

## In This Issue

From the Editor.....	1
From the Chair .....	2
MLA 2004 Photos .....	3
Web Watch.....	5
News & Views.....	7
Technology Review.....	8
RML Update.....	10
Advocacy Update.....	12
Kudos for Chapter Members.....	13
In the Literature.....	15
Hospital Library Notes.....	17
Save the Date.....	18

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 our great pleasure to bring to you the Summer 2004 issue of the MLA NY-NJ Chapter Newsletter.

**Robb T. Mackes**, our Chair, kicks off this issue by sharing with us some of the Chapter's past and upcoming projects. Following his letter to the membership is a small selection of photo highlights from the MLA Annual Conference that took place this past May in Washington, DC.

Of course, we are grateful to our regular columnists (and a new contributor, **Ken Riccardi**) for their submissions:

**Pat Gallagher** continues to keep an eye on the Web, bringing us her favorite picks, while I scan the papers and react to news of interest to libraries.

**Nancy Glassman**, our technology columnist, has taken a break this issue, making room for our latest contributor, **Ken Riccardi** to tell us about spyware.

**Joanne Jahr** makes some important NLM announcements from MLA, while Advocacy Committee Chair, **Elaine Wells**, updates us on issues relating to copyright and digitization, as well as, children and the Internet.

**Latrina Keith** compiles a list of the recent notable accomplishments of Chapter members and **Kathel Dunn** monitors the library and medical literature to give us a heads up on what is essential reading for our profession. Last but not least, **George Wahlert** gives us some wise yet humorous insights about the importance of conducting needs assessment surveys in hospital libraries.

KM 08/2004

**"MLA '04 was a powerful success!"**

*See photos shared by members:  
Joanne Jahr, Ying Jia, Debra Bonelli,  
Kris Alpi, and Dina Matsoukas*

on page 3



## From the Chair

By: **Robert T. Mackes**

[RMackes@sbhcs.com](mailto:RMackes@sbhcs.com)

*Schering-Plough Library of Science & Medicine  
Union Hospital*

In the last issue of the newsletter, I mentioned that the "coming months are not going to be for resting on our laurels...". Well, when I look at what NY-NJ Chapter members have accomplished over the last several months, I can truthfully say that there are not very many well rested members in our Chapter! We've been a busy bunch.

MLA has come and gone. Everywhere I looked there was a Chapter member or two doing something. **Suzanne Crow** and **Kathel Dunn**, and their planning committee of **Jeannine Creazzo**, **Andrea Markinson**, **Patricia Tomasulo**, and **Gui Van Moorsel**, did an outstanding job with the **Medical School Experience** symposium. As one who attended the symposium, I can tell you that their hard work really paid off. But perhaps their hard work was best summed up by Chapter member Nancy Calabretta who told me that: "I've been a librarian for a hundred years, and this is one of the best continuing education courses I've ever taken!". Now, obviously Nancy hasn't been a librarian for quite a hundred years, but that sort of enthusiasm truly is the best way to sum up the way most attendees felt about the symposium. Great job, everyone!

On taking a stroll through the poster sessions, one was hard pressed to not find a Chapter member or two presenting a poster or two...or three. Our Chapter was so well represented that there are far too many poster presenters to list here. Congratulations to everyone.

Immediately following the busy MLA meeting was our annual **Chapter Spring Dinner**. The dinner was held at Moran's Italian Restaurant in Manhattan. **Joanne Jahr** and **Ellen Maleszewski** arranged a wonderful evening of networking with our friends and colleagues. And the food was pretty awesome, too.

But the best is yet to come. This year's annual meeting looks like it's going to be a great one. Meeting co-chairs **Andrea Markinson**, **Marie Ascher**, and **Dorice Vieira** are in the process of putting together a really great agenda for our meeting. Mark your calendars: our Annual Meeting is **Monday, 4 October, from 9 AM to 5 PM at SUNY Downstate in Brooklyn**. You should be receiving the meeting announcement in the mail in the next few days. Additionally, watch the Chapter listserv® for more information!

And it's also not too early to start plugging next year's annual meeting. **Barbara S. Reich** and I met with representatives from UNYOC in Lake Placid a few weeks ago to take a look at several hotels for a joint meeting with the NY-NJ Chapter and UNYOC. Plans have not been finalized as yet, but it looking like our meeting will either be the end of September or the middle of October in beautiful **Lake Placid, NY**. Obviously you'll be hearing more from us as time gets closer, but I wanted to whet your appetite for things to come.

As always, the Chapter can always use help on various committees. If you are thinking about getting involved in your professional association in some way, please don't hesitate to contact me and talk with me about your interests. We can always find space for a willing worker!

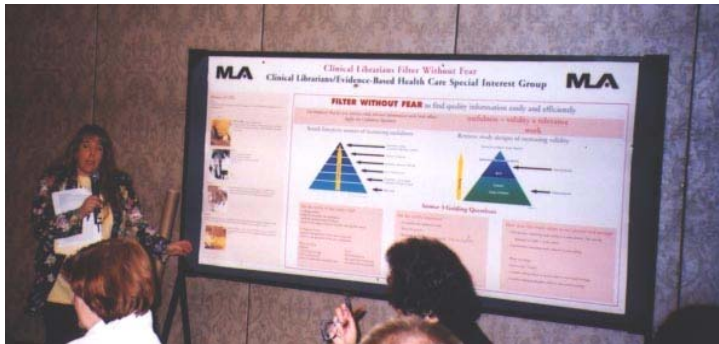
## ***MLA '04: Seize the Power!***

May 21-26, 2004, Washington DC

<http://www.mlanet.org/am/am2004/index.html>



### ***MLA members at work...***



helen ann brown



Roberta Bronson Fitzpatrick



Debra Bonelli



Elaine Wells and Cathy Boss



Tracy Allen and Carol Cave Davis



Robert T. Mackes



## *MLA members at play...*



Marina Chilov, Dina Matsoukas, Nighat Ispahany, Tracy Allen, Susan Klimley, Latrina Keith, & Ying Jia



George Wahlert



MLA Luncheon



Dorice Vieira, Latrina Keith & friends



Susan Klimley & Marina Chilov

## Web Watch

Submitted by: **Patricia E. Gallagher, MLS, AHIP**  
[pgallagher@nyam.org](mailto:pgallagher@nyam.org)  
 New York Academy of Medicine Library

### ▷ Pat's Picks

**The rating system:** Websites 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)

#### 1. IndexCat

<http://www.indexcat.nlm.nih.gov/>

Who has not been asked to verify a very old (and very bad) citation? Until recently, you had to depend upon the availability of the **Index Catalog** at another library near you. However, in early May, the History of Medicine Division of the NLM unveiled their long-anticipated **IndexCat**, a free online version of the five series of the **Index-Catalogue of the Library of the Surgeon-General's Office. U.S. Army**. The online version attempts to mimic the original by searching each series as a separate unit. This is an essential tool your reference quivver! My rating:



#### 2. Vivisimo

<http://vivisimo.com/>

For those of us who were fond of the **Northern Lights** search engine (before they started to charge), now we have **Vivisimo** - which provides the same "clustering" feature that Northern Lights had. Do your search (simple & advanced search features are available) - the results will display in distinct categories (showing the number of hits in each). My rating:



...continued on page 6 ▷

## Web Watch

...continued from page 5

### 3. MedInfoRus

<http://medinforus.homestead.com/MedInfoRus.html>

Thanks to the hard work of Chapter members **Luda Dolinsky, Yelena Friedman, and Rimma Perlman, MedInfoRus** provides links to information for Russian health care users. You'll find bibliographies of useful texts (with links to sources of purchase), e-books and e-journals, and links to information for health professionals and consumers. My rating:



### 4. Household Products Database

<http://householdproducts.nlm.nih.gov/index.htm>

What's in *Wisk*™? What happens if you swallow it? The **Household Products Database** allows you to search for all those items under your kitchen sink, and find out the ingredients, health effects, and handling instructions. My rating:



### 5. The Forgetting: A Portrait of Alzheimer's

<http://www.pbs.org/theforgetting/>

The death of former President Reagan has brought Alzheimer's Disease back into very public view. This excellent adjunct to the PBS documentary provides an overview for health consumers, as well as for health professionals. Information about the disease and the patients, a teacher's guide, and a link to news item make this a site worth viewing. My rating:

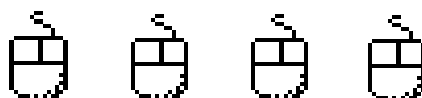


And now for something completely different:

### 6. Encyclopedia Mythica

<http://www.pantheon.org/>

Maybe you just saw Troy. Or maybe someone asked you who "Bear Medicine Woman" is. This is an encyclopedia of mythology - and it covers lots of them: England, Greece and Rome; North America, South America; Africa and Egypt. Enjoy!



## News & Views

Submitted by: **Konstantina Matsoukas, MLIS**  
[km2056@columbia.edu](mailto:km2056@columbia.edu)  
 Augustus C. Long Health Sciences Library  
 Columbia University

### ▷ **Librarians are Here to Stay**

In her June 21<sup>st</sup>, 2004 New York Times article, "**Old Search Engine, the Library, Tries to Fit Into a Google World**", Katie Hafner reported on efforts made to digitize library collections and make them available on the Web. She wrote: "For the last few years, librarians have increasingly seen people use online search sites not to supplement research libraries but to replace them. Yet **only recently have librarians stopped lamenting the trend** and started working to close the gap between traditional scholarly research and the incomplete, often random results of a Google search."

"Only recently"? We've only just "started working" on this? I believe that Ms. Hafner's choice of wording paints an unfair picture of librarians as passive – not to mention worried-spectators to the whole Google and Web phenomenon. True, librarians do not often encourage their users to search for scholarly articles using Internet search engines (like Google) when they could instead be using subject-specific indexes to the published literature (like PubMed). This bias we have for authoritative, well-organized, sophisticated search tools has not kept us, however, from doing everything we can to provide our users with quality Web information. Were it not for the hard work of librarians and the countless electronic resources, subject guides, online toolkits and tutorials, lists of evaluated online sources, etc. - what would there be for search engines like Google to find on the Internet?

A huge pet peeve of mine is the media's constant equating of "the library" with "the librarian". The two are not synonymous. Librarians can and will exist even if/when their paper collections no longer do. There may come a time someday soon, with our collections increasingly going electronic, that libraries will morph into "archives" and "the library" as we know it will disappear. The message we need to make clear as a group is that although that "old search engine, the Library" may be on its way out - **Librarians are here to stay!** "My guess is about 300 years until computers are as good as, say, your local reference library in doing search", said Google's director of technology (CBS News Sunday Morning, March 28, 2004). Craig Silverstein at Google gave libraries some valuable PR with that comment. I can't help but think, however, how much better it would have been for our profession, if only he had instead said: "as good as your local reference" **LIBRARIAN**.





## Technology Review

Submitted by: **Ken Riccardi, MLS, MPA, AHIP**  
[kriccard@nshs.edu](mailto:kriccard@nshs.edu)  
Daniel Payson Carroll Medical Library  
North Shore University Hospital

### ▷ **Someone is Watching! Spyware Questions & Answers**

As if computer viruses and email spam are not enough to make web surfers scream, there is now a new and intrusive threat to worry about: **spyware**.

**Q: What is spyware?**

**A:** Spyware is a program or Web browser plug-in that surreptitiously gathers information about your online habits and relays that information to advertisers, marketing organizations or other interested parties. Spyware can also make pop-up ads appear on your computer.

**Q: How does spyware find its way onto your computer?**

**A:** The most common way is from the downloading of free software, or through a software virus. According to a report by **EarthLink** and **Webroot Software**, approximately 28 spyware programs are running on each computer.

**Q: Do all spyware programs perform the same function?**

**A:** Spyware comes in variations, each with its own particular function. Some spyware programs change your customized search settings, others redirect all searchers through a bogus website, while others keep a log of the Websites you visit and files you download.

**Q: Can spyware be easily detected and removed from a computer's hard drive?**

**A:** Once on your computer, spyware is very hard to detect and remove. Some spyware programs are designed to transmit information only when a computer is inactive – indicated by a lack of keystrokes or mouse activities – thus the user will not be tipped off by flashing modem lights or the sound of the hard drive. Many spyware programs remain on your computer even after you uninstall the applications with which they were bundled.

**Q: What is being done to combat spyware?**

**A:** On the legal/legislative front there are a couple of initiatives underway.

The state of Utah has recently passed a law making it a crime to install spyware on a personal computer without approval. Under the Utah law, a software company that wants to install a spyware program must make full disclosure about what user behavior the software monitors and records, what information is sent back to the central server, how often ads will appear, and how the advertisements will look.

...continued on page 9 ▷



## Technology Review

...continued from page 8

On the Federal level, a group of senators have proposed a law that would make it more difficult to install invasive software on unwitting Internet surfers. The **Software Principles Yielding Better Levels of Consumer Knowledge Act (SPYBLOCK)** focuses on three aspects of spyware. It imposes new rules that would make it more difficult for companies to secretly download software onto peoples systems; require easy directions for removal; and prohibit harmful spyware. To date, the proposed bill has not been assigned a number or referred to committee.

Technology is also playing a part in the battle to control, if not eradicate the spyware problem. **McAfee** and **Symantec's Norton Antivirus** have developed programs that scan a computers hard drive and incoming email for spyware. Internet service providers, such as **America Online** and **Earthlink** have recently announced deals with anit-spyware vendors to bundle their products with their software, allowing consumers to detect and remove the applications.

There are a number of shareware web sites that can assist you in detecting and removing spyware from your computer. Two sites worth checking out are: [www.download.com](http://www.download.com) and <http://www.angelfire.com/anime5/bat/spy.html>.

**Q:** What does the future hold?

**A:** Most probably, spyware is here to stay in some form or another. The reason is the profit motive. Spyware is used by various types of businesses interested in consumer behavior on the World Wide Web, and by criminals, intent on stealing personal information. It will not be easy to completely overcome the use of spyware, but efforts are underway to curb its abuse.

## Sources

### Anti-Spyware Law Proposed

<http://yahoo.pcworld.com/yahoo/article/0,aid,114999,00.asp>

### McAfee Adds Spyware Protection

<http://yahoo.pcworld.com/yahoo/article/0,aid,114421,00.asp>

### Help! I've Been Web-Jacked

<http://yahoo.pcworld.com/yahoo/article/0,aid,114440,00.asp>

### Next: Outlawing Spyware?

<http://yahoo.pcworld.com/yahoo/article/0,aid,115527,00.asp>

**Spyware can hijack your computer.** *Asbury Park Press. Sunday, April 11, 2004*

**Spyware: It's all about you.** *Journal of the American Dental Association. Feb. 2003, 134(2) p166*

### Spyware Runs Rampant, Study Says

<http://yahoo.pcworld.com/yahoo/article/0,aid,115700,00.asp>

### Spyware's Victims Spread

<http://www.pcworld.com/news/article/0,aid,115735,00.asp>

## RML Update

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

### ▷ NLM Notes from MLA 2004

For those of you who were unable to attend MLA 2004 in Washington, D.C., or who were there but missed the various NLM updates, I thought I would pass along a few of the announcements made there.

1. **NLM.** NLM unveiled its redesigned web pages (<http://www.nlm.nih.gov>). The resulting look incorporates an entirely new feel, and, it is hoped, an easier-to-use navigation. Many pages now include a printer-friendly version option, as well as, "bread crumbs" that allow users to navigate back up to previously related pages.
2. **Index Medicus RIP.** After 125 years of continuous publication, the print **Index Medicus** will cease in **December 2004**. With but 155 subscribers, NLM finally decided to "pull the plug". However, NLM will continue to produce the annual "Black and White" printed MeSH tool and expects to continue the printed "List of Journals Indexed in *Index Medicus*."
3. The availability of **Index-Cat**, the online **Index-Catalogue of the Library of the Surgeon-General's Office** (*Index-Catalogue*) printed from 1880-1961 was announced during the NLM Update. It can be found at <http://indexcat.nlm.nih.gov>.
4. **MedlinePlus Go Local.** Missouri's **Community Connections** — the result of a partnership of the *J. Otto Lottes Health Science Library*, the *University of Missouri's Office of Social and Economic Data Analysis*, and the *National Network of Libraries of Medicine-Midcontinental Region* — was announced as the most recent addition to **MedlinePlus' "Go Local" project** (<http://www.communityconnection.org/index.jsp>).
5. **EFTS.** NLM's participation in EFTS is working well. Currently EFTS has 933 participating libraries, of which 314 are in the *NN/LM Middle Atlantic Region*. Of course, that means there are still 165 libraries not in EFTS, including 44 in New Jersey and 19 in the New York Metropolitan area (and you know who you are!).
6. **LinkOut.** LinkOut is designed to provide users with links from PubMed and other Entrez databases to a wide variety of relevant web-accessible online resources, including full-text publications, biological databases, consumer health information, and research tools. Currently there are 996 libraries throughout the US participating in LinkOut; of those, 90 are in the NN/LM Middle Atlantic Region. There is a LinkOut survival guide at <http://nnlm.gov/libinfo/ejournals/linkout/> and, of course, we in the RML can assist. If you have any questions about LinkOut, call or email **Denise O'Shea**, the RML's Technology Coordinator at 212-822-7358 or [doashea@nyam.org](mailto:doashea@nyam.org).

...continued on page 11 ▷

## ***RML Update***

*...continued from page 10*

7. **DOCLINE**. During the **NLM Sunrise Seminar**, **Maria Collins** of NLM's **DOCLINE** team presented some interesting numbers to show how far we have come:

During the previous 40 days, **91.40%** of all DOCLINE requests were filled, of which **83%** of the requests were completed on the first route and **96%** were completed on the second route. Only **4%** of the requests required more than two routes.

On one average "day in the life," May 19, 2004, of **31,505** requests entered into the DOCLINE system, **19%** were completed in less than three hours; **30%** were completed in less than six hours; **65%** were completed in less than 24 hours; and **88%** were completed in less than 48 hours.

The average time to fill a request was **1.135 days!** In addition, while postal delivery still accounts for **50%** of the Network delivery, the percentage is going down and email delivery is rising.

To see that PowerPoint presentation in its entirety, go to <http://www.nlm.nih.gov/docline/doclinepresentations.html>.

Finally, the latest release of **DOCLINE (Version 2.1, released on April 5, 2004)** features additional cues to alert users to free full text articles in both DOCLINE and Loansome Doc. Because of these additional cues, if requests are sent to NLM for articles that are free in PubMed Central, **NLM will fill the request and charge its usual fee.**

As always, if you should have questions or problems, RML staff members are available to be of assistance.

You can find our names and email addresses at <http://nnlm.gov/mar/marstaff.html>.

## Advocacy Update

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

### ▷ Copyright and Digitization

On June 28, 2004, the **Medical Library Association** joined forces with the **American Library Association**, the **American Association of Law Libraries**, the **Association of Research Libraries**, the **Special Libraries Association** and the **Society of American Archivists** to ensure that print versions of scholarly materials can be converted into a new medium (e.g. digital format), and be enhanced with indexing and search capability software, making them more accessible to the public.

The associations filed an *amicus curiae* brief in the case of *Faulkner v. National Geographic Society* (NGS), hoping to affirm a lower court decision that copyright laws do not require permission from authors, photographers, or other contributors before collective works can be re-published in digital format. The case revolves around the NGS's decision to publish a CD-ROM including photo-scanned images of the entire *National Geographic* magazine from 1888 to 1996 in searchable format. The presiding judge decided that as long as digital versions place photographs and articles in the same context as the print original, no infringement of copyright has occurred. The library and archives organizations (listed above) share a concern that reversal of a lower court decision may be a deterrent to the digitization of and access to library collections.

Thanks to the **Medical Library Association** for providing legislative committee chairs with a press release on this topic.

### ▷ Children and the Internet...Revisited

One of the benefits of medical librarianship is that we rarely have to worry about children's surfing habits on our Library computers. Nonetheless, court decisions on filters and free speech have a far-reaching effect on the parameters of our freedom to provide information to all of our constituencies.

On June 29, 2004, the Supreme Court rejected Congress's latest efforts to curb children's access to sexually explicit material on the Internet because of concerns about free speech. This means that the **Children's Online Protection Act**, passed six years ago, has in fact never been implemented.

According to **Justice Anthony M. Kennedy**, filters may work as well as the criminal penalties written into the law, and impose "selective" restrictions on speech at the receiving end, not "universal" restrictions at the source.

The Court states that the law may ultimately be upheld, but it must be implemented using the least restrictive means possible.

Stay tuned...there will be more to come as this complex issue is discussed at the highest levels of the judicial system.

July 6, 2004



## ***Kudos For Chapter Members***

*Submitted by:*     **Latrina Keith, MLS**  
[lkeith@nyam.org](mailto:lkeith@nyam.org)  
Technical Services Librarian  
New York Academy of Medicine Library

### ▷ ***Congratulations to fellow Chapter members:***

**Kathy Moeller, AHIP, FMLA**

Overlook Hospital Library

**Pat Regenberg, AHIP**

Assmann Health Sciences Library  
Mountainside Hospital

**Cathy Boss, AHIP**

Health Sciences Library  
Jersey Shore University Medical Center

**Frederic C. Pachman, AHIP**

Altschul Medical Library  
Monmouth Medical Center

▷ Congratulations to new Executive Board Members **Kathy Moeller** (Chair, 2004-2005), **Pat Regenberg** (Secretary, 2004-2005), **Cathy Boss** (Governmental Relations Committee, Chair, 2004-2005), and **Frederic Pachman** (Publications Committee, Chair, 2004-2006) of the Medical Library Association Hospital Libraries Section.

**Carolyn Anne Reid, AHIP**

Weill Cornell Medical College Library

▷ Congratulations to **Carolyn Anne Reid**, who is now Director of the Samuel J. Wood Library, Weill Cornell Medical College.

**Michelle M. Volesko**

New Jersey Hospital Association Library

▷ **Michelle Volesko** was appointed Chair of the MLA Benchmarking Network Editorial Board.

**Judy S. Cohn**

George F. Smith Library of the Health Sciences  
University of Medicine and Dentistry of New Jersey

▷ Congratulations to **Judy S. Cohn**, who was nominated Health Sciences Librarian of the Year at the 2nd annual Health Sciences Library Association of New Jersey (HSLANJ) awards dinner.

*...continued on page 14 ▷*

## ***Kudos For Chapter Members***

*...continued from page 13*

### **Barbara S. Reich, AHIP**

Hackensack University Medical Center Library

### **Robert T. Mackes**

Schering-Plough Library of Science & Medicine, Union Hospital

### **Pat Regenber, AHIP**

Assmann Health Sciences Library, Mountainside Hospital

### **Michelle M. Volesko**

New Jersey Hospital Association Library

▷ Congratulations to **Robb Mackes** (our Chapter Chair), **Barbara Reich** (Chair-Elect), **Pat Regenber**, and **Michelle Volesko**, members of the Electronic Document Delivery Task Force of HSLANJ, who were nominated for the Special Recognition for Professional Achievement award at the 2nd annual HSLANJ awards dinner.

### **Keydi Boss**

Holy Name Hospital Medical Library

### **Patricia May, AHIP**

Health Sciences Library, St. Joseph's Regional Medical Center

### **Robin D. Siegel, AHIP**

Medical Library, CentraState Medical Center

### **Roberta Bronson Fitzpatrick**

George F. Smith Library of the Health Sciences  
University of Medicine and Dentistry of New Jersey

▷ Congratulations goes out to **Keydi Boss**, **Patricia May**, **Robin D. Siegel**, and **Roberta Bronson Fitzpatrick**; along with **Robb Mackes**, **Barbara Reich**, **Pat Regenber**, and **Michelle Volesko** for their various paper, poster, and CE course presentations at the MLA Annual Meeting, May 21-26, 2004 in Washington, D.C.

### **George A. Wahlert, AHIP**

Morgan Health Sciences Library  
Long Island College Hospital

▷ **George Wahlert** has tirelessly represented the NY/NJ Chapter for the past six years on the Chapter Council. Many thanks, George.

### **Ellen Maleszewski**

Northport VA Medical Center

### **Joanne Jahr**

NN/LM Middle Atlantic Region  
New York Academy of Medicine

▷ Many thanks to **Ellen Maleszewski** and **Joanne Jahr** for their hard work in organizing the annual Chapter Spring Dinner.

## *In the Literature*

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

### ▷ **Virtual Reference, E-journals, .GOV, and more**

This quarter's "In the Literature" column will take a look at Federal government web site accessibility; the short history of the rise and fall of virtual reference; and electronic journal use in relation with print use, impact factor and presence on the Brandon/Hill list. As part of a new CE opportunity, the **Independent Reading Program**, MLA members can read the last article reviewed in this column (see p. 16) to receive one CE contact hour (after submitting a brief article analysis and a small fee). For additional information, see <http://www.mlanet.org/education/irp/index.html>.

**Ellison J. Accessing the Accessibility of Fifty United States Government Web Pages: Using Bobby to Check on Uncle Sam.** July 2004. *First Monday* 9(7).

Available at [http://firstmonday.org/issues/issue9\\_7/ellison/index.html](http://firstmonday.org/issues/issue9_7/ellison/index.html)

This article adds to other studies on Web site accessibility for users with disabilities. Its findings confirm what was found to be true for popular Web sites, college and university web sites, and library school web sites alike: that these sites more often than not did not meet standards in web site accessibility for users with disabilities. The article begins by briefly reviewing **Section 508** of the **Rehabilitation Act**. The Act's mandate, implemented in June 2001, was to make Federal Web sites accessible to both employees and the public. The author points out that while studies have looked at other organizations' Web sites, the Federal government as "the largest producer of content for the Web", was an important, and as yet unstudied, entity.

Using **Bobby**, the Windows-based tool for assessing a Web site's accessibility to people with disabilities, the author found that "of the 50 home pages evaluated, 11 (22 percent) received the '508 Approved' icon on the Bobby report." This low percentage mirrored findings obtained when assessing: college home pages (40% rated accessible), colleges of communication and schools of journalism (37% rated accessible), library schools (23% rated accessible), and main library pages (where only 59% were rated accessible).

The author could have expanded a bit more on the specific aspects of Section 508 that Web sites need to address in order to achieve improved Web site accessibility. He did, however, provide useful links for those wishing to learn more about Section 508. [Section 508 guidelines are available from the **Access Board's web site** at <http://www.access-board.gov/sec508/guide/>].

The **U.S. Department of Justice Section 508** home page, including implementation and practice issues, is at <http://www.usdoj.gov/crt/508>.

...continued on page 16 ▷

## In the Literature

...continued from page 15

**Coffman S, Arret L. *To Chat or Not to Chat – Taking Another Look at Virtual Reference, Part 1*. InfoToday July/August 2004; 12(7).**

Available at [http://www.infotoday.com/searcher/jul04/arret\\_coffman.shtml](http://www.infotoday.com/searcher/jul04/arret_coffman.shtml)

**Steve Coffman**, Vice President of Business Development for *LSSI Inc.*, and **Linda Arret**, Library Consultant, take a look back over the past four years at what has occurred with virtual reference (VR). After a brief history (especially brief since VR is only approximately four years old) of the phenomenon and of the commercial applications of Web collaboration software, the authors point out its boom and bust. Coffman and Arret then examine what has happened in libraries, briefly addressing cost issues and promising a “*What’s Next*” in the Part 2 of their look at VR (scheduled for next month’s issue of *Information Today*).

For the most part, Coffman and Arret found that virtual reference did not deliver on its promise of reaching and retaining large numbers of users through the online and instant accessibility of librarians. They reviewed two surveys of virtual reference (***Global Census of Digital Reference Libraries survey*** <http://www.vrd2003.org/proceedings/presentation.cfm?PID=196>; ***Association of Research Libraries survey*** <http://www.arl.org/spec/273sum.html>), as well as, conduct their own survey. They found that – with a great deal of generalizing – virtual reference services average about 6 questions per day or 1 per hour. This number is highly questionable, of course. Many virtual reference services report higher numbers. However, Coffman and Arret pointed out that services with the higher reported numbers (North Carolina State University’s *Ask A Librarian*, for example, with 11 questions per day) most likely did so due to longer hours of operation (83 hours per week in NC State’s case). Libraries’ seemingly lack of success in achieving high traffic in virtual reference is similar to the experience of commercial services. ***AskJeeves*** and ***Google Answers***, for example, have seen dwindling interest.

An additional interesting point from Coffman and Arret was cost. They noted the expense of the software for virtual reference (\$10,000 - \$20,000), the potential need for more hardware, the near doubling of staff time needed (essentially opening a second fully-staffed reference “desk”), and the fact that, in the end, it is estimated that a virtual reference “chat” answer can take longer than a live phone call.

**Wulff JL, Nixon ND. *Quality Markers and Use of Electronic Journals in an Academic Health Sciences Library*. J Med Libr Assoc 2004; 92(3).**

Available at <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=442173>

**Wulff** and **Nixon** compare use of electronic journals versus print journals at the ***Kornhauser Health Sciences Library*** at the ***University of Louisville***. Using 2001 in-house use data, as well as, publisher or aggregator supplied statistics, they found that the overall use of electronic journals was triple that of its print counterpart. Clinical journals, those that were a “one-click”, “one-step” away for users (often Ovid titles), those that had a high impact factor, and those that were on the Brandon/Hill list were used more frequently than research titles, those that require an additional step, those with lower impact factor, and those not on the Brandon/Hill list. They also answered some questions about the use of titles that may be part of “big deals” – the purchase of publisher collections regardless of collection development policy or choice. The electronic titles that were part of group collections, not specifically selected by librarians, saw much less use than those that had also been selected in print. It is a measure of how fast our library world is currently moving that this article, while providing some useful base knowledge regarding electronic use in comparison to print, is already a bit dated. Libraries are already dropping print for electronic and implementing or evaluating the impact of SFX or other link resolver software.



## ***Hospital Library Notes***

Submitted by: **George A. Wahlert, MSLS, AHIP**  
[gwahlert@chpnet.org](mailto:gwahlert@chpnet.org)  
 Director, Morgan Health Sciences Library  
 Long Island College Hospital

### ▷ ***The Needs Assessment: A Library User Indeed is a Friend in Need***

Henry Ward Beecher once stated "a library is not a *luxury*, but a *necessity* of life". In this "necessity" we call home, it may be time to do a needs assessment of your houseguests (library users/patrons). In 2002, the Standards Committee of the Hospital Libraries Section of MLA published an excellent article on "***Standards for Hospital Libraries 2002***" [*JMLA*, 90(4):465-472, 2002 October]. The article defines a needs assessment as "a *systematic process designed to determine the need for specific services or types of information by the library's user group*".

I recently used the survey method to study usage of the library, to ascertain the needs of library users, and to identify blocks in information transfer. From my experience, I would recommend that you include selective and open-ended questions, and encourage your visitors to fill out the form. Once you design the survey, select a time frame (one month?), and do it at a time when you are sure to "catch" outgoing house staff and nursing students. With quality improvement in mind and with faith in your heart, you will then present the summary to the powers that be, in the hopes that you will receive financial and administrative support - and that the light at the end of the tunnel will not be turned off. The summary could include the goals and objectives, methodology, and your own summary, offering reasons (no excuses!) and explanations of the results when necessary.

The positive and negative responses will not really tell you anything you did not already know. I was amazed at some answers, however, not to mention the grammatical and spelling errors (including *quite* and *quiette* for "quiet"). When asked "what do you like least about the library", one adoring fan wrote, "the personnel are very educated, helpful, professional". The same person stated that the best thing about the library was silence and proper discipline. Go figure! Peeking into our dusty suggestion box, I pulled out another card that read "wine and cheese parties at 4pm on Fridays". Shall I report this to management? I say bring on the brie and crackers and let's raise a toast to Henry Ward Beecher!

## ***Save the Date***

The **EBM SIG** of the New York-New Jersey Chapter of MLA is pleased to invite you to a mini-course:

### **Talking the Talk: Understanding EBHC Terminology**

Instructors:

**Dorice Vieira** and **Richard Fariano**

**September 15<sup>th</sup>, 2004** from **2:30 p.m. - 4:00 p.m.**

Carlisle Computer Classroom (Room 198-B)

**New York University Medical Center**

30th Street and First Avenue

New York, NY

There is a maximum of 20 attendees for this free program.

Please **register IN ADVANCE** by emailing

**Pauline Beam**

([pauline.beam@mssm.edu](mailto:pauline.beam@mssm.edu))

by September 13th, 2004.

Patricia E. Gallagher, MLS, MA, AHIP

New York Academy of Medicine

1216 Fifth Avenue

New York, NY 10029

212-822-7324

Fax: 212-423-0266

[pgallagher@nyam.org](mailto:pgallagher@nyam.org)

## *Save the Date*

### **EBSCO Annual Meeting Grant**

The **EBSCO Annual Meeting Grant** is sponsored by **EBSCO Information Services** and enables MLA members to attend the association's annual meeting.

Each year awards up to **\$1,000** for travel and conference-related expenses will be given to four librarians who otherwise would be unable to attend the meeting. To be eligible an applicant must be currently employed as a health sciences librarian and have between two and five years experience in a health sciences library. Priority consideration will be given to the applicant who is the following:

1. Attending the annual meeting for the first time
2. Presenting a paper or poster at the annual meeting
3. Having a MLA committee, jury or section/SLG assignment
4. Being an MLA member

**The application deadline is DECEMBER 1.**

Applicants must complete an application form including a **200-word Statement** answering the question, "What do you expect to gain professionally and/or personally by attending the MLA annual meeting?"

The application is available at  
[http://mlanet.org/pdf/grants/ebsco\\_app\\_20030730.pdf](http://mlanet.org/pdf/grants/ebsco_app_20030730.pdf).

The completed application should be sent to the  
**Medical Library Association**, Professional Development Department,  
65 East Wacker Place, Ste. 1900, Chicago, IL 60601-7298.

For more information contact **Lisa Fried** at MLA headquarters  
([mlapd2@mlahq.org](mailto:mlapd2@mlahq.org)) or **Sandra L. Canham**, Chair of the EBSCO/Annual Meeting Grant Jury ([scanham@ufl.edu](mailto:scanham@ufl.edu))

Sandra L. Canham, M.S., AHIP  
Education Services Librarian, Borland Library  
University of Florida Health Science Center/Jacksonville  
P.O. Box 44226  
Jacksonville, FL 32231-4226  
904-244-3240  
904-244-3191 fax

## *Save the Date*

Nominations Now Being Accepted for the **2006 Janet Doe Lecturer**

**Application Deadline: November 1, 2004**

The **Janet Doe Lecturer** is an individual chosen annually by MLA for his/her unique perspective on the history or philosophy of medical librarianship.

The person selected this year will speak at the Association's 2006 Annual Meeting, which will be held in Phoenix, Arizona. The lecture is subsequently published in JMLA. The Lecturer receives a **\$250** honorarium, travel expenses to the site of the Annual Meeting, hotel expenses for 1 night, per diem for 1 day and a certificate. A nomination form and further information is available at: <http://www.mlanet.org/awards>.

Please send nominations to **Lisa Fried**, Medical Library Association, Professional Development Department, 65 East Wacker Place, Suite 1900, Chicago, Illinois 60601-7298 to arrive by **November 1, 2004**.

Nominations are now being accepted for the **Ida and George Eliot Prize**.

This prize is awarded annually by the Medical Library Association for a work published in the preceding calendar year, which has been judged most effective in furthering medical librarianship.

**The Ida and George Eliot Prize** was established by Ida and George Eliot, friends of the Medical Library Association and owners of Eliot Health Sciences books, Inc., Long Island City, New York. In the mid 1980's Login Brothers Book Company acquired the company and continued to support the prize. The recipient receives a cash award of **\$200.00** and a certificate at the association's annual meeting.

**Application Deadline: November 1, 2004**

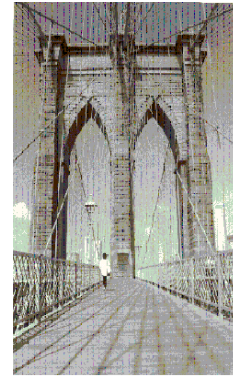
A nomination form and further information is available at:  
<http://www.mlanet.org/awards>

Please send nominations to:  
**Lisa Fried**, MLA Professional Development Dept.  
65 East Wacker place Suite 1900  
Chicago, IL 60601-7298



## ***Save the Date***

The NY-NJ Chapter of MLA  
is pleased to invite you to the  
**2004 Annual Meeting:**



### **Steppin' Out of the Box: The Information Specialist in Context**

**Monday, October 4, 2004**

**9:00 a.m. -5:00 p.m.**

To be held at:

**SUNY Downstate Medical Center**

395, Lenox Road, Brooklyn NY

For Directions please go to:

<http://www.downstate.edu/new%20directions/suny%20directions/dir3.htm>

Registration Deadline: **September 13, 2004**

## Save the Date

Nominations now being accepted for the

### **2005 LOUISE DARLING MEDAL FOR DISTINGUISHED ACHIEVEMENT IN COLLECTION DEVELOPMENT IN THE HEALTH SCIENCES**

Application Deadline: **November 1, 2004**

The **Louise Darling Medal** is presented annually to recognize distinguished achievement in collection development in the health sciences.

The award was established in 1987 and first awarded in 1988, with a contribution by **Ballen Booksellers International, Inc.** It continues to be supported in part by **Blackwell North America, Inc.**

The medal honors **Louise Darling's** significant accomplishment in this professional specialty.

Nominees may be individuals, institutions or groups of individuals; it is preferred that they be members of MLA.

A nomination form and further information is available at:  
<http://www.mlanet.org/awards>

Please send nominations to: Lisa Fried, MLA, Professional Development Department, 65 East Wacker Place Suite 1900, Chicago IL 60601-7298

### **David A. Kronick Traveling Fellowship** from the Medical Library Association

This **\$2000 fellowship** is given for studying a specific aspect of health information management by traveling to three or more medical libraries in the US or Canada. **The application deadline is December 1, 2004.** More information on the award, along with the application form, can be found on the MLA website (<http://www.mlanet.org/awards/grants/>). For additional information, contact one of the members of the Kronick Jury listed below:

Karla Block	<a href="mailto:block006@umn.edu">block006@umn.edu</a>	612-626-6248
Rozalynd McConnaughy	<a href="mailto:roz@med.sc.edu">roz@med.sc.edu</a>	803-733-3310
Toni Yancey	<a href="mailto:tyanc001@umaryland.edu">tyanc001@umaryland.edu</a>	410-706-2855

We encourage you to apply so that you can put on your traveling shoes while studying something interesting and contributing to the profession too!

## *Save the Date*

### **MLA's Thomson/ISI Frank Bradway Rogers Award: Recognizing Innovation in Health Sciences Information**

The Thomson/ISI Frank Bradway Rogers Information Advancement Award Jury is seeking award nominations for 2004/2005. The award is presented annually by the Medical Library Association and sponsored by Thomson/ISI.

It recognizes an outstanding MLA member OR members contributions to:

- 1) the application of technology to the delivery of health science information,
- 2) the science of information, or
- 3) the facilitation of the delivery of health science information.

Award winners will be given a prize of \$500 and will be formally recognized at the **Annual Meeting of the Medical Library Association**, May 14-19, 2005 in San Antonio, Texas.

For more information on the award and past winners go to:

<http://mlanet.org/awards/honors/rogers.html>

For a copy of the nomination form, eligibility information, and instructions click here:

[http://www.mlanet.org/pdf/awards/rogers\\_nomform\\_20040702.pdf](http://www.mlanet.org/pdf/awards/rogers_nomform_20040702.pdf)

**\*\*ALL NOMINATIONS ARE DUE BY: November 1, 2004\*\***

The award jury encourages and welcomes your submissions.

Thank you!

JoLinda Thompson  
Chair, 2004-05 Frank Bradway Rogers Award Jury

## *Save the Date*

### **Estelle Brodman Award Jury**

Nominate a Colleague for the Estelle Brodman Award

Each year, the Medical Library Association honors individuals who have rendered distinguished service to health sciences libraries and furthered the purposes of health sciences librarianship. The **MLA Estelle Brodman Award** annually recognizes an academic medical librarian, who at mid-career demonstrates a significant achievement, the potential for leadership, and continuing excellence. The Award was established in 1986 with a gift from Irwin H. Pizer and presented for the first time in 1988. The recipient is recognized at the Annual MLA Meeting where they receive a certificate and a cash award of \$500. Please take this opportunity to nominate an outstanding colleague for MLA's Estelle Brodman Award for Academic Medical Librarian of the Year. **The deadline for applications is November 1, 2004.** Complete information and application forms for all MLA awards and honors may be found at: <http://www.mlanet.org/awards/honors/index.html>

### **Nominate a colleague for Lucretia W. McClure Excellence in Education Award**

Each year, the Medical Library Association honors individuals who have rendered distinguished service to health sciences libraries and furthered the purposes of health sciences librarianship. The **Lucretia W. McClure Excellence in Education Award**, established in 1998 in honor of one of MLA's most respected members, honors outstanding practicing librarians or Library educators in the field of health sciences librarianship and informatics Who demonstrate skills in one or more of the following areas: teaching, curriculum development, mentoring, research, or leadership in education at local, regional, or national levels. The recipient receives a certificate at the annual meeting and a cash award of **\$500** after the annual meeting.

Please take this opportunity to nominate an outstanding colleague for MLA's Lucretia W. McClure Excellence in Education. The deadline for Applications is **November 1, 2004.** Complete information and application forms for all MLA awards and honors may be found at:

<http://www.mlanet.org/awards/honors/index.html>

If you have any questions, please contact Beth Layton ([beth@library.health.ufl.edu](mailto:beth@library.health.ufl.edu)), Margaret (Peggy) Richwine ([mrichwin@iupui.edu](mailto:mrichwin@iupui.edu)), or Sarah Kirby ([sarah.kirby@providence-health.org](mailto:sarah.kirby@providence-health.org)).



▷ *NY-NJ Chapter of the Medical Library Association*

## **Slate of Nominees 2004**

**Chair elect:** Patricia Gallagher

**Treasurer:** Elaine Wells

**Board Members:** Paul Barth &  
Suzanne Crow

**Chapter Nominating Committee:**  
Andrea Markinson & Kerry O'Rourke

**Candidate for the MLA Nominating  
Committee Membership:**

Debra Eisenberg

▷ **NY-NJ Chapter Newsletter Submission Guidelines**

The **NY-NJ MLA 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:

**Konstantina Matsoukas**, M.L.I.S. (Co-Editor)  
Augustus C. Long Health Sciences Library  
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New York, NY 10032  
Phone: 212-305-1411  
Fax: 212-234-0595  
E-mail: [km2056@columbia.edu](mailto:km2056@columbia.edu)

or

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at Robert Wood Johnson University Hospital  
Phone: 732-828-3000 Extension 4502/Pager 1269  
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