Birch Run! See you next year.

Real-Time Electronic Reference: Software and Privacy Issues

By Arlene Weismantel

Real-time electronic reference service is a form of outreach, a timely way to assist distant users. Libraries are providing varying levels of virtual service based upon patron needs, staffing levels and financial ability. Some libraries use free software like AOL Instant Messenger or Yahoo! Chat to communicate with patrons, while others have invested in sophisticated, and expensive, software like NetAgent, LSSI or 24/7 Reference. One of the most desirable features provided by high-end software allows a librarian to control a patron's browser and escort them to different Web sites. This is referred to as co-browsing. However, co-browsing databases, even non-proprietary databases like PubMed, is problematic for even the priciest software.

In October 2001, the Michigan State University Libraries' Real-Time Reference Subcommittee concluded that there were few acceptable software packages and that they were more expensive than anticipated. For MSU, as with most medical library environments, patron privacy is a major concern. The most popular high-end virtual reference packages, LSSI and 24/7 Reference, reside on the vendor's

server. This means that all patron information and transcripts of virtual reference interactions reside there as well. MSU determined that this was an unacceptable risk. Health sciences libraries need to carefully evaluate all hosted virtual reference systems to determine how the vendor uses the information residing on their server and who has access to it. MSU identified at least one vendor that mines all reference transcripts to construct a proprietary database of FAQs.



Though remote hosting has its drawbacks in terms of patron privacy, licensed software can also be problematic in that it requires server space and maintenance. It is also expensive, and many libraries have formed consortia to purchase software. Some of these consortia also collaborate to provide reference service for more hours than any one library could provide on its own.

Software characteristics that reduce patron usability include requiring that patrons download plug-ins, or actual software, onto their machines, functionality with a very limited number of Web browsers, and incompatibility with Macs and firewalls.

Desirable features include the ability to work with several patrons at the same time, a database integrating frequently used replies to reduce re-keying of information, tracking of statistical information, and storage of transcripts. When evaluating virtual reference software, use a checklist to keep track of important criteria. The following Web sites are good sources of information when beginning the evaluation process:

American Library Association (2002). *A Virtual Reference Primer, Appendix 1, Software Feature Checklist*. Retrieved January 27, 2003, from the American Library Association Web site: <http://alaeditions.virtualreference.net>.

Owen III, J. W. (2002). *Virtual Reference Vendor Evaluation*. Retrieved January 27, 2003, from <http://www.bcpl.net/~jowen/virtualref/index.html> This site includes a spreadsheet of features of specific software packages including pricing.

Sloan, B. (2002). *Digital Reference Services Bibliography*. Retrieved January 27, 2003, from the University of Illinois at Urbana-Champaign, Graduate School of Library and Information Science Web site: <http://www.lis.uiuc.edu/~b-sloan/digiref.html>.

This bibliography lists over 450 citations relating to electronic reference services including chat and e-mail.

Job Posting

Title: Librarian
Req Number: dmc-00004435
Job Type: Part Time 3
Shift: Days 8:30 a.m.-3:00 p.m.
Facility: 632 The Orthopedic Specialty Hospital (TOSH)
Salary Range: \$36,800-\$51,500
Location(s): Madison Heights, MI

Under general supervision, receives research requests and conducts database searches for clinical and administrative staff. Answers reference questions regarding research or patient information and performs interlibrary loan transactions. Recommends and administers budget. Organizes patient education collection.

Master's degree in Library Science. Prefer specialization in biomedical information retrieval. 1-2 years experience preferred.

The Detroit Medical Center operates 7 hospitals, 2 nursing homes and over 100 outpatient centers. Established as a nonprofit corporation in 1985, the DMC has become a leading regional health care system with a mission of excellence in clinical care, research and medical education. The DMC is the academic health center for Wayne State University and its schools of medicine, nursing and allied health services. Wayne State University is the fourth largest medical school in the United States.

To apply online, go to: www.dmc.org/jobs/, enter term "library" in keywords and follow instructions.

Feel free to contact Daria Drobny, MILS, AHIP, with questions:

Daria Drobny, MILS, AHIP
Rehabilitation Institute of Michigan
Learning Resources Center
261 Mack Blvd.
Detroit, MI 48201
Phone: 313-745-9862
Fax: 313-745-9863
E-mail: ddrobny@dmc.org

Scavenger Hunt Winners

By Diana Balint

After the banquet, our 2002 conference attendees were invited to tour the University of Michigan Museum of Art. Several docents were present to conduct small group tours. Attendees were given a sheet containing six digital images of items in the museum which they were urged to locate and identify for prizes to be awarded the next morning. Since our group was so visually oriented, everyone who entered the contest indentified the items correctly. The winners were chosen at random on Friday morning by members at the hospitality and registration tables. Prizes were donated by the Campus Inn, NN/LM GMR, Rittenhouse Books, and J.A. Majors Books.

The winners were:

Fruit Basket:	Dick Perrin
Umbrella:	Tony Aguirre
Medical Books:	Barb Platts
Candle Ring:	Marilyn Kostrzewski
Cap and golf balls:	Mary Ellen Bechard
	Audrey Bondar
	Margaret Campbell
	Diane Gardner
	Linda Wilcox
	Diane Hummel
	Diane LeBar
	Betty Marshall
Cap:	Mary Fitzpatrick
	Doreen Bradley
	Vanina Chavarri
	Ken Nelson

Thanks to all who participated!

Thank You Volunteers!

Thank you to the following MHSLA members who gave their time and energy to staff the registration and hospitality tables during the conference: Ellen O'Donnell, Doreen Bradley, Alexia Estabrook, Joan Emahiser, Audrey Bondar, Diana Balint, Patty Scholl, Gay Byrnes, Laura Lewis, Diane Piskorowski and Marilyn Kostrzewski.

Member News

Munson Healthcare Receives NLM Grant

Submitted By Barbara Platts

Munson Healthcare was awarded a \$109,000 grant from the National Library of Medicine. The grant is funding the Northern Michigan Access Project, an initiative to create digital library services for five Munson Healthcare affiliate hospitals as well as five rural clinics. The focus of the grant will be to provide access to medical databases and research for rural healthcare providers as well as laylevel health information to communities in the Munson service area. Grant money will also be used to provide computers and printers at each sites as well as provide training to end users.

Saginaw Cooperative Hospitals, Inc. Receives Grant

Submitted By Cheryl Putnam

Saginaw Cooperative Hospitals, Inc. recently received an Internet Access to Digital Libraries Grant. The award of \$69,000.00 will be used to purchase equipment and software that will make access to medical and nursing literature available to three rural hospitals. Staff training will also be provided over the two-year span of the grant. The participating hospitals are Hills and Dales Hospital, Cass City, Tawas St. Joseph Hospital and West Branch Regional Medical Center.

Borgess Library Highly Rated in Customer Survey

Submitted By Jennifer Barlow

For the first time, the Borgess Library (Kalamazoo) was included in a customer survey of Borgess Health Alliance corporate services. Previously they had been doing their own customer satisfaction surveys. Inclusion in the annual organization-wide survey has removed the burden of performing and tabulating the survey, and allows the library to compare its results with other service departments such as Marketing, Finance, Human Resources and Information Technology. The library's rating was second highest out of all the departments measured. Only Customer Relations scored higher.

Sault Area Hospital Health Sciences Library Unveils its Web Site

Submitted By Kathy You

Just before Christmas SAHHSL unveiled the library Web site to its doctors and staff. SAHVIL, the Sault Area Hospital Virtual Library is located at: <http://www.sah.on.ca/sahllibrary/index.html> or, go to the hospital home page at <http://www.sah.on.ca> and click on "Health Sciences Library". Kathy requests that MHSLA members look at

MHSLA NEWS

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Please send contributions or suggestions to:

MHSLA News Editor

Arlene Weismantel

Michigan State University Libraries

100 Library

East Lansing, MI 48824-1048

or

weisman1@mail.lib.msu.edu

the site, bookmark it, and create links to her new creation. She appreciates suggestions or comments.

The Sault Area Hospitals dropped the "s" from its name and became a single hospital corporation. The founding meeting of the new corporation—Sault Area Hospital—was held on November 25, 2002. There were two boards of directors, one for Sault Saint Marie General Hospital and one for Plummer Memorial Public Hospital. Now there is a single board and a new logo! The mailing address remains the same.

Stephanie John has been invited to be an expert panelist for the MLA satellite teleconference *Get Hip to HIPAA: Health Information Professionals and the Health Insurance Portability and Accountability Act* on Wednesday, March 12, 2003, 1:00-2:30 p.m., CST.

Janette Ransom became Director of the Interlochen Public Library on January 1, 2003 after ten years as Staff Librarian in the Health Sciences Library at Munson Medical Center.

Betty Marshall's e-mail has changed to:

bmarshall@hackley-health.org

Mary-Ellen Bechard was promoted to Coordinator, Health Sciences Library & Community Health Resource Centre, Windsor Regional Hospital. Natalie Hatch, the previous Coordinator, has accepted a position with the Windsor Public Library System.