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Site Visit Team Meets the MidContinental Region—Virtually

On July 17, 2003, the NN/LM Site Visit Team never left the Eccles Health Sciences Library but was able to meet with Network members, Resource Library directors, and health professionals all around the region through the use of technology.

NN/LM Site Visit Team

During the five year contract, the National Library of Medicine pulls together eight different teams to review the goals and accomplishments for each of the Regional Medical Libraries (RML). This team travels to the RML and through a daylong series of presentations and discussions assesses the progress of the RML in reaching its goals. The team also makes suggestions to NLM and the RML on how to address issues identified during the day.

Headed by a health professional, the team consists of a hospital librarian, an academic librarian, the associate director from an RML, and representatives from the National Library of Medicine. Six members made up the NN/LM team visiting the MidContinental Region.

The Technology Worked

As the “technology” region, the decision was made to use videoconferencing for the liaison presentations and for all out-of-state conversations with the NN/LM team. To share the day with the region, all public portions of the visit were broadcast via RealMedia and Windows Media Player. It all worked amazingly well! We learned to be conscious of the location and line-of-direction of the microphone or the region missed out on questions and responses. In some cases, liaisons weren’t able to take control of their PowerPoint. But, the videobroadcast out of the library was consistent throughout the day. The videoconferencing sessions with Resource Library directors and regional participants were visually and audibly clear. IT and video staff from all resource libraries were involved in this successful example of technology bringing people together.

Report from NN/LM Team

The work of the team members is not yet over. They will be writing a report on their experience in the MidContinental Region and will be sharing it with us in the new few months. The RML will share it with you from our site visit web page (<http://nmlm.gov/mcr/sitevisit.htm>). Watch for an announcement in our weekly *RML News*.

—C. Hamasu

RML Members Share Experience, Insights In Regional Focus Groups

The MidContinental RML made a commitment to the membership at the beginning of this 5-year contract to solicit, listen to and act on member concerns and advice. The first step in that process was the survey that was sent to all member libraries last December. In all, 123 libraries responded to the survey and the RML now has a better picture of the staff and resources available at member libraries.

	
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The next step was to hold a series of focus groups to provide members with an opportunity to describe the good, the bad and the ugly of experiences with RML staff, products and services.

The Process

Planning and arranging the focus groups was a complex process and took longer than anticipated, but they have now been completed. Between April 12 and July 2, 2003, thirty-three member librarians took part.

Four groups met in St. Louis, Kansas City, Denver and Salt Lake City and two groups of Nebraska and Wyoming librarians got together by teleconference. Joan Gregory and Sally Patrick from Eccles Health Sciences Library moderated the face-to-face groups; Beryl Glitz, retired recently from UCLA, moderated the teleconferences. All groups were recorded and the recordings have been transcribed with all names removed to ensure anonymity.

The focus groups concentrated on

- recent experiences with the RML;
- how information flows between members and the RML;
- professional development needs;
- other services the RML could provide;
- what the RML is doing well that members would not want changed;
- what service or product could be added, changed or improved.

Preliminary Results

It is clear, from initial review of the transcripts of these sessions, that the new model is being well received. Groups uniformly praised their state liaisons and hoped that other states in the region were benefiting as much as they were individually and as a state. They commented repeatedly on the responsiveness of both their state liaisons and the Associate Director in Salt Lake City. Members were less clear about the liaisons' special project responsibilities and suggested that we work to make that known through highlights in the weekly news and on the web.

Communication

Email appears to be the communication mechanism of choice, although some still need print for larger documents because their institutions restrict the size of their email boxes. Participants laughingly admitted to the frequent need to be "smacked in the head" with information. They noted that even when they have read important information, timing matters. They like the digest format of the weekly *RML News*, but it seems this particular publication, the *Plains to Peaks Post*, is still not uniformly well known. While the MCR web site was generally praised for having good information most admitted to not going to it often, if at all.

Professional Development

Online synchronous and asynchronous training was the resounding call. Several participants wanted information about how to receive satellite broadcasts and noted that the College of DuPage broadcasts are very useful. CD-based training modules and hands-on training in

local cities were also requested. Budget cuts are affecting travel and many members cannot get to either MCMLA or MLA for training. One group suggested the RML provide short, educational tips—like a "topic of the month"—on the web and in the weekly news.

Other Services

Members expressed the need for the NLM and the RML to advocate for them with hospital associations and their institutions. Advocacy was a repeated topic throughout the conversations. Colorado and Kansas are especially sensitive because of recent hospital library closures and threats of closure or downsizing. Members shared how they use their own statistics and feedback to advocate for their libraries and jobs.

Please Don't Change . . .

Members love "their" state liaisons and felt strongly that they had benefited from the attention they are receiving from the state based liaisons, and they also like the weekly email newsletter and that the RML is proactive in getting information to the membership.

Please Add . . .

Members unanimously want the RML to take a leadership role in consortial buying. Ever-increasing journal prices are reducing access to health information moving away from the goal of universal access.

Thanks for the Feedback!

The RML will listen carefully to the six hours of shared experiences, suggestions and comments. A final report will be made available from the MCR web site and announced through the *RML News*. We are grateful to all who shared their time and their thoughts in the focus groups. If you have comments, questions, or concerns for the RML, please do not hesitate to contact your state liaison or RML administration.

—B. Kelly

RML Directors Meeting in San Diego

Each year just before the Medical Library Association's annual meeting, the RMLs and NLM meet to discuss and address common issues. This year's meeting was held on Friday, May 2, 2003, at the Town and Country Resort and Convention Center in San Diego. Highlights of the agenda were discussions on ILL, outreach evaluation, and the National Training Center and Clearinghouse.

ILL—DOCLINE Management

The MidContinental RML proposed that the support of DOCLINE become more centralized, following the model used for NLM's bibliographic and web resources (i.e., PubMed and MEDLINEplus).

Development and training would originate from a central source with the RMLs providing ad hoc support. Suggestions and expressed needs from Network members and RMLs would continue to drive enhancements, with new versions published on a regular basis following major revisions, and testing would still be conducted by the RMLs and appropriate Network members. There would be a national

training center offering classes and developing training materials that would be available to all users over the web. Trainers would schedule classes around the country with the RMLs providing mini-sessions in less populated areas.

Document delivery is undergoing many changes—ILL management software, EFTS as a billing/payment system, the interaction between SERHOLD and OCLC, ILL standards, desktop delivery, user initiated requests, and more. Document delivery expert librarians would be valuable for Network members as well as for RML staff to help understand how these changes affect health sciences libraries. The MCRML was asked to develop the idea and provide more detail on how this method of supporting DOCLINE would work on a day-to-day basis.

ILL—Maximum Cost

The discussion of raising the national ILL rate is not a new topic for the RML Directors meeting. Two contrasting considerations were important to the participants: hospital libraries that are on limited budgets and Resource Libraries who are not able to cover the costs of lending because they are adhering to the set maximum of \$11.00.

An ILL survey conducted in April 2003 indicated that the majority (75%) of hospital libraries pay for less than half (40%) of their ILLs. Based on these statistics, indicating that FreeShare and other reciprocal agreements are helping hospital librarians control their ILL costs, the group looked favorably on increasing the national maximum. There was no decision on what the new national maximum would be or when it would be instituted. The participants decided to wait for the results of an ILL cost study being conducted by the Association of Research Libraries.

ILL—ISO Protocol

In response to the feedback from Resource Libraries across the country, NLM will continue to implement the ISO/ILL protocol. This affects the way ILL management systems (such as ILLiad, VDX, or Clío) and DOCLINE interact. A survey was distributed to Resource Libraries to determine the predominant ILL management systems. This information will be used by NLM to determine the sequence of vendors to work with. The resources needed to continue this implementation will affect future DOCLINE enhancements.

Outreach Evaluation

In this third year of the contract, an evaluation of outreach to public libraries and public health workers is being initiated across all regions. The evaluation is looking at the following objectives:

Public Library Outreach Evaluation

- Increase confidence level and skill of public librarians in answering health related questions
- Encourage relationships between public libraries and “community health partners” (i.e., health science libraries)

Public Health Outreach Evaluation

- Improve skills in the use of NLM resources by public health professionals
- Increase relationships and collaboration among public health agencies and health science libraries

National Training Center and Clearinghouse (NTCC) Update

The NTCC reviewed their year. They offered 72 classes and taught 949 participants to search PubMed and use other NLM resources. Public health professionals are increasingly showing up in their classes and in Madison, Wisconsin, the public health department was a site for one of the training sessions.

A survey to help evaluate the use of the Clearinghouse was conducted during June 2003. The NTCC would like to see more educational materials added to the clearinghouse and will use the results of the survey to improve its use. They also encouraged the RMLs to ask Network members to add their training materials to the clearinghouse, which is available online at <http://nmlm.gov/train>.

—C. Hamasu

Ariel Award Has Great “Impact”

*Cindy Logan, DOCLINE Coordinator
Veterinary Medical Library
Kansas State University
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The next time you receive a DOCLINE article via Ariel from KSUKSV, say a quiet thanks to the MidContinental Region RML. Although we have been receiving thousands (exaggeration, but it makes us feel better) of comments of appreciation and gratitude from thankful Ariel recipients (and even a pound of M & M's®), when it comes down to it, without the award we received, none of this would be possible.

Special Collection Generates High Demand

The Veterinary Medical Library at Kansas State University's College of Veterinary Medicine began participating in DOCLINE in 2001. A day before we were actually “live,” a librarian in Colorado was emailing us. She had noticed our holdings in SERHOLD but was wondering why the DOCLINE wasn't going through. If we had only known what this eagerness was going to lead to!

In those pre-Ariel years (2001 and 2002) we filled 3,237 requests, while only borrowing 1,254 items. We were truly a net lender and still are today. In 2002 our total delivery costs for faxing and mailing, was \$1,072.82—ouch! We knew something was going to have to change or we were not going to be able to continue to participate in FreeShare.

We initially became a member of FreeShare to alleviate the need for billing, etc. which was going to cost us more in personnel time than we wanted to incur. Also, by being a FreeShare participant, we were able to put biomedical information in the hands of many more end users. We were affordable to their local library and we knew there was a need for information from veterinary medical libraries. One librarian has stated, “Some of the material you carry is very difficult to find, especially for free. My greatest challenge is to not ‘overuse’ you.”

We collect numerous human medicine titles, such as *Advances in Experimental Medicine and Biology*, *Annals of Hematology*, *Anti-Cancer Drugs*, *Methods in Molecular Biology*, *Toxicology*, and *Toxicology Letters*. Seeing an increase in the number of requests for these titles, we needed an alternative delivery method.

MCR Award Provides Opportunity

In early 2002, the MCR solicited proposals to be funded through a regional awards process. Gayle Willard, director of the Veterinary Medical Library, decided to submit a proposal for an Impact Award. This award would support our goal to purchase the software and hardware necessary to implement Ariel. We would be able to decrease our delivery time and save on delivery costs.

In March 2002, the Enhancing Access to Biomedical Information via Ariel award was submitted. The award process was as much a learning experience for us as it was for the MCR. Finally after all of the red tape, bureaucratic forms, "sign here" and "sign there" were done, we were "Arieling" in January 2003.

Project a Complete Success

During the past six months, we have sent out 1,332 articles and only requested 321 items. With the new software and hardware, we are now able to send 80% of our requests either Ariel to Ariel or by posting the article to a web server. This delivers the article to the user's hands (and sometimes desktop) within 24 hours. Enhanced access and a great turnaround time, I would say!

We were pleased to learn that some personnel expenses could be covered by the award, such as the wages for our student employee who does most of the scanning. Next fiscal year, it will be a cost the library needs to absorb to continue the goal of getting information to users in a timely fashion. One of our final goals of the project was to become a Loansome Doc participant. We accomplished this in June 2003. Now we are moving on to becoming an EFTS participant.

Thanks to the MCR

We thank all of the staff at the NN/LM MCR for their work in helping us with this award. Also, we extend a special thank you to Deb Sommer, the Library Improvement Liaison and our award coordinator for this project. Wayne Peay and Claire Hamasu said this would be "a great learning experience," and now that it's over, I agree! When you see a need to improve access to your biomedical information, submit a grant proposal to the MCR. We did ... we made an impact ... you can too!

National ILL Cost Survey Results

As a result of a conversation at a past RML Director's meeting, several RML staff from around the country created a national survey on interlibrary loan (ILL) costs to determine what Network libraries were *really* paying for ILLs. Were ILL costs prohibitive for smaller libraries? What impact were reciprocal programs such as FreeShare having on ILL costs? These questions and others were answered during the presentation of the survey results at the May 2, 2003 RML Director's meeting. (http://nmlm.gov/psr/ppt/ILLcost_2003.ppt)

Data Gathered March 23-April 9, 2003

Network members submitted data through an online survey available on the NN/LM web site (<http://nmlm.gov>). The questions gathered information on the number of items borrowed through DOCLINE and other ILL sources, the percentage of total ILLs that incur charges (as opposed to those received through FreeShare or other reciprocal

agreements), and the average charge per request for DOCLINE requests that do incur charges. Additional information was requested from FreeShare participants to determine the impact and benefits of the program.

Responses Tabulated

The survey generated a total of 827 useful responses, or about 26% of all DOCLINE users, including 43 responses from MidContinental Region libraries. The majority of respondents were hospital libraries. FreeShare participants were more heavily represented in the survey results than in the DOCLINE user population as a whole, perhaps because of the additional, FreeShare-specific information requested.

Interesting Information—Revealed!

The vast majority of respondents borrowed less than 1,000 items each year, although several respondents borrowed more than 10,000 items! The average number of items borrowed for all libraries was 2,135, with a median of 1,018. For hospital libraries alone, the average number of items borrowed was 1,473, with a median of 932.

Sixty-five percent of respondents said that they pay for 40% or less of their total ILLs, meaning that they receive the majority of their interlibrary loans for free through reciprocal agreements. For hospital libraries alone, this number increases to 75%, and 5% of hospital libraries stated that they do not pay for interlibrary loans at all.

The average charge for paid requests was \$9.98, with the median and the mode both at the national average of \$11.

FreeShare: A Powerful Force in ILL

A total of 378 of the survey respondents were FreeShare participants. Interestingly, 43 libraries responded that they were FreeShare libraries when they are, in fact, not formally part of the program, and two libraries said that they were not FreeShare participants when records show that they are.

Generally, those who participate in FreeShare are pleased with the system and believe it meets their needs. Libraries stated that FreeShare participation frees budget dollars for other priorities, saves staff time by eliminating invoices, and is easy to do within DOCLINE. Problems noted included an increased workload as a FreeShare member, a desire for more libraries to participate in the program, and the fact that the DOCLINE routing table cannot accommodate all FreeShare libraries.

Informative and Useful

The results of the ILL Cost Survey showed that many libraries were taking advantage of reciprocal agreements to keep interlibrary loan costs down, and that the FreeShare program has been a major part of this trend. When libraries do pay for an interlibrary loan, which for most respondents is less than half of the time, they usually pay the national average cost of \$11. This information provides an interesting picture of the interlibrary loan landscape as it is now, and will help the RMLs develop interlibrary loan charge policies and programs in the future.

—W. Davison-Turley



Mary Henning, Wyoming Liaison

Effective May 12, 2003, Mary Henning has joined the RML staff as the State Liaison for Wyoming. She works out of Coe Library at the University of Wyoming in Laramie.

Mary received her MLS in 1998 from the School of Library and Information Management, Emporia State University. She also has a BA in Political Science and a minor in Spanish from the University of Wyoming, and in another life was a Licensed Practical Nurse.

Mary's library experience covers a broad range. For two and a half years she was the librarian of the English Language Library of Puerto Ordaz, Venezuela, where she received hands-on experience in all phases of library management, including fund-raising, cataloging, reference, and pest control (evicting a large iguana from the reference stacks). She then shifted to a more sedate, but no less interesting, professional experience first as the circulation manager at Coe Library. After receiving her MLS she became the Assistant Librarian for the University of Wyoming Libraries, where she served as the Coordinator of Health Science Information and Fee-Based Services from 1998-2003. (No iguanas in Wyoming, but there were some chickens in the stacks during finals week one year...)

Her responsibilities as Coordinator of the fee-based services unit included development, management, supervision, delivery, promotion, and marketing of fee-based library and information services to Wyoming health-care professionals and other clients not affiliated with UW. She also served as the collection development specialist/liaison in Human Medicine, Nursing, Pharmacy, Linguistics and Spanish. Additionally, she provided bibliographic instruction for the UW Health Sciences program.

Concurrent with the above position, Mary was also the RML Wyoming Liaison from 1998-2001 and is delighted to be back in the saddle again with the RML as her primary focus.



Molly Youngkin, Public Health and Utah Liaison

Molly Youngkin received her BS in Biology from Iowa State University in Ames, Iowa and her MLS from the University of Iowa, Iowa

City. Her first professional position, as Clinical Librarian for the Children's Hospital of Wisconsin's Clinical Library in Milwaukee, Wisconsin, gave her the opportunity to learn the "ins and outs" of hospital librarianship. This library also serves as a branch of the Todd Wehr Library at the Medical College of Wisconsin, which afforded Molly the opportunity to work in an academic library setting as well.

After six years in Milwaukee, Molly moved to Omaha, Nebraska to become the Education Coordinator for the National Network of Libraries of Medicine, Midcontinental Region. Through the NN/LM MR, Molly gained experience in teaching, exhibiting, and promoting the products and services of the National Library of Medicine. Eventually becoming the Outreach Coordinator, Molly trained health

and information professionals in the six states of the region, often traveling to make site visits.

In 2001, Molly moved to Salt Lake City to become the Outreach Librarian for the Spencer S. Eccles Health Sciences Library at the University of Utah, and worked on various outreach activities, most notably working with the Native Americans in the southeastern corner of Utah.

In June of 2003, upon the retirement of Kay McCloskey, Molly became the new Public Health and Utah Liaison for the NN/LM MCR at the Eccles Health Sciences Library. Collaborating with a wonderful set of new colleagues, working with public health workers—a new clientele group—and continuing outreach activities in the state of Utah are all fascinating aspects of this new position!



Sharon Dennis, Technology Coordinator

Sharon Dennis received her M.S. in Information Science from Drexel University in Philadelphia, PA. She has over sixteen years

of experience designing and programming computer-based learning programs in the health sciences.

Prior to joining the RML, she spent 11 years at the Spencer S. Eccles Health Sciences Library at the University of Utah. Her positions at Eccles Library included Manager of the Microcomputer Laboratory and Librarian for Multimedia Development. She taught a variety of classes related to technology topics, including classes on Web development (HTML and dynamic Web pages), programming languages (Active Server Pages and Java Server Pages), and multimedia development. She designed the Library's original Web site in 1993 and participated on the Eccles Web Design team as the web site evolved over the years. She was an early innovator in using the web to support the medical school curriculum.

From 1995-2002 she was Principal Investigator for two grants from the National Library of Medicine to assist faculty with creating innovative web-based resources to support health sciences education; see <http://medlib.med.utah.edu/kw/> for more information on the Knowledge Weavers project.

She is also co-director of the Health Education Assets Library (HEAL) project; HEAL is a collaborative project with the University of Oklahoma Health Sciences Center and the UCLA School of Medicine. In 2000 and 2002, HEAL received funding from the National Science Foundation Digital Library Initiative to create a multimedia database for health sciences education. Currently, the HEAL team is in the process of dramatically increasing the collection of freely available, publicly accessible multimedia resources to upwards of 50,000 items by 2004. Recently, HEAL was also awarded funding by the National Library of Medicine to advance HEAL's search functionality and create training materials. For more information about the HEAL project, see <http://www.healcentral.org>.

Outside of work, Sharon enjoys traveling, hiking, biking, reading, and (most recently) scuba diving. She is looking forward to joining the RML team and taking on new challenges as Technology Coordinator!

NLM Technical Bulletin

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http://www.nlm.nih.gov/pubs/techbull/ma03/ma03_issue_cover.ntml

Technical Notes-e2

New Version of NLM Gateway Released – March 5, 2003

Merriam-Webster Medical Dictionary on MEDLINEplus

New Clinical Advisory Issued

2003 MLA Meeting Reminder and NLM Invitation [Note Updated 4/17/2003]

MEDLINE Milestone – 12 Millionth Journal Citation

More Organisms Added to LocusLink Organisms

PubMed to Complete Transition to E-Utilities and Manually Constructed URLs

Partners in Information Access Web Site Redesign

New Books Added to NCBI's Bookshelf

DOCLINE 1.5 Released

DOCLINE: 10 Million Transactions and Counting

New Version of NLM Gateway Released – April 22, 2003

PubMed®: Publication Type Mapping - e1

Enhancements made to include Publication Types (PT) and their Entry Terms.

Change to PubMed's®: Automatic Term Mapping Affects Phrase Searching - e3

Improving PubMed® searches.

The XIV International AIDS Conference Meeting Abstracts Available in the NLM Gateway - e4

Search hints for finding the meeting abstracts in the NLM Gateway.

New MeSH Descriptor: Severe Acute Respiratory Syndrome (SARS) - e5

MeSH descriptor added for this new disease.

[Article updated on April 25, 2003.]

E-mail Feature Planned for PubMed® Soon - e6

Valuable new feature.

PubMed's® MeSH Mapping Feature to Include More British Spellings - e7

MeSH Translation Table improved with additional British spellings of words.

NLM Gateway Implements Phrase Detection - e8

Improved phrase searching.

CANCERLIT® Retired, NCI and NLM Collaborate to Improve Access to Cancer-Related PubMed Citations - e9

NCI has retired its CANCERLIT database and is linking users directly to PubMed for journal citation.

Implementation of New Guidelines for the Structure and Nomenclature of Protein Concepts in MeSH - e10

Due to the recent increase in published sequence data and the concurrent use of short acronym names for proteins NLM has revised the MeSH protein thesaurus and developed a new system to accurately index and retrieve protein-related information.

Cancer Subset Added to PubMed® - e11

New subject subset will soon be available in PubMed.

New MeSH Descriptor: SARS Virus - e12

Another new descriptor added for this new disease.

New Entrez Database: MeSH - e13

PubMed® MeSH Browser replaced by new Entrez database, MeSH, enhancing search and display features.

[Article updated on May 1, 2003.]

[Article updated on May 2, 2003.]

Changes to PubMed® for 2003 - e14

PubMed® revised to reflect NLM's changes to MEDLINE.

MEDLINEplus® Adds New Features for 2003 - e15

Many new enhancements.

NLM Technical Bulletin

2003 May-June Issue No. 332

http://www.nlm.nih.gov/pubs/techbull/mj03/mj03_issue_cover.html

Technical Notes-e1

Special List Indicators No Longer Searchable in LOCATORplus

May 2003 PubMed® Training

Manual Now Available

Link to SARS Citations from the PubMed® Home Page

New Version of Gateway Adds Citations from 1953 – 1956

Publications to OLDMEDLINE

List of Serials Indexed for Online Users – 2003 – Now Available

Papers of Nobel Scientist Fred L. Soper Added to NLM Profiles in Science

NLM Update Available via NIH VideoCasting

History and Clipboard Timeout to be Extended in PubMed

New Domain for Entrez Utilities (EUtilities)

Free Full Text Subset Available for PubMed Searching

NLM Launches Asian American Health Site

SARS Coronavirus Resource Available via NCBI Genome Database

NLM Defines Standard for Electronic Archiving and Publishing

Update on NLM's Position on the Application of Major-Minor Journal Title Change Rules - e2

NLM maintains the position that MEDLINE indexing citations should reflect the actual title on the piece.

PubMed® Central in Entrez - e3

Search the full text of articles in PubMed® Central in the same way you search PubMed abstracts.

Genetics Home Reference: A New Consumer Guide to Genetic Conditions - e4

A new resource offering consumer health information on genetic conditions and the genes related to those conditions.

LinkOut for Libraries Announcements - e5

Update on what's new in LinkOut.

New Icons in PubMed® Indicate Free Full Text Available - e6

Valuable new feature.

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