The Newsletter is published for the members of the New York – New Jersey Chapter of the Medical Library Association.

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From the Editor

It is once again our great pleasure to bring to you the Spring/Summer 2003 issue of the MLA NY-NJ Chapter Newsletter.

Richard Faraino, our Chair, kicks off this issue by sharing with us some valuable information on mentoring. **Pat Gallagher** continues to keep a lookout for quality web sites, while I scan the papers and react to news of interest to libraries.

Nancy Glassman, the technology columnist, gives us a useful overview of bibliographic (citation) management software solutions. **Joanne Jahr** reintroduces us to our colleagues at RML, while Advocacy Committee Chair, **Elaine Wells**, updates us on legislative matters and state budget activities that may affects our libraries.

Dorice Vieira compiles a list of the recent notable accomplishments of Chapter members and **Kathel Dunn** keeps us abreast of the current library literature that is pertinent to our profession. Finally, **George Wahlert** entertains us with his amusing take on the college graduation season.

Be sure to mark in your calendar the upcoming events and grant/poster submission deadlines listed in the *Save the Date* section and to check out the *For Your Information* section that includes a call for nominations from the Chapter's Nominating Committee.

KM 06/2003

PHILADELPHIA
October 26-28, 2003

Join us for the **Five Chapter QuintEssential Conference**.

From the Chair

By: **Richard L. Faraino**
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▷ *Mentoring: What Will You Do?*

Recently MLA Headquarters announced a *Mentoring Initiative* and established a site in the *Careers Section* of MLANET. The site (www.mlanet.org/mentor) includes an application to join the *Mentor Database*, several documents such as guidelines and tips for mentoring and, of course, a bibliography. At our national meeting in San Diego this year, a Plenary Session was held, lead by Karen Garman, Ph.D., a nationally recognized consultant in the fields of mentoring, health education, and leadership. Following Dr. Garman, a panel of speakers, medical librarians, carried forward the topic for discussion. Finally, a town meeting was held with the general membership in attendance that brought forth a number of ideas, concerns and suggestions. Clearly, recruitment, education, fostering and – mentoring – are all part of an ongoing process that is incorporated into many professions. Mentoring can be a process spanning an entire career, beginning at the undergraduate level and continuing through the fledgling librarian years, to mid-career changes and beyond. To guide professionals young in experience in any particular aspect of medical librarianship is to identify goals, to map out pathways toward achievement, and to give your experienced-derived advice. It is a highly rewarding experience for the mentee and a very satisfying experience for the mentor, both professional and personally. It adds value to the profession.

Mentoring is not new to our profession. So why is so much importance placed on it today? Why is MLA attempting this initiative? The strength of the perceived need that health librarianship is flagging in the recruitment and education of it professionals is found in recently reported data on the profession. A special report, "**The Leadership Reconsidered Symposium: a Report**" in the April 2003 issue of *Journal of the Medical Library Association* cites demographics that are startling.

"Among librarians with a master's degree, 17% will reach the age of sixty-five during the years 2005 to 2009 and another 21% in 2010 to 2014. Data for health sciences libraries show a similar situation. The percentage of MLA members under age forty dropped from 51% in 1983 to less than 21% in 2001. In AAHSL (Association of Academic Health Science Libraries) institutions, 44% of all professionals in 2001 were fifty years and older." [1234]

The profession is moving, demographically, toward retirement. The report goes on to state that the number of new graduates is declining. It becomes readily apparent that mentoring is important to our profession and we can easily understand why MLA should take a proactive role on this issue. The state of any profession is dependant upon the involvement of its members.

From the Chair

Locally, I would like to acknowledge three Chapter members who have taken part in mentoring. **Ellen Maleszewski**, **Patricia Gallagher**, and **Pauline Beam** participated in the annual SLA Career Day. In this venue our colleagues presented or spoke, encouraging library school students to consider medical librarianship. This is just one example. Some libraries have allowed students to visit and/or report on their libraries, while others have offered internships. Several librarians have also taught medical librarianship courses as part of the graduate programs at local area library schools.

MLA is attempting to broaden and deepen the mentoring experience. I suggest that you go to http://mlanet.org/mentor/ to explore the possibilities.

References:

1. Martin ER, et. al. **The Leadership Symposium Reconsidered: a Report.** *J Med Libr Assoc 2003 Apr 91(2): 251-257*.

2. Lynch MJ. **Reaching 65: Lots of Librarians Will Be There Soon.** *Am Libr 2002 Mar;3(3):55-56*.

3. Funk CJ. ***Statement of the Medical Library Association***. [21st –librarians@imls].gov. 28 May 2002.

4. Association of Academic Health Science Libraries. ***Annual Statistics of Medical School Libraries in the United States and Canada. 24th ed***. Seattle, WA: The Association, 2002.

Web Watch

Submitted by:	**Patricia E. Gallagher, MLS, AHIP**
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	New York Academy of Medicine Library

▷ *Pat's Picks*

The rating system: Web sites are rated by mice, from half a mouse to 5 mice, with 5 mice being the highest rating.

to

(half mouse)   (5 mice being the highest rating)

This edition will review a variety of resources:

1. Medicine and Madison Avenue
http://odyssey.lib.duke.edu/mma/

The recent spate of advertisements by drug companies, selling their prescription products directly to health consumers, is nothing new. This exceptional database of advertisements relating to health products has been mounted by Duke University. Also interesting to view, in conjunction with this one, is their other online database of advertising, **Ad* Access** (http://scriptorium.lib.duke.edu/adaccess). My rating:

2. Health Insurance Portability and Accountability Act (HIPAA)
http://www.cms.hhs.gov/hipaa/

As HIPAA grows in concern among health professionals, you may find this link from the *Centers for Medicare and Medicaid Services* of some use. Included here are two sections:
1) **HIPAA Online**, an interactive tool to answer questions about the law, and
2) **Administrative Simplification**, which provides links to news items, links to the full text of the HIPAA Law, information on Regulation, Standards and enforcement, and educational materials. My rating:

Web Watch

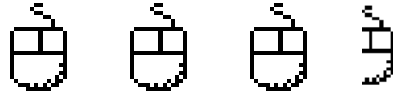### 3. Clinical Prediction Rules
http://www.mssm.edu/medicine/general-medicine/ebm/#cpr

From the Mt. Sinai *Division of General Internal Medicine* comes this growing list of clinical prediction rules. CPRs help the physician determine, based on specific criteria, the likelihood that a patient is suffering from a particular problem. The most famous example is the *Ottawa Ankle Rule [JAMA 1993 Mar 3; 269(9): 1127-32]*. For those physicians interested in EBM, this is a site that may peak their interest. My rating:

4. Health Care Annual, 2003 Update: Data on Hospitals and Ambulatory Care Facilities in New York City, Long Island and the Northern Metropolitan Area
http://www.uhfnyc.org/usr_doc/hca_2003.pdf

This is a PDF version of the (formerly) print publication of the *United Hospital Fund*. It is an invaluable resource for statistical information about hospitalization in the New York City and its environs. Bookmarks make traveling through the "book" easy. If there is any drawback, it is the required registration process (yet another password to remember). My rating:

5. Genetics Home Reference
http://ghr.nlm.nih.gov/

New from the National Library of Medicine is the *Genetics Home Reference*. Aimed at the health consumer, this web site attempts to explain (with text and images) the basics of genetics and genetic diseases. Browse through a chapter, or click on the whole chapter to print. The site has a flexible, patron-friendly interface. The only problem it presents is that the version that is formatted for printing does not show the images as well. My rating:
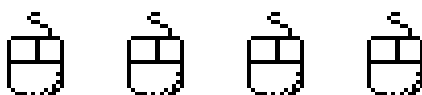
And now for something completely different:

6. Athena Knitting Database
http://www.knittinguniverse.com/xrx/athena.asp

It's been a LONG day in the library, and now you really just want to kick back and relax. But where can you find an open knitting store in your area? Use the *Knitting Database Store Finder* to locate knitting stores in any telephone area code in the country. *Locate a knitting group* to pass a happy weekend or find out about the history of the craft on the *knitting timeline*. My rating:

Patricia E. Gallagher 5/9/03

News & Views

Submitted by: **Konstantina Matsoukas, MLIS**
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Columbia University

▷ *Shredders Supplant "SSShhhhhhhh!"*

The MLA annual conference in San Diego was not the only library-related buzz coming out of California this Spring. Librarians in Santa Cruz made the *New York Times* in early April with a juicy headline conveying an aggressiveness not often linked to our profession: "Some Librarians Use Shredder to Show Opposition to New F.B.I. Powers" *(Murphy, DE. April 7, 2003, Late Edition, New York Times, section A, page 12, col. 1)*.

I was led to this article only after seeing the April 21st *Time Magazine* quote: "It used to be, a librarian would be pictured with a book. Now it is a librarian with a shredder". Upon reading it my first thought was "Oh no – not that Nicholson Baker guy again". Nicholson Baker, you may recall, is the author of a not very librarian-friendly book entitled "*Double Fold: Librarians and the Assault on Paper*" (*2001*). In this book, librarians are accused of recklessly destroying their print collections by weeding them away into nonexistence.

I was relieved when I realized, upon locating the full article in the *New York Times*, that the quote was referring instead to actions that are being taken by librarians in the face of the **USA Patriot Act** (**U**niting and **S**trengthening **A**merica by **P**roviding **A**ppropriate **T**ools **R**equired to **I**ntercept and **O**bstruct **T**errorism Act). The USA Patriot Act was passed on October 26th, 2001 in response to the terrorist attacks of 9/11 and was designed to make information more available to law enforcement officers for the purpose of homeland security. Librarians in particular have been very concerned about the implications that this Act might have on their patrons' privacy and First Amendment rights.

My own concern about the matter led me to participate in the MLA sponsored tele-conference: "*Safeguarding our Patron's Privacy: What every librarian needs to know about the USA Patriot Act & related anti-terrorism measures*" (held on December 11th, 2002). The most important information I came away with was that the USA Patriot Act does not dictate which documents are kept nor does it require libraries to do any extra record keeping. Only records that are already being kept by the library would ever be requested.

Which brings us to the shredders. The shredder-wielding California librarians were not destroying records requested of them by the FBI (that would be breaking the law - *think Enron*). They were merely applying some very stringent records management practices to their libraries - **if you don't need it, don't keep it**. Why keep user sign-up sheets once the statistics have been compiled? Why hold onto patron records for books already returned? All librarians would be wise to follow this thinking and reevaluate their own record-keeping needs in order to develop tighter records retention policies for their libraries. With more rigorous policies in practice, records will never be kept beyond their usefulness. It just makes good sense. Besides, shredders can be fun!

Technology Review

Submitted by:	**Nancy Glassman, MLS, AHIP**
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	D. Samuel Gottesman Library
	Albert Einstein College of Medicine

▷ *Bibliographic Management Software*

In these days of information overload, researchers need to keep track of more data, in more formats, than ever before. These formats include journal articles, meeting abstracts, monographs, unpublished works, dissertations, multimedia files, messages from e-mail discussion lists, websites, and other online resources. The old-fashioned index card file system is no longer a practical solution. How is a researcher to cope? **Bibliographic management software to the rescue!**

With the aid of *bibliographic management software (BMS)*, sometimes referred to as *citation management software*, users can create and maintain separate databases for different projects or topics. The many ways to add references to a database include:

- Entering references manually using specially formatted templates
- Importing references from online databases, such as *PubMed*, using preformatted filters.
- Using the *Direct Export* feature available from some database vendors, such as *OVID* and *Web of Science*
- Searching online Z39.50 databases directly through a BMS' own search interface
- Copying references from one BMS database to another

Once the database has been created, users can manipulate, customize, and enhance the references in many ways by:

- Assigning additional keywords
- Updating keywords globally
- Customizing user-defined fields
- Spell-checking
- De-duping features to prevent duplicate references
- Searching for specific references within a database
- Linking to electronic full-text via a URL or filename
- Linking to multi-media files
- Sorting references

References in a BMS database can be used in many different ways. They are useful for:

- Creating bibliographies and footnotes formatted according to the rules of different publications (e.g. *New England Journal of Medicine*, *JAMA*) and style manuals (e.g. APA, Chicago)
- Saving a reference as an HTML file to add to a web site
- Exporting citations directly into a document with a word processor, such as *WordPerfect* or *Word*

Technology Review

Most people are familiar with the "big three" BMS programs, ***EndNote***, ***ProCite***, and ***Reference Manager***, which are produced by **ISI ResearchSoft**. There are many more different BMS programs, each with its own strengths and weaknesses (see list below). Many have features that allow the user to move reference from one product to another.

▷　　**BiblioExpress** (http://www.biblioscape.com/biblioexpress.htm) is freeware. It is a basic version of *Biblioscape*, and can be run from a floppy disk. (Windows)

▷　　**Biblioscape** (http://www.biblioscape.com/biblioscape.htm) has several versions for users and librarians. The librarian version includes some circulation and interlibrary loan functions. (Windows)

▷　　**Bookends** (http://www.sonnysoftware.com/) has several multimedia features and allows the user to download references to an *iPod*. (Macintosh)

▷　　**Citation** (http://www.citationonline.net/) is a tool that allows references and notes to be entered on note card-like forms from within a word processor. (Windows)

▷　　**EndNote** (http://www.endnote.com/) offers a "*Cite While You Write*" feature that allows users to create bibliographies on the fly using *Word*. (Windows & Macintosh)

▷　　**GetARef** (http://www.getaref.com/index_en.htm) has several advanced features to help organize and search references within a database. These features include advanced searching capabilities, multi-file searching, and a search thesaurus. (Windows)

▷　　**LibraryMaster** (http://www.balboa-software.com/) works with several different word processing programs including *WordPerfect*, *Word*, and *Ami Pro*. (Windows & DOS)

▷　　**Papyrus** (http://www.researchsoftwaredesign.com/) can store over 16 million records per database. (Windows, DOS & Macintosh)

▷　　**ProCite** (http://www.procite.com/) has an *Express Paste* feature that allows the user to copy text information from a web page directly into a *ProCite* record. (Windows & Macintosh)

▷　　**Reference Manager** (http://www.refman.com/) allows the user to create a traveling library that contains cited reference data, making collaboration on writing projects with colleagues easy. (Windows)

▷　　**RefWorks** (http://www.refworks.com/) is a web-based bibliography manager that works with a web browser (*Netscape 4.7* and higher, and *Internet Explorer 5.0* or higher), and across many different platforms, including *Windows*, *Macintosh*, and *UNIX*.

▷　　**WriteNote** (http://www.writenote.com/) is a web-based bibliographic manager from *ISI ResearchSoft* that geared towards students, and directs them to their own library's resources.

RML Update

Submitted by: **Joanne Jahr, MLS** jjahr@nyam.org *Network Programs Coordinator* *NN/LM Middle Atlantic Region*

▷ *Please Allow Us to Introduce Ourselves*

During recent phone calls that I have made, when identifying myself as calling from the RML, I have been met with dead air on the other end of the line. This "dead air" has made me think that perhaps there are some people within the region who do not know what the RML is or what the NN/LM does. Since we have a number of new staff members, I thought I would use this opportunity to refresh memories and introduce the new coordinators.

If the library field seems to be enamored of acronyms and initialisms, the **National Library of Medicine (NLM)** is no less so and we toss them about as though they were interchangeable. For example, sometimes we say **PubMed** and at other times **MEDLINE**—confusing even users. The same occurs when we say NLM, RML, NN/LM, Region 1, Middle Atlantic Region, etc.

The **National Network of Libraries of Medicine (NN/LM)** consists of eight **Regional Medical Libraries** (major institutions under contract with the National Library of Medicine), 156 **Resource Libraries** (primarily at medical schools), and some 4,900 **Primary Access Libraries** (primarily at hospitals). The fact sheet that explains the NN/LM can be found at http://www.nlm.nih.gov/pubs/factsheets/nnlmem.html and the home web page for the eight geographical regions that make up the NN/LM is at http://nnlm.gov.

The **Regional Medical Libraries (RMLs)** administer and coordinate services in the National Network's eight regions. The RML for the **NN/LM Middle Atlantic Region (MAR)** (also known as **Region 1**) is based at the **New York Academy of Medicine** and covers Delaware, New Jersey, New York and Pennsylvania.

Our particular homepage is http://nnlm.gov/mar. If you have not done so already, we hope you will bookmark this web site and check it frequently. On this site you will find links to many other useful sites, including the **National Training Center and Clearinghouse (NTCC)**, **Electronic Fund Transfer System (EFTS)**, and **LinkOut**. Information regarding consumer health, local consortia, and various training and outreach programs is also available.

RML Update

▷ **Regional Medical Libraries (RML)**

RML Staff:

Mary Mylenki, *Associate Director*. Mary oversees the work of all of the coordinators and is the chief administrator of the RML. She handles the grant applications and does much of the public speaking on behalf of the RML.

Rhonda Allard, *Consumer Health Information Coordinator*. Rhonda provides PubMed and MEDLINEplus training to the staff of public libraries, departments of public health, community based organizations, etc. She is working to expand the RML's consumer health services and outreach programs to the underserved.

Peggy Falls, *Outreach Programs Coordinator*. Peggy provides PubMed, Toxnet, and other NLM database training to health care professionals—doctors, nurses, and allied health professionals. In addition, she is in charge of exhibiting at professional conferences and meetings in an attempt to reach out to those health care professionals still unaware of what NLM has to offer.

Joanne Jahr, *Network Programs Coordinator*. In this instance, 'Network' has nothing to do with technology; rather, it refers to the network of libraries and librarians throughout the Middle Atlantic Region. Joanne provides training in DOCLINE and SERHOLD to librarians and paraprofessionals in the Network and is generally available to answer questions from Network members.

Denise O'Shea, *Technology Coordinator.* Denise is available for consultation with Network members on technology issues (including Internet connectivity, website development and security) and plans to offer technical training on a variety of topics both in the classroom and on-line. Denise is the RML webmaster and in that capacity welcomes all comments, questions, or suggestions for improvements and enhancements to our website.

Joan Seidman, *Education Programs Coordinator*. Joan conducts training sessions in the various NLM databases (PubMed, MEDLINEplus, Toxnet, etc.) and organizes educational programs for members of the Network throughout the region.

Dorothy Weyeneth, *RML Assistant*. Dorothy holds us together. It is she who keeps track of our comings and goings and reminds us of where we are supposed to be at any given time.

RML Update

▷ **National Training Center and Clearinghouse (NTCC)**

Some of you may know that the **Middle Atlantic Region** is also the home base for the **National Training Center and Clearinghouse** (http://nnlm.gov/mar/online/index.html). The **NTCC** was formerly known as the **National Online Training Center**. The staff of the NTCC conducts training classes in all of the NLM databases, including PubMed and Toxnet, throughout the United States. They probably spend as much time on the road as they do in the office.

NTCC staff:

> **Maureen Czujak**, *Assistant Director.* Working with NLM staff members in Bethesda, MD*,* Maureen develops the training manuals used in the classes, oversees her staff, and teaches classes herself.
>
> **Ellen Geraghty**, *Trainer and Online Analyst*. In addition to being a librarian, Ellen holds a BS in Nursing and brings a unique perspective to teaching the various NLM databases.
>
> **Mary Van Antwerp**, *Trainer and Online Analyst.* In addition to her teaching responsibilities, Mary is the NTCC webmaster and ensures that the materials posted to its site are pertinent and current*.*
>
> **Charles Rapisarda**, *NTCC Assistant.* Because the NTCC staff is on the road so much, they would be lost without Charles. It is he who ensures that people are registered for the classes and that the training manuals are packed and shipped to the various training sites. Working with Dorothy, he keeps the office running.

Phone numbers and email addresses for all of us at RML and NTCC can be found at http://nnlm.gov/mar/marstaff.html.

We are all here to assist you in any way we can and look forward to hearing from you frequently.

Advocacy Update

Submitted by: **Elaine Wells, MA, MLS, AHIP** ewells@sunyopt.edu *Chair, Advocacy Committee* *Director, Kohn Vision Science Library* *SUNY College of Optometry*

▷ *Legislative Advocacy Update*

If we didn't know better, we would think that "budget" was a four-letter word. Of the many pressing issues libraries face, grappling with shrinking funds and monitoring state-level wrangling over limited dollars may be the most challenging.

Here's a recap of budget activity taking place in New York and New Jersey:

▷   In January 2003, Governor Pataki proposed slashing library aid by $13.3 million. Thanks to the grass-roots efforts of library advocates, as of the end of April, budget bills in the legislature included the full restoration of these funds.   "It ain't over, 'till it's over" we are told by the great philosopher Yogi Berra, but cautious optimism may be warranted.

▷   In New Jersey, the state budget recommendations included a reduction of $670,000 in library funding, effectively eliminating funding for *Library Development Aid* and *Emergency Aid*. However, the budget does accommodate level funding for state per capita, library network, and virtual library aid. The battle is not over, with final adoption of the budget scheduled for June 30th.

▷   Also in the legislative arena, librarians continue to monitor the effects of the **USA Patriot Act**. And at the end of January 2003, the Medical Library Association joined with other library organizations to oppose a resolution that would have urged approval of **UCITA** (Uniform Computer Information Transactions Act). Most librarians continue to consider **UCITA** unfairly slanted in favor of license holders and potentially detrimental to the provision of information services.

Thanks to Luda Dolinsky for providing updates from the New York Library Association (NYLA), and to NYLA and NJLA (New Jersey Library Association) for staying on top of local legislative developments.

Elaine Wells
Library Director
SUNY College of Optometry
May 12, 2003

Kudos For Chapter Members

Submitted by:	**Dorice Vieira**
	vieird01@library.med.nyu.edu
	Associate Curator
	Coordinator for Search Services
	NYU School of Medicine

Congratulations to fellow Chapter members:

▷ **Kris Alpi MLS, MPH, AHIP**
Library Manager, Public Health Library
NYC Dept of Health & Mental Hygiene

Kris graduated with her MPH in Community Health Education from Hunter College of CUNY on January 23, 2003.

▷ **T. Guillaume Van Moorsel**
Co-Director, Center for Healthcare Informatics Education
Clinical Assistant Professor, Health Policy & Management School of Health
Technology & Management

Gui received the $750 NY/NJ Chapter Research Award Grant and is working on "*Determining the Effectiveness of Integrating Library-Sponsored Informatics Training into the Core Curricula of Healthcare Professionals*".

▷ **Mini Medical School** receives *Chapter Project of the Year*!

Kathel Dunn
Associate Director
Ehrman Medical Library
NYU School of Medicine

Suzanne Crow
Collection Development Librarian
Levy Library
Mount Sinai School of Medicine

Kathel Dunn, Suzanne Crow and the Chapter Advisory Board are to be congratulated for the honor and recognition they have brought to all of us.

▷ **Kathleen A. Moeller**
Director of Library, Research & CME Services
Overlook Hospital, Summit

Kathleen was presented with the 2003 Health Sciences Library Association of New Jersey *(HSLANJ) Health Sciences Librarian of the Year* Award at their Annual Meeting.

Kudos For Chapter Members

▷ **Barbara S. Reich**
Director, Medical Library
Hackensack University Medical Center

In April 2003, Barbara took over the job of *NY-NJ MLA Chapter Listserv Coordinator* from Robert Mackes.

▷ **George Wahlert**
Director, Morgan Health Sciences Library
Long Island College Hospital, Brooklyn NY

George Wahlert received the *Volunteer of the Year* award from Long Island College Hospital's Othmer Cancer Center on Sunday, June 1st at the 10th annual celebration of Cancer Survivor's Day.

To all Chapter Members:

We would like to acknowledge all Chapter Member contributions.

Please submit your accomplishments to:

Dorice Vieira
Chair, Professional Recognition Committee
Dorice.Vieira@library.med.nyu.edu

In Memorium

Katherine S. Zippert, *Evening Librarian at North Shore University Hospital (between 1975 to 2002) and NY-NJ MLA Chapter Member, passed away on March 20th, 2003.*

Funeral services were held on Sunday, March 23rd, 2003 at Riverside Nassau-North Chapels in Great Neck, New York.

We mourn the loss of our colleague. She will be missed.

In the Literature

Submitted by: **Kathel Dunn, MSLS**
Associate Director, Ehrman Medical Library
NYU School of Medicine
katheldunn@aol.com

▷ *May 2003*

This issue of **In the Literature** looks at articles on two newer technologies on our collective horizons: **linking services** and **chat reference**. Both services offer increased service to library users in an expanded 24/7 type of environment. The third article returns us to the prosaic world of the basics of library service by discussing how the shelving of the books, good signage, and not getting the runaround when asking for service, all still figure greatly in library users' expectations of quality service.

Grogg JE, Ferguson CL. Linking Services Unleashed. *Searcher 2003; 11(2)*.

This article reviews four linking service that use the OpenURL framework:

1. Ex Libris' **SFX**,
2. Endeavor's **LinkFinderPlus**,
3. Openly Informatic's **1Cate**, and
4. the University of North Carolina at Greensboro's **Journal Finder**.

Each of the services serves as a middleman between a source and any number of appropriate copies. To put it in familiar library terms, the linking service provides a link between a "bibliographic" type record and multiple "item" records. Ideally then, a user would connect from a source (if she has searched an online catalog or database, for example) to a page that indicates all the possible options: full-text availability, print availability (if not online) or interlibrary loan or document delivery (if not held at the library). **SFX** provides such customizable local holdings information that a user can be directed to. **LinkFinderPlus**, though developed by Endeavor, is a stand-alone product with a database of over 13,000 journals. Libraries go through a checklist of the journals indicating which ones they own and in what format. Offering a similar linking service, **1Cate** (for 1-click-access-to-everything) has an additional feature of an automatic creation of an alphabetical journal list with a word search capability. The **University of North Carolina at Greensboro's Journal Finder** linking service also provides linking, however, as a homegrown service, has limited their content to the 100+ full text products that UNC-G subscribes to. It does have a feature that corrects perceived user typing mistakes.

In the Literature

Dee CR. Chat Reference Service in Medical Libraries: Part 2 – Trends in Medical School Libraries. *Medical Reference Services Quarterly 2003; 22(2): 15-28*.

Ms. Dee provides us with an overview of chat reference service in medical libraries. Ms. Dee primarily examined the ***Reference***, ***"Ask a Librarian"*** or ***"Ask Us"*** sections of medical library web sites to determine which libraries offered chat services. She found that 25 (21%) of the 117 medical school library web sites found offered a chat service in the Fall of 2002. There were 102 (87%) of medical school libraries offering some type of email reference services. While some librarians were enthusiastic about chat reference, mentioning the improved opportunities for the disabled and noting that their increasingly computer-savvy users have expectations of chat-type service, others were less positive, noting that the extended hours of providing 24/7 service or an institution whose culture did not lend itself to chat, made instituting the service impractical. Ms. Dee cites a previous study (Sloan, Bernie. *Ready for Reference: Academic Libraries Offer Live Web-based Reference. Evaluating System Use. Final Report*. Available at http://www.lis.uiuc.edu/~b-sloan/r4r.final.htm) in which the researcher found that fully 43.7% of chat service occurred between 5:00 pm and 1:00 am – difficult hours to cover given an already busy schedule. Marketing also appeared to be a key factor in improving use of the service. While only 21% of medical school libraries currently use a chat service, many more were considering it at the time of Ms. Dee's investigation.

Ho J, Crowley GH. User perceptions of the "reliability" of Library Services at Texas A&M University: a Focus Group Study. *Journal of Academic Librarianship 2003; 29(2): 82-7*.

Ms. Ho and Crowley use the familiar qualitative methodology of **focus groups**, not on a narrow aspect of library service or a library product, but rather, use the tool as an avenue for exploring perceptions of library service in its entirety. The focus groups were convened in Spring 2001 after the survey, ***SERVQUAL***, had been administered over a period of three years. The ***SERVQUAL*** survey found that there were user expectations not being met. In particular, the focus groups found that users were concerned about the following five areas that relate to the reliability of library service:

1. finding materials on shelves,
2. arrangement of materials,
3. interlibrary loan/circulation procedures,
4. signage, and
5. experience while searching [the online catalog].

The mundane work of libraries was a critical factor in library users' perception of quality service. Based on the focus groups' analysis, the library chose to improve this perception by implementing e-mail notification of overdue materials and recalls, improving signage, and developing more in-depth staff training.

Hospital Library Notes

Submitted by: **George A. Wahlert, MSLS, AHIP**
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Director, Morgan Health Sciences Library
Long Island College Hospital

▷   It's the Most Wonderful Time of the Year!

No, it's not time to hang some plastic holly on your bookcases, or to plug in your UL-approved electric Menorah at the library's front desk. It's that time of the year when we celebrate graduations, specifically that of the House Staff, medical, nursing and allied health students.

The friendships we form with the House Staff physicians may not last a long time, but if we do our part in providing excellence in customer (library) service, then hopefully we have cultivated generations of MEDLINE capable searchers and those who know of the importance of the health sciences library. The true "end-user" is both the doctor who is pursuing their educational and professional goals and, of course, the patient.

Having said that, it seems mean to say that the library staff already voted for the winner of the "Physician We Can't Wait To Leave" award. At graduation exercises one year when I announced the "Friend of the Library" award, I started off by stating: "Will the following physicians please stand – your books are overdue, and if they are not returned, it will affect your credit rating for the rest of your life". I then asked a very difficult resident to inform me where he was going so that I could forewarn my colleagues. Humor is an effective tool in communication, and graduation is a time of celebration. As you free fleeing library users of any obligation, why not thank those who may have crossed your welcome mat, and wish them luck along the way.

Now is also the time to ask the graduating classes for a gift to the library. How about a nice TV/VCR, some Board Review tapes or something else that you could wrap up with a big ribbon that says "Donated by the Class of 2003". Wouldn't that look nice under the "Season's Readings" sign? Putting up a sign that says "why take your books with you – donate them to the library" would be a "good thing" per Martha Stewart.

As the Master of Ceremonies at my institution's School of Nursing graduation exercises, I beam with pride as I read each name, knowing that I might have helped these students along the way. I encourage them to come back to the library as they pursue their educational and professional dreams. Three months after they graduate, they complain and say: "Why didn't anyone tell me it was going to be like this". Perhaps they would like to run a search on work stress – librarians are experts at work stress AND running searches.

Medical students fly away to start their careers, begin to pay their student loans and hopefully find a cure for cancer.   At the end of the Hippocratic Oath, which they normally recite at graduation, I would encourage them to add one of my favorite proclamations of medical librarianship: "Physician heal thyself, but let a librarian show you how to do a MEDLINE search".

July, August and September follow with the incoming House Staff and new students. Like teachers, we await the new brood and we will soon sort the library users from the library (ab)users, and indoctrinate them to Library Services 101. It is a rude awakening for some of the incoming staff to realize that my institution's library and services may not be the same as where they came from. No, Mars does not have any libraries. Beam me up, Scotty! And the seasons, they go round and round.

Save the Date

▷ *The NY/NJ MLA Chapter Annual Meeting*

Five Chapters – One Meeting!

The QuintEssential Conference: Collaborations, Partnerships, and Solutions.
October 26-28 2003, Society Hill Sheraton, Philadelphia, PA

The Chapters	New York / New Jersey Chapter MLA Philadelphia Regional Chapter MLA Mid-Atlantic Chapter MLA Philadelphia Chapter SLA Pittsburgh Chapter MLA
Keynote Speaker	Robert S. Martin, Ph.D. Director of the Institute of Museum and Library Services, Washington D.C. will talk on collaborations and funding
Invited Speakers	Pew Internet and American Life Project MEDLINE Plus Go Local Website
Plus	16 Breakout Sessions on 4 Topical Areas Partnerships New Roles Marketing Electronic Publishing and Archiving
Also	Contributed Posters Breakfast Business Meetings Roundtable Discussions
Continuing Education	10 full-day or half-day CE Classes on Sunday & Tuesday morning
And New This Year	Master Tutorials - interactive, mini-training sessions on a variety of topics
Welcome Reception	with 25 Exhibitor Booths
Monday Evening Banquet	Featuring John Morreall, Ph.D., renowned humorist
Tuesday Luncheon	MLA & SLA presidents speaking on Partnerships

Something For Everyone

Your Presence is Quintessential!

Save the Date

Collaborations, Partnerships and Solutions:
The QuintEssential Conference

Sheraton Society Hill, Philadelphia, PA
October 26-28, 2003

Call For Posters

The 2003 Program Committee invites you to participate in this unique and historic event by submitting a proposal for a poster presentation. We encourage you to take this opportunity to highlight your experiences with collaborations, partnerships and solutions or other creative innovations, techniques, or experiences that you would like to share with your colleagues. Both presenters and attendees will benefit from this informal exchange of ideas.

Submission Process

Submit two copies of abstract text of not more than 250 words describing the poster and its purpose. Include all authors and institutional affiliations with the first copy of the abstract. The second copy will be used in a blind review process and should not include any specific information identifying authors or institutions.

Deadlines: Send submissions via email to Beverly Murphy, Poster Session Coordinator, at murph005@mc.duke.edu. Abstracts must be submitted by **June 10, 2003**. Submitting authors will be notified of acceptance by email during the week of July 14, 2003. There will be a limit of twenty posters accepted for presentation.

Poster Session

At least one author will need to be present to staff their display during the Poster Session on **Monday, October 27, 2003**. Additional information (i.e. time, location, setup instructions, etc.) will be sent with acceptance notification.

Poster boards and easels will not be provided so displays must be self-standing. Each presenter's area will be provided with a six-foot skirted table, but the presenter must furnish all other equipment. Electricity and phone lines will not be available.

If you have any questions, please contact Beverly Murphy at murph005@mc.duke.edu or 919-660-1127.

Save the Date

▷ *NY/NJ MLA Chapter Research Grant*

Do you have an idea or concept in health librarianship that you wish to pursue?

Apply for the Chapter Research Grant.

The Professional Recognition Committee invites applications for the Chapter research grants. The Chapter provides members with the opportunity to promote excellence in the field of health science librarianship and the information sciences through a research project grant funded for as much as $750.

Applications, including project design, budgetary breakdown and all appropriate appendices should be submitted to Dorice Vieira by **June 30, 2003** in the format indicated on the application form (www.nynjmla.org/grantapp.pdf).

For more information, or to submit applications, please contact:

Dorice Vieira, Professional Recognition Committee Chair
NYU School of Medicine
Ehrman Medical Library, C93
550 1st Avenue
New York, NY 10016
Phone: 212-263-7849, Fax: 212-263-6534, S-Mail: S-10
E-mail: vieira@library.med.nyu.edu.

▷ *HLS/MLA Professional Development Grant*

Apply Now for the HLS/MLA Professional Development Grant - Applications due August 1, 2003

The Hospital Library Section of the Medical Library Association provides a grant to hospital and clinical librarians seeking funding to further professional education, conduct research, or attend a meeting. It is intended to encourage participation in professional programs or to support reimbursement for expenses incurred in conducting scientific research. The grant aids librarians working in hospitals and other clinical care institutions.

The deadline for the next grant award is August 1, 2003.

Further information including applications forms and eligibility are available at http://mlanet.org/pdf/grants/hlsapp_2002_1112.pdf.

For additional information, please contact **Lisa Fried** at (312) 419-9094, ext. 28 or email mlapd2@mlahq.org.

For Your Information

CALL FOR NOMINATIONS

The **MLA NY-NJ Chapter Nominating Committee** is now
accepting nominations for the following positions:

Chair-Elect

Secretary

(Two) 2 Executive Board Members

Chapter Council Representative

Chapter Council Alternate

(Two) 2 Members of the Nominating Committee

All members are encouraged to submit names of members they
feel would be the best person for the above positions.
You can also nominate yourself -
it is a great way to get involved in Chapter business.

Contact the Nominating Committee Chair:

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Mountainside Hospital
Health Sciences Library
1 Bay Ave.
Montclair, NJ 07042
Phone (973) 429-6240 FAX (973) 680-7850
e-mail: pat.regenberg@ahsys.org

▷ *MLA NY-NJ Chapter Newsletter Submission Guidelines*

The Chapter welcomes contributions from its members to the Newsletter.

The newsletter is published quarterly: Winter, Spring, Summer, and Fall. Deadlines for submissions will be announced via the Chapter Listserv.

Please forward all contributions (articles, news items, photos, calendar events, etc.), preferably in electronic format [ASCII text], along with suggestions for content to:

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Opinions expressed in the Newsletter do not necessarily represent the official position of the Chapter.