

THE

PITTSBURGH PULSE



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

From the Chair...



I always think of this as a transitional time of the year. Summer is ending yet we have a few more weeks of warm weather to look forward to – plenty of time for one last picnic, family gathering or outdoor activity. School is back in session,

vacation trips are completed, and we return to our everyday lives with a sense of renewal.

This revitalization can serve us well during these exciting yet challenging times. This summer I have been hearing a lot about the National Health Information Infrastructure (NHII), a Department of Health and Human Services initiative that is endorsed by MLA. With the release of “The Decade of Health Information Technology: Delivering Consumer-centric and Information-rich Health Care” there seems to be a renewed commitment to developing the infrastructure that will facilitate the use of health information technology to improve health care. For a summary of the report, see www.hhs.gov/news/press/2004pres/20040721.html.

Medical librarians will certainly play a role as we are challenged to provide innovative services that support evidence-based clinical care and inform consumers. Professional growth, networking, and life-long learning are key to thriving in this environment. As you enjoy the remainder of summer and plan your fall schedule, save some time for upcoming Chapter activities.

**Christine Dietrick, Chair
Pittsburgh Chapter**

Fall CE Program Registration Available By Charles Wessel, Health Sciences Library System University of Pittsburgh

The Pittsburgh Regional Chapter’s Fall CE program announcement and registration information is available on the Pittsburgh Regional Chapter’s website at <http://pmhslibraries.org/pghmla/>.

The program is “Running with Squirrels: Providing Library Services to Hospital Administrators” taught by Jeannine Gluck, AHIP. Running with Squirrels will help participants become familiar with the information needs of hospital administrators.

David Nolfi and the Gumberg Library at Duquesne University are hosting the program on Friday, October 29, 2004. Join your chapter colleagues for a pre-program continental breakfast sponsored by MD Consult, from 8:15 to 8:55 AM.

To avoid late registration fees, please make sure to have your registration and payment returned before Friday, October 1, 2004.

More detailed information on the program, the instructor’s bio and suggested Duquesne University parking information are located on the program’s website. If you have any questions about this program or any continuing education questions, please contact Charlie Wessel, program chair, at 412-648-8730 or cbw@pitt.edu.

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TechLine: Summer – What Summer?

By David Brennan, Barbour Library, Pittsburgh Theological Seminary

Well, it is hard to believe that summer is over already. Especially if you are in an academic setting, summer is traditionally the time to tackle “projects” or get caught up on work set aside during the school year. But with staff on vacation and no work study students, it is always tough to get things done. Thus, I give you a TechLine “catch-up” edition...

The main event...

This summer has been a busy one in technology circles, since Microsoft has finally released Service Pack 2 (SP2) for Windows XP. SP2 is a huge update, both literally (approximately 250 MB) and figuratively (MS is finally getting security-conscious). In our libraries, the IT department is in charge of when and how SP2 is applied. However, with more and more home users with high-speed connections, the personal PC has become both more vulnerable and more of a “source” of virus and spyware outbreaks. Home users have to be their own IT department and install the update. If you have a broadband connection, the process is relatively easy – turn on Windows Update and let it go. If you have dialup (that’s me), you can either wait until MS makes SP2 available on CD, which should be soon, or download the entire package from a high-speed connection and burn it to a CD. See <http://windowssecrets.com/040819/> for more information about SP2.

Housekeeping....

Summer is a good time to do some cleaning up around the PC, for example, check your spam filter settings. After many people set up their filter and watch it for a week or so, they forget a number of important details, like cleaning out the accumulated spam and skimming the junk folder for “false positives” and blocked sites. If you’re wondering why there’s so little traffic on your favorite listserv lately, summer vacations might not be the only reason...

More housekeeping...

Again, in an academic setting, we have the start of classes in the fall as our crunch time – things need to be put on reserve, orientation packets to make for new students, etc. But often overlooked is the

library’s website or intranet pages. I skimmed ours the other day and found several things to correct. Especially if you’ve had staff or resource changes over the summer, it is easy to forget to update the information.

What is spyware?

I’ve have been asked several times to define spyware. Unfortunately, it’s rather hard to explain, particularly to “non-geeks” ☺. Here is a good list, categorizing spyware using, appropriately enough, Dante’s nine circles of hell: www.dslreports.com/shownews/51937.

Stupid Google tricks...

One of the easiest things to use is Google. Right? How often do you do a search on Google and come up with not quite the right thing? There are several ways to make your googling more effective. One is to look at the feature list: www.google.com/help/features.html. One useful feature is Google Definitions. You can type “define” followed by a word or phrase to find a definition. For example if I enter “define firewall,” the first result is a nice definition:

A firewall is a set of related programs, located at a network gateway server that protects the resources of a private network from users from other network...

Cool, and very efficient. Another approach is to review the book: *Google Hacks: 100 Industrial-Strength Tips & Tools* by Tara Calishain, Rael Dornfest (Editor).

Stupid geek tricks...

A great way to keep up on technology, security, and copyright trends is to look at Slashdot www.slashdot.org. The forum site subtitled “News for nerds...things that matter” is a Unix/Linux/Open Source-centered place, but there is a high level of traffic on copyright, civil liberties issues, science/technology, etc. It probably isn’t very useful to delve deeply into the forum areas, but a skim of the headlines is often very useful. I usually skim this site over my first cup of tea in the morning.

Well, that’s just a few things to take you into fall. I hope everyone had a nice summer!

Stethoscoop

Submitted by Cindy Robertson, Heritage Valley Health System

- ◆ **NANCY TANNERY** and **TERRIE WHEELER** each received a cash reward from the Research Section of MLA for their contributions to the 2004 annual meeting. They have been added to the Research Section's list of "Honored Researchers" maintained by the Section. Congratulations to Nancy and Terrie on this prestigious achievement.
- ◆ **TERRIE WHEELER** also earned the following rewards/recognitions: in May she received the Federal Executive Board Excellence in Government Gold Award for Outstanding Supervisor/Manager in a Professional Series, and earlier this year her VA colleagues submitted her name for the Thomson ISI/Frank Bradway Rogers Information Advancement Award for her work in several areas of leading edge technology in the VA system. We wish Terrie all the best in her continued work for the VA and for libraries everywhere.
- ◆ **LEANN ISAAC** of New Castle, PA wed Vito Restaino Jr. of Girard, OH on May 15th, 2004. The wedding was followed by a honeymoon trip to the Hawaiian islands of Oahu and Maui with a stop in Las Vegas on the way home. The new Mrs. Restaino now lives with her husband in Girard and continues to work at the Jameson Health System and the Sharon Regional Health System and also does book reviews for *Library Journal*. We send congratulations and best wishes to Leann and Vito.

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

Mail: Cindy Robertson, Manager
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Phone: 724-773-1940

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Email: crobertson@hvhs.org

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

More Pittsburgh Participation in MLA 2004

The following members of the Chapter participated in this year's annual MLA meeting in Washington, D.C., but their names were not included in the last issue of the *Pulse*. Congratulations to all members of the Chapter who made contributions to the success of this year's annual meeting!

- ★ **TERRIE WHEELER** presented a poster session entitled "End User Entitlement: Selecting and Integrating a Clinical Electronic Reference Based on Clinician Choice - the Numbers Speak Volumes." This poster received the Research Section's Honorable Mention Award, based on the quality of research presented. The authors of the poster are added to a list of "honored researchers" maintained by the Research Section.
- ★ **ALICE KULLER** of the University of Pittsburgh Health Sciences Library System presented the poster "Pathway Through the Electronic Maze: In Search of the Full-Text Journal Article."
- ★ Together with Claire Twose, **MICHELE KLEIN-FEDYSHIN** of UPMC Shadyside presented "MLA Task Force on the Information Specialist in Context (ISIC)." Their poster highlighted the Task Force's activities as well as issues surrounding this innovative role and avenues for its development.



Changing Lanes: Rob Neumeyer

By Marcy Brown, Forbes Regional Hospital



Rob Neumeyer

lanes multiple times on the highway of life!

Like the librarians previously profiled in this column, Rob Neumeyer works in a traditional medical library setting with very nontraditional responsibilities. But unlike many of us, Rob came to librarianship as his *third* career. He has been changing lanes multiple times on the highway of life!

Rob was working as a healthcare consultant, and growing tired of the statewide travel keeping him away from home. In his search for a career that would allow him to spend more time with his family, he decided to earn a second degree in information systems. Rob's degree landed him an interview for a systems position at Mercy Hospital. Hiring was frozen in the IS department, so in 1995 Rob successfully applied for a library information specialist position in Mercy's Brady Library. His intention was to get his foot in Mercy's door and then apply for a systems position when the hiring freeze was lifted. To his dismay, he was unable to apply when an IS job opened because he had less than six months with Mercy. In retrospect, that was a good thing for both Rob and our profession. He aspired to manage the medical library, and so went back to school yet a third time. Rob earned an MLIS in 1998 and was promoted to Coordinator of Library Services in 2001.

Rob thinks of himself first as a manager, and only secondly as a librarian. Perhaps this gives him a unique perspective on ways to add value to his parent organization. He saw that Mercy employees had a great need for computer training and recognized an opportunity to expand his role and offer an additional valuable service. In 2002, Rob submitted a successful Pennsylvania Department of Commerce grant application for a computer training initiative. With the funds from this Workforce Development grant, he built a new computer lab in the library, developed a curriculum, and coordinated the training initiative.

With a training and development group from the California University of Pennsylvania, Rob designed and customized much of the curriculum. The group continues to conduct training sessions. Rob himself teaches several classes on diverse topics such as Microsoft Office products, Web searching, Internet etiquette, and medical literature access. He enjoys teaching and feels he has a true talent for communication. Rob's comfort level in front of large groups has increased, because he believes strongly in the value and importance of what he is communicating. Also, after ten years at Mercy, most of the faces in class are familiar to him.

Training evaluations have been very positive. Mercy employees show a "voracious appetite" for learning, and over the past two years more than 1,600 employees have been trained in the library computer lab. Managers continually contact Rob to schedule customized classes for their departments. Another benefit offered to the organization is the ability to reserve the lab for other types of PC-based hospital training.

Rob used his managerial and team-building skills to partner with IS when the training lab was built. He obtained computers from another training area in the hospital when he convinced IS that the Brady Library could offer a more coordinated – and thus better – training experience for the entire Pittsburgh Mercy Health System (PMHS). Information Services has been a willing and valuable partner, and Rob works to educate the department about his unique skills and talents.

Most of Rob's job is nontraditional. He manages a budget close to \$500,000, which is very large for a hospital library. Included in that figure is publication procurement and management for the entire health system. Other nontraditional programs and projects include:

- A novel work-study program he initiated which has grown to include students from Duquesne University, St. Vincent's College, Robert Morris

Continued on page 6

AHIP Update and Questions

By Linda Hartman, Health Sciences Library System, University of Pittsburgh

To make it easier to accumulate CE points, the Association has instituted an Independent Reading Program (IRP). Information about it is in the May issue of the *MLANews*. The first article is in the July issue of the *Journal of the Medical Library Association*. There is a member fee of \$15.00. Participants receive 1 MLA CE contact hour for every article completed. A maximum of 3 contact hours per year can be used for AHIP qualifications.

As Chapter Credentialing Liaison, I am on the e-mail list that is used by the MLA credentialing committee. Following are some questions they discussed. I thought our chapter members might have some of the same questions.

Q1: Why doesn't MLA provide a list of accrediting agencies and CE providers from whom it would accept credit? In other words, if someone takes a CE class provided by another organization, why do we need to fill out the IPR? Can't we say we that MLA will accept CE from organization A, agency B, etc?

A1: MLA will only award MLA CE contact hours to CE providers (ALA, NLM, etc.) if MLA has a reciprocal agreement with that organization.

Currently, this is only true with NLM/RMLs, some ARL Web-based courses, and CHL.

Most of the time MLA has different criteria and practices in awarding education credits than do other organizations. MLA has become strict in the need for courses to not be conference, strictly presentations and to always include interactivity. Therefore, MLA cannot give blanket approval for courses just because another organization approves the activity.

Q2: If a person attends MLA, IFLA, and a regional meeting in the same year, how many points can they accrue for meeting attendance that year?

A2: One point per day attended for a maximum of 3 per year (15 points in 5 year period). CE courses are counted separately.

Q3: If a member presents a paper at the annual meeting, do they get additional points above those for attending the same meeting?

A3: Yes, individuals receive points for the posters, papers, other presentations, committee roles, etc. at the meetings with required documentation.

As always, if you have any questions please let me know.



Join the Academy of Health Information Professionals (AHIP)

"The Academy of Health Information Professionals credential has enabled me to pursue avenues of professional development directly related to my job as well as explore new career interests."

—Mary Riordan, AHIP
Arizona Health Sciences Library, University of Arizona—Tucson
Associate Librarian, Information Services

Further information about the academy, including an application, can be found at www.mlanet.org/academy/ or by contacting Lisa C. Fried, credentialing, professional recognition and career coordinator at 312.419.9094 x28 or mlapd2@mlahq.org.

MLA MEDICAL LIBRARY
ASSOCIATION
Quality information for improved health

MLA 2005 Chapter Sharing Roundtables

By Terrie Wheeler, VA Pittsburgh Healthcare System

Listed below are the chapter sharing roundtable topics proposed for next year's MLA annual meeting in San Antonio. This list was compiled based on evaluations for the 2004 roundtables. If you would like to suggest a topic, please send it to Terrie.Wheeler@med.va.gov so that I can forward it to the committee.

AHIP Credentialing	Electronic Fund Transfer System	Organization of Electronic Resources
Archives – Traditional and Electronic	End of Life Resources	Outreach – Rural and Community
Assessing student learning	E-reserves	PDA's and Healthcare
Assessment and Evaluation	Evidence-Based Medicine	Planning Annual Meetings
Benchmarking	Expert Searching	Potluck Socializing Table – mix people up by region at the table
BI Instruction and Development	Focus Groups and Networking Skills	Purpose and Mission of Chapters
Bioterrorism-Library Issues	Informationists	Recruitment, Retention, & Staff Development
Budgeting	Interlibrary Loan in the Electronic Environment (DOCLINE/ILLiad)	Research Methods
Bylaws	Knowledge Management	Single Service Desk
Consortial Arrangements/Resource Sharing	License Negotiation	Statewide Consortia
Consumer Health	Managing Multiple Library Sites	Strategic Planning
Copyright Issues with E-journals and E-books	Marketing and Public Relations	Survival Strategies for Hospital Libraries
CPOE and EMR	Medical Images	Technology Issues for Hospital Librarians
Critical Appraisal Topics	Membership – Increasing and Sustaining Members	Virtual Reference Services
Cultural Diversity	Mental Health Issues	Web Design
Curriculum Integration	MeSH	Wireless Technology
Digital Repositories	Middle Management	
Distance Education	Open Access/Scholarly Publishing	
Dual Masters Degree and/or Doctoral Degrees		

Changing Lanes *continued from page 4*

University, Point Park College, and the University of Pittsburgh. Ten to twelve Mercy departments in addition to the library benefit from student workers in the program.

- A partnership with the Pitt School of Library & Information Science to serve as a training site for SIS graduate students. The Brady Library provides a one-year internship program for students to learn basic library skills, improve communication skills, and work on projects of personal interest.
- Rob provides oversight for the Mercy Archives. The collection includes 10,000 photographs and 750 linear feet of archival material documenting the history of Mercy back to 1847. There are also oral history tapes, videotapes and film footage, and some artifacts.

When asked about his vision for the PMHS Library and Archives, Rob indicated that he wants to continue as the primary information resource center for the organization. His specific goals include obtaining digital library status and partnering with Human Resources to expand and further develop the work-study program. His vision for personal success comprises additional consulting assignments with opportunities that are good for his family. We're glad Rob joined our library ranks and wish him continued success.

If your job includes "nontraditional" responsibilities, and you would like to be profiled in a future issue of The Pittsburgh Pulse, please e-mail Marcy Brown at wordsmith@alltel.net for more information.

OPPORTUNITIES FOR HOSPITAL LIBRARIANS

Lois Ann Colaianni Award for Excellence and Achievement in Hospital Librarianship

Do *you* know a hospital librarian with these attributes?

- Outstanding service in hospital librarianship
- A dynamic and exceptional librarian
- A visionary!

Nominate or apply for the Lois Ann Colaianni Award. For further information and an application visit, <www.mlanet.org/awards/honors/colaianni.html> or contact Lisa Fried at mlapd2@mlahq.org or 312-419-9094, ext. 28.

Application Deadline: November 1, 2004.

Additional Opportunities

For a list of additional awards, honors, grants, and scholarships see the MLA website at:

www.mlanet.org/awards/

Make sure to check the individual deadlines for each award of funding opportunity.



HLS/MLA Professional Development Grant Available

Hospital and clinical librarians: Are you seeking funding to attend a meeting, further your professional education, or conduct research? The HLS/MLA Professional Development Grant is intended to encourage participation in professional programs or to support reimbursement for expenses incurred in conducting scientific research; to aid librarians working in hospitals and other clinical care institutions in developing and acquiring knowledge and skills delineated in *Platform for Change* (MLA's Educational Policy Statement) and *Using Scientific Evidence to Improve Information Practice* (MLA's Research Policy Statement).

Further information including application forms and eligibility is available at <http://mlanet.org/pdf/grants/hlsapp_2002_1112.pdf>. For more information, please contact Lisa Fried at mlapd2@mlahq.org or 312-419-9094, ext. 28.

**Application Deadline: February 1, 2005.
Up to \$800.00 is available to the recipient.**

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