

THE

# PITTSBURGH PULSE



Volume 14, Issue 2, July 2000

NEWSLETTER OF THE PITTSBURGH REGIONAL CHAPTER, MEDICAL LIBRARY ASSOCIATION, INC.

## From the Chair...

As many of you may know, I have a young daughter, Corinne, who is about 8 months old. And as many of you know, this can be quite an exhausting endeavor. There are times when I don't think I can go any further. Then she smiles and makes me feel worlds better. Our jobs can at times, exhaust us until we feel we can go no further. Hopefully, MLA, and in particular our Chapter, can provide that smile that makes us feel so much better. We are there to listen or teach a new technique to make life easier.

Raising a child is a lot of work and having the assistance and support of family, friends and coworkers makes it possible to get to the next day, week and month. This is another way MLA can be beneficial; lending support from time to time. When I am the busiest and most harried, I feel I don't have the opportunity to take time out and get a little break. Ironically, this is when I need it the most. Many of you are the only one providing service in your institution and this can make it difficult to take a break and recharge the batteries. I urge you to remember how good it can feel to do something different. Come to a Chapter meeting or event or attend a continuing education session. You may be surprised how much energy you have as a result.

In many ways I feel like a toddler when it comes to MLA. I am still learning and exploring and at times I fall down. The trick is to keep trying and accepting help from colleagues and chapter members. The information profession is progressing so rapidly, there are always new things to learn and explore. Think of the Chapter as your family keeping you steady on your feet.

Last year the possibility of a future joint meeting with Philadelphia was raised. I liken this to a family reunion. They are a lot of work and often the kids complain and ask, "Are we there yet?" every five minutes. Once they are there, however, they meet new cousins, have some good food, and go home with great memories. The joint meeting will be a great deal of work and will require some travel. (I promise not to ask, "Are we there yet?") There will be the opportunity to meet new people, of course eat good food, and to come home with some new knowledge and great memories.

I look forward to Corinne growing and learning new tricks and tasks over the next year. I also look forward to growing and learning with you as we recharge our batteries together.

**Linda M. Hartman, Chair  
Pittsburgh Chapter, MLA**

## Pittsburghers at MLA 2000

Submitted by Ellen Detlefsen,  
University of Pittsburgh

The Pittsburgh area was well represented at the 2000 Annual Conference of the Medical Library Association, May 5-11, in Vancouver, BC, Canada.

Area professionals authoring or co-authoring a paper or poster session, moderating a session or serving as a national-level officer of the Association included: Rebecca Abromitis, Ellen Detlefsen, Linda Hogan, Alice Kuller, Jean Siebert, Eileen Stanley, Nancy Tannery, Charlie Wessel, Nancy Wasson and Karen Zundel.

Others attending included Heather Brice, Barbara Brooks, Barbara Epstein, Amy Gregg, Judy Lesso, Pat Mickelson, David Nolfi, Ammon Ripple, Deborah Silverman, Mark Vrabel, Reed Williams, Paul Worona, Jody Wozar and Terrie Wheeler.

SIS students attending the conference included: Teresa Grimes, Holly Harden, Gretchen Higginbottom, Heather Midkiff, Udo Oyoyo, Tamara McCullum and Catherine Arnott Smith.

Several former Pittsburghers also attended, including: Andrea Ball, Jonquil Feldman, Anne Foster, David Ginn, Nunzia Giuse, Deborah Hile, Jeffrey Huber, Brian Lauer, Judith Robinson, Penny A.J. Welbourne and Joellyn Wilner.

**SEE PHOTOS OF MLA 2000 ON PAGE 5.**

### **Inside this Issue**

<b>Chapter Council Report .....</b>	<b>2</b>
<b>Stethoscoop .....</b>	<b>3</b>
<b>TechLine .....</b>	<b>4</b>
<b>Pittsburghers at MLA .....</b>	<b>5</b>
<b>Visions of Vancouver .....</b>	<b>6</b>

## Chapter Council Report

### Submitted by Karen Zundel, Chapter Council Representative

Much activity is going on within MLA! The information being highlighted here was gleaned from the Chapter Council meeting, the Presidential Address, the Benchmarking Roundtable and the Benchmarking Workshop at the annual meeting held May 5-11 in beautiful Vancouver, British Columbia. In the forthcoming weeks and months, you will be hearing more about this activity.

Carla Funk, MLA Executive Director, reported that as part of MLA's advocacy goal, they are looking for individual stories showing how medical librarians have a positive effect on health care. If you have a story to share please contact Evelyn Shaevel at MLA headquarters! You can reach Evelyn via e-mail at [m्लाedo1@mlahq.org](mailto:m्लाedo1@mlahq.org). Carla also reported that the attendance at the Vancouver meeting may well break the previous record. Between 1500-1600 MLA members were registered to attend the annual meeting this year. Adding walk-in registrants, as well as members of the Canadian Medical Library Association who attended the joint meeting, that number swelled to 2400+ for the 100<sup>th</sup> meeting of the Medical Library Association in 2000!

The Chapter Council Roundtables Event continues to grow each year. This year, more than 330 persons registered to attend the event.

Many chapters are seeing a decrease in the number of members, which directly impacts amount of revenue collected. During the Chapter Council meeting, reps from many chapters shared strategies for keeping solvent, including increasing dues, charging more for CE, getting additional support from vendors and having creative fund-raisers. The Philadelphia Chapter has a "vendor coordinator" who contacts vendors and asks for support. The names of these vendors are then mentioned in programs, newsletters, and anywhere else where it may be appropriate. The Mid-Continental Chapter personally thanks each vendor by name when their exhibits open. I don't remember our chapter ever having exhibitors, but we may want to consider having vendors exhibit their products in the future. The South Central Chapter has a creative fund-raiser they call "Armadillo Accolades". A member makes a donation to the Chapter in someone's name; in honor of someone who has done something special (both personally or professionally), in memory of someone, as a thank you to someone, etc. They also have their annual Armadillo Ball (in conjunction with their annual meeting, I believe), and they sell armadillo pins that Chapter members sport for \$5.00.

Frieda Weise, outgoing MLA president, reported that there are 1328 (36%) members of AHIP. MLA has contracted with MDConsult to provide access to MLA members at a reduced rate and 100 institutional members are currently

taking advantage of the discount. Frieda also reported that the results of the Hay study comparing compensation between medical librarians and information technology staff is forthcoming. Another study is underway to measure the value of information services on the bottom line of the organization, both in an academic and hospital setting.

As mentioned earlier, a Benchmarking Workshop was held for Benchmarking Chapter Educators (BCEs). The workshop was facilitated by Bernie Todd Smith, Chair of the Benchmarking Task Force. Also in attendance were other members of the Task Force and Katie Corcoran from MLA headquarters. First of all the Benchmarking Initiative is now being called the Benchmarking Network. Benchmarking Data Worksheets (survey questions) are available on the members-only section of MLANet. The worksheets/survey is currently in beta testing. Beta testing will continue until 100 institutional members have completed the worksheet. To clarify a major concern: participants will not be restricted to institutional members only, however, the benchmarking tool will be a benefit to institutional members, whereas individual members will no doubt have to pay a fee for it.

The data gathered from the beta testing will not be distributed. This data will only be for MLA's use and will help MLA in refining the questions on the survey instrument. What was stressed over and over again is that persons completing the worksheet/survey use the "comments" section provided for each question to indicate if there is some reason there is difficulty answering that question, or to express any concern. All these comments will help MLA to refine the overall tool. MLA understands that some persons will be unable to complete certain questions depending on their individual circumstances.

At our fall meeting scheduled for October 13, we hope to have someone from MLA headquarters or the Benchmarking Task Force update us on this important project. Stay tuned!

Next year will be my last Chapter Council meeting since I will be rotating off council and Ellen Detlefsen will move up into the Rep's position. That means we will need to elect a Chapter Council Alternate/Representative. This position is a six year commitment and should be filled by someone able to attend the annual meetings. For your information, upcoming MLA annual meetings are scheduled for Orlando ('01), Dallas ('02), San Diego ('03), Washington DC ('04), Cleveland ('05), and the Hawaii Chapter is lobbying for the 2006 meeting to be held in their beautiful state! If you are interested in serving on Chapter Council, please contact any member of the Executive Board. If you would like to know more about the position, please contact me privately at 412-664-2363 or [zundelkm@msx.upmc.edu](mailto:zundelkm@msx.upmc.edu).

# Stethoscoop

Submitted by Cindy Robertson, Heritage Valley Health System

- ← LINDY FETKOVICH will retire effective September 15, 2000. She has been Director of the Library at Shadyside for 22 years. She has guided the library through two moves, introduced its first computers, and overseen its transition from a traditional print facility to a modern digital and multi-media resource. She has been a long-term member and officeholder of the Chapter and received the first Pittsburgh Chapter Librarian Achievement Award in 1993. Upon receiving the award, she was commended for her guidance and efforts in creating a Chapter-based reciprocal network for reduced borrowing fees. Lindy has set a high standard of library service for Shadyside and the medical library community. She will be greatly missed by her colleagues and friends.
- ← MICHELE KLEIN FEDYSHIN has been appointed Manager of UPMC Shadyside's combined James Frazer Hillman Health Sciences Library and Hopwood Health Resource Center, which will open in August 2000. During the past year, Michele worked at HSLs as Special Administrative Projects Librarian, and is consulting on plans for Shadyside's Hillman/Hopwood facility now under construction. Michele's previous positions include System Director of Library Services in the Detroit Medical Center, and Manager of Library Services at the Children's Hospital of Michigan. In 1996, she received the Medical Library Association Award for Excellence and Achievement in Hospital Librarianship/Hospital Librarian of the Year. She was appointed to the Board of Regents of the National Library of Medicine in 1997. Michele received her undergraduate degree from the University of Pittsburgh, and MSLS from Case Western Reserve University.
- ← AMY HAUGH, University of Pittsburgh, 1985, has accepted the position of medical librarian at AUH Forbes Regional. Although new to healthcare librarianship, Amy has worked in varied special libraries and organizations including financial services, nuclear engineering, automotive engineering, information consulting/brokering and public libraries. She lives in Natrona Heights where she pursues many personal interests including swimming, working with her church youth group and needlework. Amy's e-mail address is <ahaugh@wpahs.org> and her telephone number is 412-358-2422. We look forward to welcoming her into the Pittsburgh Chapter/MLA and wish her all the best in her new position at AUH Forbes Regional.
- ← In November 1999, SONYA KOROS joined the Health Sciences Library at Allegheny General Hospital as a Health Information Specialist. Sonya worked five years as a library assistant at Magee-Womens Hospital, which inspired her to pursue her MLS at the University of Pittsburgh. She worked briefly at UPMC St. Margaret before accepting an opportunity to live abroad. She also worked for two years at WQED-FM prior to returning to health sciences librarianship. Sonya's current special projects at Allegheny include updating the patient education collection and implementing use of the newly installed ARIEL system.
- ← JODY WOZAR has been appointed Reference Librarian at the Health Sciences Library System. Jody is currently a Health Sciences Library/Medical Informatics Trainee in HSLs, and has participated in professional activities both in HSLs and the Center for Biomedical Informatics. Prior to this experience, she was a Clinical Nurse in UPMC for two years, and a Nurse Case Manager at In Home Health, Inc. Other experience includes serving as library intern at West Penn Hospital, and graduate researcher for the Educational Impact Technology Analysis Project for the School of Library and Information Sciences. Jody received her BSN and MLIS degrees from the University of Pittsburgh. She will assume her new position on completion of her trainee activities in mid-August.
- ← FRANCES YARGER has been promoted to the faculty librarian position of Head of the Computer and Media Center in Falk Library of the Health Sciences, HSLs. Frances was hired as Supervisor of the Computing and Media Center in August 1998. She has worked closely with faculty in the schools of the health sciences to promote the use of digital media tools and software in teaching and research, and to assist them in identifying and implementing appropriate technology to meet their goals. Frances earned a B.S. in General Education from California University of Pennsylvania, and an M.A. degree in Communications with emphasis in Electronic Media in December 1998.

## FOUR EASY WAYS TO GET YOUR INFORMATION INTO NEXT ISSUE'S STETHOSCOOP

**Mail:** Cindy Robertson, Manager  
Library Services/CME  
Heritage Valley Health System  
Dutch Ridge Road  
Beaver, PA 15009

**Phone:** 724-773-1940

**Fax:** 724-728-7429

**E-Mail:** crobertson@vhsnet.org

Be sure to include your name, business address, and telephone number with the news you are submitting for "Stethoscoop."

## TechLine: Another List of Useful Tips and Tricks

### Submitted by David Brennan, St. Francis Medical Center

At the close of the last column, I was hopeful that our automation system would be fully up and running by the time I wrote this one. We're not there yet, but we are far enough along for me to put my 2¢ worth in about some ways to use your automation system for other things. I already spoke about using the bar coding hardware to read codes in other applications besides the automation system. This time I'll put out a couple of ideas for using the system itself. The disclaimer will be that all of what I talk about may not be supported by your system, but this is pretty basic stuff. I'll finish off the remainder of the column with a few odds 'n ends of (perhaps) useful advice on other topics.

One of my (many) pet peeves has been that finding someone's phone/fax/e-mail is always a chore. I've got an in-house phone book at my desk which does me no good when I'm not at my desk, an e-mail directory on Outlook which does me no good if I'm not at a PC where I can get to Outlook, and fax numbers on the workroom bulletin board which does me no good if I'm faxing something out of my PC. I could carry the phone/fax lists around, make copies for everywhere I'm likely to be, but that doesn't do any good when I update a number on one and not the other. This is a long-winded preamble to the notion that you can put this information into your automation system so that you (and anyone else that needs to) can get to it. There is always plenty of excess patron capacity - why not use it and do away with everyone's outdated and inaccurate Rolodex/Post-It note farm. Now I have not begun this project yet since we haven't entered patron data into our system, but I envision putting in the data for our vendor reps, tech support numbers, etc. The best part about it is that when our copier rep changes for the fourth time this year, I simply go to the "patron" record, and change the data. Presto - when I'm off and the copier quits, anyone has the info for the rep. Very useful, very effective, and makes use of what is already there.

Another possibility, if you find it necessary, is to use the automation system for inventory. There is no real reason why you could not adapt your system to inventory software, PCs, A/V equipment, and the like. See if your system can accommodate a separate data file (ours calls it a "non-default" data file) so that you can keep your inventory data out of the regular catalog. Then set up the parameters of your file the same as you would for regular library materials. Bar code your items, enter your data, and you've got a ready-made tool for reporting inventory and for software licensing reports. You could even set up "circulation" periods to remind yourself of license expirations for databases, for example. I haven't really investigated this in-depth, since we don't have that many products with licenses that expire, but if you manage a lot of

these items, it may be worth your while. I know of some places where the library is responsible for A/V equipment, and this could be very useful, and save you from purchasing, learning, and using another piece of software, and handle circulation of the equipment as well.

Other things I've been thinking about lately:

Often I have received calls from colleagues (you know who you are) that have problems with QuickDoc of one sort or another. The first question I ask is "When is the last time you backed up your QD data?" Silence at the other end of the line, then a sigh, then "I don't remember" or "Never." Yikes! Jay, in his wisdom, has included a backup routine right in QD that backs up the data to a floppy. If you are already using this method - congratulations! And, if you are in any way hesitant about undertaking the following, at least back up to the floppy.

Now while few of us \*run\* QuickDoc from our network, I would bet that most of the PCs that run QD are \*on\* a network. This means that you have resources already available to back up your data. All networks are routinely backed up (unless your network administrators have a death wish for when the accounting data disappears...), so copy your QD data to the network. We do, every day at closing time. How? Reach back into the distant past and think: "DOS batch file" OK - don't panic. Open your eyes. DOS batch files run perfectly well under Windows. In fact you probably run several at bootup to connect yourself to the network without even realizing it. We have a QD backup batch file for every day of the week. Here's a sample, and I'll interpret:

```
xcopy /e /y g:\quickdoc H:\quickdoc\Wednesday
```

Xcopy is the DOS command for copying multiple files and/or subdirectories. The command line options are:

- /e Copies directories and subdirectories, including empty ones.
- /y Overwrites existing files without prompting.

This batch file takes everything from our working QD directory (in our case from the library server drive G:) and copies it to the main IS server that is backed up each night (in this case drive H:) Note also that we have a day of the week subdirectory, which means that there is a batch file for each day of the week. If you come in Thursday and everything is haywire you can restore Wednesday's backup. If everything is still haywire, you have a full five days of backups, one of which is going to get you back in business. Make a folder on your desktop, set up the five icons, and get in the habit of

## TechLine (continued)

clicking on one as you leave for the day. Do it now, and sleep well. Note: I wrote this column before the Docline changeover, but this techniques also works with the new QD Protal program. Simply change the batch file example above to reflect the new subdirectories created by QD Portal. Use the same technique for your other data too!

### Batch files part 2:

Now that you're thinking DOS again (like the French you took in high school and promptly forgot), another use for it is cleaning up the junk that is left behind by users on your public machines. Just by surfing, they litter it up with stray .tmp files, cookies, documents, etc. Get rid of them each time the machine is booted up by writing a batch file that runs before Windows starts. Go to:

<[http://www.pcf Forrest.co.uk/deltemps\\_bat.htm](http://www.pcf Forrest.co.uk/deltemps_bat.htm)>

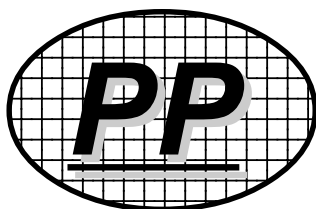
for the instructions. It is the best solution for this annoying problem that I have run across. I'm still searching for a method to always start Internet Explorer and MS Office with the toolbars set to their defaults, not to whatever strange way each user has customized them. Someday...

### Finally: a poor man's Ariel?

Scanned images can be turned into a .PDF file and e-mailed. Basically, as I've talked about before, a .PDF file can be made from anything that Windows can print. If you have a client who absolutely has to have a document delivered via e-mail, and you have a cheap scanner and Adobe Acrobat, you can scan the article, print all the pages to a single .PDF file, and e-mail it to them. Not an entirely elegant solution, but it will do in a pinch. I ran a test, that you can look at:

<<http://www.sfh.s.edu/library/pmla/pulse/scantest.pdf>>

from the cover of a catalog at 300 dpi. If you are going to try this, you'll need to look at how your scanning software handles dealing with multiple images. This solution will do for those places that cannot justify (volume-wise) the investment in Ariel but may run across the need to deliver documents electronically on an occasional basis. Another use for this technique can come from online journals that the library may have access to that the client does not. Locate the article in question, print it from your browser to a .PDF file and e-mail \*that\* to the client. No paper, no mess, no problem.



## Pittsburghers at MLA



Deborah Hile, Rebecca Abromitis, Catherine Arnott Smith, Reed Williams, Ammon Ripple, Nancy Tannery



Amy Gregg, Jody Wozar, Brian Lauer, Holly Harden, Linda Hogan

### *The Pittsburgh Pulse*

Newsletter of the Pittsburgh Regional Chapter  
of the Medical Library Association

Volume 14, Issue 2  
July 2000

Editor ..... David Nolfi  
Technology Editor ..... David Brennan  
Stethoscoop Editor ..... Cindy Robertson  
Proofreaders ..... Rob Kalchthaler

THE NEXT ISSUE WILL BE PUBLISHED OCTOBER 1, 2000.  
DEADLINE TO SUBMIT ARTICLES IS SEPTEMBER 1, 2000.

Mail: David Nolfi  
Health Sciences Librarian  
The Gumberg Library  
Duquesne University  
Pittsburgh, PA 15282

Phone: 412-396-6133, Fax: 412-396-5350

E-Mail: [nolfi@duq.edu](mailto:nolfi@duq.edu)

# *VISIONS OF VANCOUVER, MLA 2000*

