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National Network of Libraries of Medicine New England Region

2007-4

Hospital Librarian Orientation Toolkit

NN/LM NER Regional Advisory Council, Hospital Library Subcommittee

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Repository Citation

Your **Hospital Librarian Orientation Toolkit** should contain the following:

- ❖ *Welcome Letter & Brochure from the NN/LM*

- ❖ *Fact Sheet from NAHSL, the regional health science library group, and regional chapter of the MLA (Medical Library Assn)*

- ❖ *Fact Sheet from your state health science library group*

- ❖ *Listing of mailing lists*

- ❖ *Links to education & training opportunities for medical librarians*

- ❖ *Goals & Principles for Health Science Librarians*

- ❖ *Role of a Professional Librarian*

- ❖ *MLA Standards for Hospital Libraries (with 2004 revisions)*

- ❖ *Bibliography for the New Librarian*

- ❖ *List of Regional Library Acronyms*

Please let us know if any of the contents is missing. We also welcome your feedback so that we can make improvements to future iterations of the Orientation packet.

Thanks,

Members of the Hospital Library Subcommittee
Regional Advisory Council, New England Region

WELCOME!

You are part of a vast network of hospital, academic, public, and special libraries throughout North America known as the **National Network of Libraries of Medicine** (**NN/LM**). The mission of the NN/LM is to provide health professionals with equal access to biomedical information, and to improve the public's access to health information, thereby enabling them to make informed decisions about their health.   The NN/LM network program is coordinated through the **National Library of Medicine (NLM®)**, and there are currently 5,780 member libraries.

The NN/LM network is segmented into regions, with a Regional Medical Library assigned to each region. For the six New England states, the **NER** is currently under contract with the University of Massachusetts Medical School, in Worcester, MA.

There are _numerous_ benefits to network membership:

- Classes and seminars in the use of NLM resources (PubMed®, Medlineplus ®);
- Funding opportunities for libraries through project grants and technical awards;
- Support and consulting for libraries in the development of shared resources (NLM's world-renowned, interlibrary lending system, DOCLINE ®);
- A certificate awarded every five years naming your institution as a recognized member of the network;
- Invitations to provide input to the NER on regional programs and services;
- Special mailings of NLM posters, brochures, and other publications; and
- Contact with colleagues, sharing resources and expertise, strengthening both the function of your library, as well as additional support for your patrons and user community.

Please let us know how we may be of assistance – and again – **welcome!**

Mark Goldstein, NN/LM NER, Network Coordinator
508-856-5964   **mark.goldstein@umassmed.edu**

Connecting
the
Community to
Health

The National Library of Medicine, the world's largest medical library on the National Institutes of Health campus, funds eight regional medical library programs nationwide. The University of Massachusetts Medical School serves as the Regional Medical Library for a network of health science libraries, public libraries and special libraries in New England.

National
Library
of Medicine **NLM**
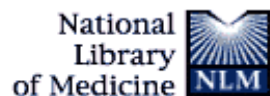
**Need help with
health information?**

**The National Network of Libraries
of Medicine can assist you.**

**National Network of Libraries of
Medicine / New England Region**
University of Massachusetts Medical
School

222 Maple Avenue
Shrewsbury MA 01545

**UMASS
MEDICAL
SCHOOL**

Toll Free:
(800) 338-7657
(in New England)

(508) 856-5979
(508) 856– 5977 (fax)

This program is coordinated by the National Library of Medicine and carried out in the New England Region under contract number #N01-LM-1-3518.

NN/LM
**National Network of
Libraries of Medicine**

National Network of
Libraries of Medicine
New England Region

NN/LM
**National Network of
Libraries of Medicine**

http://www.nnlm.gov/ner
1-800-338-7657

National Network of Libraries of Medicine / New England Region Services

NN/LM
National Network of
Libraries of Medicine

Training

- Free training sessions by professional medical librarians on PubMed, MedlinePlus, TOXNET, ClinicalTrials.gov, and other NLM web resources

Outreach

- Funding opportunities for consumer health and public health outreach
- Express Outreach funds for health fairs

Resource Sharing Network

- Annual Resource Sharing Day for NN/LM, NER members
- DOCLINE assistance
- Electronic document delivery assistance
- PubMed LinkOut education

Consumer Health Information

- Affiliate Membership available to public libraries and special libraries
- Benefits include free training sessions, free NLM promotional items, and funding opportunities

Technology Awareness

- Consultations on the latest in library technology from blogs to web design
- Updates on the latest library technology

Exhibits

- Exhibitors for national, regional and local healthcare meetings.
- Contact us at 800-338-7657 for more information.

Funding Opportunities

- Funding for consumer health and public health outreach
- Electronic Document Delivery awards
- Express outreach awards

For current funding opportunities :
http://nnlm.gov/ner/funding

Publications

NER'easteh

A quarterly newsletter

http://nnlm.gov/ner

EXPERIENCING Ch-ch-ch-changes
IN YOUR LIBRARY ?

- ➲ Just arriving to the institution as the new hospital librarian?

- ➲ Expecting a reduction in staff, hours, services, or space?

- ➲ Organizing a move of the library within the institution?

- ➲ Leaving the library (new job or retirement) *and* you hope the institution hires a suitable replacement?

- ➲ Just got word that your library will be part of a consolidation or merger?

- ➲ Heard some talk about eliminating the library altogether?

- ➲ Your institution just announced that it's closing its doors?

If you answered "Yes" to any of these, please *contact*:

Mark Goldstein, NN/LM NER
508-856-5964
mark.goldstein@umassmed.edu

North Atlantic Health Sciences Libraries

A regional chapter of the Medical Library Association

North Atlantic Health Sciences Libraries, Inc. (NAHSL) is an organization of professional librarians, individuals and institutions interested in Health Sciences Libraries and Librarianship. Why should **you** join NAHSL?

o **Continuing Education** - Participate in NAHSL continuing education courses to stay abreast of the latest in library trends, technology and service. Course offerings are applicable to professionals from all branches of library science. Medical Library Association (MLA) accredited CE's are offered for many courses.

o **Professional Development** - Become involved in NAHSL and acquire the information and skills needed to stay on top of the fast moving field of medical librarianship.

o **Leadership Opportunities** - Take an active part in NAHSL by becoming a member of one of the organization's many committees or topic-driven task forces.

o **Networking** - Tap into the most valuable professional resource in the Northeast - your peer librarians. Gather and exchange information with other New England health science librarians at the annual meeting and via the NAHSL listserv.

o **Annual Meeting** - Attend the annual NAHSL meeting at the low student rate to participate in an exciting array of opportunities: attend lectures delivered by nationally recognized visionaries and leaders in the field, participate in continuing education and professional development, network with peers and explore different New England cities and towns that host the event each autumn.

o **Scholarships** – Each year, scholarships are made available to assist members in attending the annual meeting and/or continuing education courses.

NAHSL MEMBERSHIP is FREE for students enrolled either full or part-time in a library, information science, or informatics program

To join or to find out more about NAHSL, visit the NAHSL website at
http://www.nahsl.org

Why choose a career as a Health Sciences Librarian?

- They can find competitive salaries and good job prospects
- They work in diverse settings: hospitals, academic health centers, corporate and special libraries and consumer health resources centers.
- They have varied job descriptions
- They can have positive effects on the quality of patient care.
- They have opportunities to teach and participate in research projects.
- They have a low burnout rate.

REGIONAL CONFERENCE EVERY FALL

October 15-17, 2006
"The Evidence Is In"
Combined meeting with NY/NJ Chapter
Program at the Hartford Hilton
Hartford, CT

Welcome Reception at the Mark Twain House

North Atlantic Health Sciences Libraries
http://www.nahsl.org

Medical Library Association
Professionals providing quality information for improved health®
http://www.mlanet.org

October 2005

Why should you join NAHSL?

- o **Continuing Education** – during annual meetings and at other times in the year.
- o **Professional Development** - information and skills needed to stay on top of the fast moving field of medical librarianship, available near where you work or study.
- o **Leadership Opportunities** - join one of many committees or topic-driven task forces.
- o **Networking** - tap into the most valuable professional resource in the Northeast - your peer librarians!
- o **Annual Meeting** - attend the annual NAHSL meeting every fall at different locations across New England. It's like a mini-MLA!
- o **Scholarships** – stretch those CE/travel budgets by applying for scholarships to assist you in attending NAHSL and MLA meetings.

REGIONAL CONFERENCE EVERY FALL

This year…
October 28-30, 2007

"Building Bridges"

The Woodstock Inn
Woodstock, Vermont

2007 Conference Information at
http://www.nahsl.org/2007/

North Atlantic
Health Sciences Libraries

Regional chapter of the Medical Library Association

**NAHSL IS MLA
in New England!**

**Visit the NAHSL website at
http://www.nahsl.org**

**NAHSL MEMBERSHIP is FREE for students enrolled either full or part-time in a
library, information science, or informatics program**

NAHSL Membership Application

Name:_____

Institution:

_____

Address:

_____

_____

City: _____

State: _____   Zip: _____

Business Phone:

_____

Fax: _____

Email: _____

(*You may also apply online at* **http://www.nahsl.org/ membership.html**)

Membership is for 12 months, beginning in January.

□ New Member ($30)
□ Renewing ($30)
□ Student (Free*)

□ MLA Personal Member
□ MLA Institutional Member

*Students must be enrolled either full or part-time in a library, information science, or informatics program, and may not be employed as librarians

Please make checks payable to NAHSL and mail with this form to:

Penny Glassman
NAHSL Membership Chair
NN/LM NER
University of Massachusetts Medical School
222 Maple Ave
Shrewsbury, MA 01545-2732
Voice: (508) 856-5974
Fax: 508-856-5977
Email:
penny.glassman@umassmed.edu

REGIONAL CONFERENCE EVERY FALL

October 28-30, 2007

"Building Bridges"

The Woodstock Inn
Woodstock, Vermont

Speakers
Workshops
Networking
Fun!!

2007 Conference Information at

MLA MEDICAL LIBRARY ASSOCIATION
Quality information for improved health
www.mlanet.org

MEMBERSHIP APPLICATION   apply online! www.mlanet.org/joinmla

Business/Work Address

_____
LAST NAME, FIRST NAME, MIDDLE INITIAL

_____
TITLE

_____
INSTITUTION

_____
LIBRARY

_____
ADDRESS

_____
CITY, STATE/PROVINCE, ZIP/POSTAL CODE

_____
COUNTRY (IF OUTSIDE THE UNITED STATES)

_____
DAYTIME TELEPHONE (INCLUDE AREA CODE)

_____
FAX NUMBER (INCLUDE AREA CODE)

_____
EMAIL ADDRESS

Mailing/Billing Address (IF DIFFERENT FROM ABOVE)

_____
LAST NAME, FIRST NAME, MIDDLE INITIAL

_____
ADDRESS

_____
CITY, STATE/PROVINCE, ZIP/POSTAL CODE

_____
COUNTRY (IF OUTSIDE THE UNITED STATES)

Referred by: _____

Are You Currently Enrolled in Library School?

☐ NO   ☐ YES IF YES, NAME OF SCHOOL _____

Payment Information (DUES ARE PAYABLE IN US DOLLARS)

☐ ENCLOSED IS A CHECK MADE PAYABLE TO MEDICAL LIBRARY ASSOCIATION.

☐ PLEASE CHARGE MY   ○ AMERICAN EXPRESS   ○ MASTERCARD

AMOUNT ENCLOSED_____ ○ VISA   ○ DISCOVER

CREDIT CARD # _____ EXP. DATE _____

CARD SECURITY CODE: _____ SIGNATURE_____

For Individuals (PLEASE CHECK THE APPROPRIATE BOX)

☐ REGULAR MEMBERSHIP...$165

☐ YOUR ANNUAL SALARY IS $30,000 OR LESS.........................$100

☐ INTRODUCTORY MEMBERSHIP (FOR 1 YEAR ONLY).................$110

☐ INTERNATIONAL MEMBERSHIP $110

☐ EMERITUS MEMBERSHIP (MUST HAVE BEEN A MEMBER FOR 10 YEARS) $65

☐ AFFILIATE MEMBERSHIP...$100

☐ STUDENT MEMBERSHIP (WITH PROOF OF CURRENT ENROLLMENT) $40

For Institutions

PLEASE CHECK THE APPROPRIATE CATEGORY. DUES ARE BASED ON THE TOTAL LIBRARY EXPENDITURES (INCLUDING SALARIES, EXCLUDING GRANTS AND CONTRACTS).

☐ $0–$199,999 ....$255

☐ $200,000–$699,999 ....$420

☐ $700,000 AND OVER..$600

Section Memberships

For NEW MEMBERS ONLY: Join a section *free* for one year! Choose your free section here (and do *not* check the box for that section below): _____

☐ Cancer Librarians (16)...$10.00

☐ Chiropractic Libraries (23)...$10.00

☐ Collection Development (22)...$10.00

☐ Consumer and Patient Health Information (21)..............$15.00

☐ Corporate Information Services (27) $15.00

☐ Dental (01)..$10.00

☐ Educational Media and Technologies (02) $15.00

☐ Federal Libraries (09) $12.00

☐ Health Association Libraries (07)....................................$10.00

☐ History of the Health Sciences (03)................................$15.00

☐ Hospital Libraries (04) $20.00

☐ International Cooperation (26)...$10.00

☐ Leadership and Management (06) $10.00

☐ Medical Informatics (24)..$10.00

☐ Medical Library Education (05)...$7.50

☐ Nursing and Allied Health Resources (10) $10.00

☐ Pharmacy and Drug Information (11) $15.00

☐ Public Health/Health Administration (15).......................$10.00

☐ Public Services (20) $10.00

☐ Relevant Issues (12) $7.00

☐ Research (18)..$20.00

☐ Technical Services (17) $10.00

☐ Veterinary Medical Libraries (14)....................................$20.00

☐ **I would like to access the *Journal of the Medical Library Association* in an electronic format only.**

MLA Donation Opportunities

Promote excellence in health sciences librarianship with a donation to any of the listed funds. Donations are tax deductible to the extent provided by law.

☐ DAVID A. KRONICK TRAVELING FELLOWSHIP: _____

☐ LINDBERG RESEARCH FELLOWSHIP: _____

☐ MLA SHAPING THE FUTURE FUND: _____

☐ MEDICAL LIBRARY DISASTER RELIEF FUND: _____

For further information on benefits, visit www.mlanet.org/joinmla/ or contact MLA at 312.419.9094 x13, mlams2@mlahq.org.

MLA makes its mailing list available to vendors and other affiliated organizations so they may send you educational and product information.

If you do not wish to receive these mailings, please check this box. ☐

Send completed application with payment to:

Medical Library Association
Department 4627
Carol Stream, IL 60122-4627

Connecticut Association of Health Sciences Librarians

Welcome,

The Connecticut Association of Health Sciences Librarians (CAHSL pronounced like "castle") was formed in 1973 to provide a forum for education and the exchange of information among health sciences librarians in Connecticut. CAHSL continues to play a vital role in supporting the delivery of health care information resources and services. The goal of CAHSL is to stimulate interest in and to strengthen health sciences librarianship and libraries in Connecticut by:

- Promoting an understanding of the health sciences librarian's role and unique abilities in the management of knowledge-based information, and eliciting strong support within Connecticut's health care system for the mission of health sciences libraries;
- Continually developing and strengthening knowledge and skills to meet patient care, research, and educational needs of CT health care providers;
- Fostering and strengthening the Association's system of information exchange and shared resources, both among Association members and within the larger consortia and organizations of which CAHSL is a part.

ACTIVITIES:
- Eight meetings per year
- Shared services
- Continuing education, a minimum of one program per year
- Informal consulting
- Leadership development through committee participation and CAHSL representation in other groups
- Programming
- Networking
- Online communications via the listserv and website
- Job opening notifications
- Special events

MEMBERSHIP
Our membership year is from October 1 to September 30th. There are four categories of membership in CAHSL:
- **Individual**: Open to masters-prepared librarians with an interest in health sciences librarianship.
- **Associate**: Open to non-librarians with an interest in health sciences librarianship
- **Student**: Open to students currently enrolled in a masters program in library science.
- **Honorary**: Awarded to members who have made an outstanding contribution to the organization.

For more information or to obtain a membership form please go to our website: http://library.umassmed.edu/cahsl

Massachusetts Health Science Librarians Network

Welcome to Massachusetts and/or your new position as a health sciences librarian. Attached you will find some information about the professional association called the Massachusetts Health Science Librarians Network or MAHSLIN.

The greatest strength of our state-wide association is the networking and professional contacts we develop. MAHSLIN has tried to create a collaborative and cooperative environment to promote professional development among the various types of health science librarians within the state. Take advantage of the continuing education opportunities and the expertise of the MAHSLIN membership. Try to attend the annual meeting. Feel free to call a colleague nearby or across the state. Send a message on the list serv soliciting opinions or prior experience. All of this will prove to be invaluable to your career!

Massachusetts Health Sciences Library Network (MAHSLIN)
Fact Sheet as Feb. 2008

The Massachusetts Health Sciences Library Network (MAHSLIN) serves as a leading resource to health sciences librarians in the state of Massachusetts for education, advocacy, and networking.

MAHSLIN serves and represents members by:

- Promoting professional development of health sciences librarians through education, information, and peer interaction.
- Advocating for its members and for their role in the health care industry. Working with national, regional, and other state organizations to shape health information policy.
- Facilitating the acquisition and transfer of information among health sciences libraries through the use of current technology.

The MAHSLIN web site is located at: http://www.mahslin.org

Contents On the web site include:
- Mission Statement
- Bylaws of the organization – most current version
- Executive Board
  - Elected positions
    - President
    - President Elect/Vice President
    - Past President
    - Secretary
    - Treasure
  - Appoint committee chairs
    - Education
    - Resource sharing
    - Webmaster
    - Publicity/Newsletter
    - Archives
    - Bylaws
    - Membership
    - Technology Liaison
- Annual meeting information
- Continuing Education information
- Expert Searching – a number of resources on this topic organized by specialty
- Information on how to join the MAHSLIN listserv – MAHSLIN-L
- Membership directory
- Annual reports from the committee chairs
- Current Newsletter and archived older newsletters
- Hall of Fame recipients
- Professional Achievement Awardees

There have been 2 special committees formed over the last 4 years. The first one focused on the Massachusetts Medical Society credentialing changes for continuing medical education and hospital libraries. The second ad hoc committee is focusing on strategic planning for the organization and the medical librarian profession.

Annual Meeting
MAHSLIN holds an annual meeting every April, usually the last Thursday or Friday of the month. This year the date is Friday, April 25th, from 9:00am – 3:30pm. The location of the meeting is at the Massachusetts Medical Society headquarters in Waltham.

At this meeting, the membership votes on new elected representatives and the gavel is passed from the President to the President Elect.

Massachusetts Health Sciences Library
Network (MAHSLIN)
**Executive Board and Committee
Chairs, 2007-1008**

President
Bette Bissonnette
Library Manager
Health Sciences Library
Saints Memorial Medical Center
1 Hospital Dr. , PO Box 30
Lowell, MA 01852-0030
Tel - 987-934-8308
Fax - 978-934-8241
hsl.bb@stmmc.org

Vice President/President Elect
Chris Fleuriel
Librarian
Baruj Benacerraf Library
Dana Farber Cancer Institute
44 Binney Street
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Tel – 617-632-2489
Fax – 617-632-2488
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Past President
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Director
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Secretary
Julia C. Whelan
Treadwell Library
Mass General Hospital BHX-1
55 Fruit St.
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jcwhelan@partners.org

Treasurer
Pat Vigorito
Medical Library
Morton Hospital & Medical Center
88 Washington St.
Taunton, MA 02780-2499
Tel – 508-828-7407
Fax – 508-828-7408
pvigorito@mortonhospital.org

Archives Committee Chair
Melinda Saffer Marchand
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508-881-6056
mesaffer@comcast.net

ByLaws Committee Chair
Kathy McCarthy
Medical Librarian
Medical Library
South Shore Hospital
55 Fogg Road
South Weymouth, MA 02190-2455
Tel – 781-340-8528
Fax – 781-331-0834
Kathy_mccarthy@sshosp.org

Education Committee Co-Chairs
Alison Clapp
Librarian
Hospital Library
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300 Longwood Avenue
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Tel – 617-355-7232
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Nathan Norris
Medical Librarian
Agoos Medical Library
Beth Israel Deaconess Med Center
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nnorris@bidmc.harvard.edu

Membership Committee Chair
Brandy King (1st year)
Librarian
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300 Longwood Ave
Boston MA 02115
Tel - (617) 355-4651
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Brandy.King@childrens.harvard.edu

Nominating Committee Chair
Rhoda Moskowitz (1st year)
Medical Librarian
Metrowest Medical Center
67 Union St.
Natick, MA 01760
Tel - (508) 650-7255
Fax - (508) 650-7669
rhoda.moskowitz@mwmc.com

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MAHSLIN Web Coordinator
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mmcnichol1@partners.org

Resource Sharing/ILL Committee Chair
Jeanie M. Vander Pyl
Frazier-Grant Medical Library
Cape Cod Hospital
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Hyannis, MA 02601
Tel – 508-862-5866
Fax – 508-775-5688
jvanderpyl@capecodhealth.org

Technology Liaison
Penny Glassman
NN/LM New England Region
University of Mass. Medical School
222 Maple Avenue
Shrewsbury, MA 01545-2731
Tel – 508-856-5974
Fax – 508-856-5977
Penny.glassman@umassmed.edu

Southeast Massachusetts Consortium of Health Science Libraries (SEMCO)

Dear Medical Librarian:

Welcome to the health science library field in southeastern Massachusetts. I would like to extend an invitation to connect with other hospital and academic health science library professionals in the area by joining the Southeastern Massachusetts Consortium of Health Science Libraries (SEMCO). Our group is comprised of 3 academic and 12 hospital librarians. We try to meet at least 5 times each year, taking turns hosting the meetings. SEMCO has remained a vital and active group for over 25 years.

Our meetings consist of a business meeting, with formal minutes and reports, followed by lively discussion of current issues in our libraries. Following the business meeting, we usually have a program presented by someone from the library or health science field on a current product, service or new technology. We have also had educational presentations on grant writing, evidence based medicine and other topics of interest. We occasionally sponsor more extensive programs that have covered Docline changes, NLM resources or MLA CME teleconferences. Recent Semco activities have been the submission of a connectivity grant to the NN/LM New England Region and successfully negotiating a group purchase of an electronic textbook collection for our members.

Our members find attending the meetings very helpful through the lively exchange of ideas and current information pertinent to our field.

You can find additional information on individual members of the group at the SEMCO website: http://library.umassmed.edu/semco.

If you would like to attend one of our meetings or would just like to obtain more information on the SEMCO consortium, please contact me.

Sincerely,

Denise Corless/Chair
SEMCO

Director of Library Services
Youngdahl Library
Caritas Norwood Hopsital
800 Washington St.
Norwood, MA 02062
781.278.6243
denise.corless@caritaschristi.org

HSLIC Fact Sheet

Health sciences librarians in Maine are invited to join the Health Sciences Libraries and Information Consortium (HSLIC). Current membership includes hospital, academic, and laboratory libraries. Individual and student memberships are also available.

The organization holds regular biannual meetings with business and educational components and offers other professional education opportunities.

Member libraries are provide interlibrary loans to other HSLIC members at no cost, are active Docline users, and maintain a current list of their journal holdings in Serhold.

Communication between members is facilitated by an online discussion list, HSLIC-l, and an online newsletter.

More information about the organization is available at **www.hslic.org.**

HSLIC Officers:

Chairperson: John Hutchinson
University of New England
716 Stevens Ave.
Portland, ME 04103
797-7261 x4333
jhutchinson@une.edu

Chair-Elect: Natalie Hutchinson
St. Joseph's College
Wellehan Library
278 Whites Bridge Road
Standish, ME 04084-5263
893-7725
nhutchinson@sjcme.edu

Treasurer: Maryanne Lamont

Maine Medical Center
22 Bramhall St.
Portland, ME 04102
871-2202
lamonm@mmc.org

Past Chairperson: Dina McKelvy
Southern Maine Medical Center
P.O. Box 626
Biddeford, ME 04005
283-7289
mad.djm@smmc.org

Secretary: Happy Copley
St. Mary's Regional Medical Center
P.O. Box 291
Lewiston, ME 04243
777-8775

copley@maine.edu

**HSLIC REGIONAL
REPRESENTATIVES**

Area I: Marj Anderson
Mercy Hospital
144 State Street
Portland, ME 04101
363-4321 x2286
marjorie@mercyme.com

Area II:: Maureen Fournier
Central Maine Medical Center
300 Main Street
Lewiston, ME 04240
795-2564
mfournier@cmhc.org

Area III:: Karen Reilly
Eastern Maine Community College
354 Hogan Road
Bangor, ME 04401-4280
941-4640
kreilly@emcc.edu

New Hampshire and Vermont

Orientation Fact Sheet
HSL-NH/VT

Health Science Libraries of New Hampshire/Vermont is a bi-state organization. It is comprised of community hospital libraries and small college libraries and includes two resource libraries, Dana Biomedical Libraries at Dartmouth College in Hanover, New Hampshire, and the Dana Medical Library at the University of Vermont in Burlington, Vermont.

The purpose of the organization HSL-NH/VT is to promote understanding of the health sciences librarian's role in information management and patient care, to encourage cooperation and resource sharing among association members and other libraries, and to provide a forum for new ideas related to, and opportunities for continuing education in health science librarianship.

The organization further consists of smaller "consortial" groups which meet in geographical areas of each state on a more or less regular basis.

The HSL is currently operating under an organizational structure consisting of four committees, with each committee having a Coordinator. The four committees, the current coordinators, and their contact information are listed below:

Administrative Committee
Marion Allen, Coordinator
New Hampshire Hospital
36 Clinton Street
Concord, NH   03301
Phone 603-271-5420
mallen@dhhs.state.nh.us

Communications Committee
Sheila Hayes, Coordinator
Portsmouth Regional Hospital
333 Borthwick Avenue
Portsmouth, NH   03802-7004
Phone 603 443-4094
Sheila.hayes@hcahealthcare.com

Website Administrator: Maureen Dunn, Concord Hospital,
mpdunn@crhc.org
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A complete membership list as well as the By-Laws of the organization is
available at our website: http://library.umassmed.edu/hslnhvt/

LISTSERV	HOST	TO SUBSCRIBE	TO SEND A MESSAGE	TARGET AUDIENCE
ARIE-L	Boise State University	http://listserv.boisestate.edu/cgi-bin/wa?SUBED1=arie-l&A=1	For authentication: http://listserv.boisestate.edu/cgi-bin/wa?P1&L=arie-l Then: Arie-l@listserv.boisestate.edu	ARIEL® software users
DOCLINE-L	National Library of Medicine	listserv@list.nih.gov **SUBSCRIBE DOCLINE-L *Your Name***	docline-l@list.nih.gov	Restricted to registered DOCLINE® users
LINKOUT-L	Univerity of Illinois at Chicago	listserv@uic.edu **SUBSCRIBE LINKOUT-L *Your Name***	LINKOUT-L@uic.edu	LinkOut participating libraries
MEDLIB-L	University at Buffalo, the State University of New York	http://listserv.acsu.buffalo.edu/cgi-bin/wa?SUBED1=medlib-l&A=1	**MEDLIB-L@listserv.buffalo.edu**	Discussion list for medical libraries
NAHSL-L	Univerity of Massachusetts Medical School	lyris@list.umassmed.edu **JOIN NAHSL-L *First Name Last Name***	nahsl-l@list.umassmed.edu	Forum for the discussion of issues of interest to health science librarians in New England
MAHSLIN-L	Univerity of Massachusetts Medical School	lyris@list.umassmed.edu **JOIN MAHSLIN-L *First Name Last Name***	mahslin-l@list.umassmed.edu	Forum for members of MAHSLIN, the Massachusettes Health Sciences Library Network

EDUCATION & TRAINING OPPORTUNITIES FOR MEDICAL LIBRARIANS

TRAINING BY SUBJECT

DOCLINE Training
http://nnlm.gov/train/searched.html?content=8&format=All&audience=All&keywords

Electronic Document Delivery
http://nnlm.gov/train/resource.html?ResourceID=165

LocatorPlus
http://nnlm.gov/train/searched.html?content=5&format=All&audience=All&keywords

MEDLINEplus / Consumer Health Information Training
http://nnlm.gov/train/searched.html?content=3&format=All&audience=All&keywords

MeSH Training
http://nnlm.gov/train/searched.html?content=10&format=All&audience=All&keywords

NLM Database Information
http://nnlm.gov/nnlm/online/

PubMed Training
http://nnlm.gov/train/searched.html?content=1&format=All&audience=All&keywords

Goals and Principles for Health Sciences Librarians

The health sciences librarian believes that knowledge is essential for informed decisions in health care, education, and research, and serves society, clients and the institution by working to ensure that informed decisions could be made.

Society

The health sciences librarian promotes access to health information for all and creates and maintains conditions of freedom of inquiry, thought, and expression that facilitate informed health care decisions.

Clients

The health sciences librarian:
- Works without prejudice to meet the client's information needs
- Respects the privacy of clients and protects the confidentiality of the client relationship
- Ensures that the best available information is provided to the client.

Institution

The health sciences librarian provides leadership and expertise in the design, development, and ethical management of knowledge-based information systems that meet the information needs and obligations of the institution.

Profession

The health sciences librarian:
- Advances and upholds the philosophy and ideals of the profession
- Advocates and advances the knowledge and standards of the profession
- Conducts all professional relationships with courtesy and respect
- Maintains high standards of professional integrity.

Self

The health sciences librarian assumes personal responsibility for developing and maintaining professional excellence.

Adapted from: Goals and Principles for Ethical Conduct. Chicago, IL: Medical Library Association.

Bibliography
Cyr J et al. Standards for hospital libraries 2002. J Med Libr Assoc 2002 Oct;90(4):465-72.

ROLE OF A PROFESSIONAL LIBRARIAN

- Oversees and manages (i.e., organizes, disseminates, integrates) knowledge–based information (KBI) resources, such as:

    - journals, documents & databases (print or electronic format)
    - benchmarks (best practices & guidelines)
    - research studies
    - "filtered" Internet resources that support patient care; performance improvement & patient safety; professional competence of medical staff; and patient & family education.

- Trains and promotes continuing education of the professional medical and other hospital staff (e.g., assistance in finding online CME, etc.)

- Provides document delivery for hospital professionals through mediated literature searching and document retrieval.

- Provides high responsiveness to patient care and safety requests.

- Evaluates resources for the hospital's print and virtual collections.

- Negotiates license agreements with vendors for publications & databases.

- Evaluates and purchases new information technologies.

- Maintains the library's physical facility.

- Represents the hospital at various community events.

- Serves as the hospital's institutional representative to library consortia

- Provides free (reciprocal) resource sharing and participates in consortial purchase agreements at a significant discount to the hospital.

- Acts as a conduit for bringing new library technologies to the hospital.

- Acts as a "resident expert" and instructor in information retrieval as a life-long learning skill.

- Advises hospital administration regarding budgeting for library print and electronic materials.

- Participates on key committees dedicated to hospital-wide quality improvement projects, patient care, and safety.

Standards for Hospital Libraries 2002
WITH 2004 REVISIONS

ABSTRACT

The Medical Library Association's *Standards for Hospital Libraries 2002* has been developed as a guide for hospital administrators, librarians, and accrediting bodies to ensure that hospitals have the resources and services to effectively meet their needs for knowledge-based information.

Specific requirements for knowledge-based information include that the library be a separate department with its own budget. Knowledge-based information in the library should be directed by a qualified librarian who functions as a department head and is a member of the Academy of Health Information Professionals. The standards define the role of the medical librarian and the links between knowledge-based information and other functions such as patient care, patient education, performance improvement, and education. In addition, the standards address the development and implementation of the knowledge-based information needs assessment and plan, the promotion and publicity of the KBI services, and the physical space and staffing requirements. The role, qualifications, and functions of a hospital library consultant are outlined.

The health sciences library is positioned to play a key role in the hospital. The increasing use of the Internet and new information technologies by medical, nursing, and allied health staffs, patients and the community require new strategies, strategic planning, allocation of adequate resources, and selection and evaluation of appropriate information resources and technologies. The Hospital Library Standards Committee has developed this document as a guideline to be used in facing these challenges together.

Revisions approved by the MLA Board of Directors, September 2004.

(2004 revisions are in italics.)

SYNOPSIS OF STANDARDS

Standard 1:
The library serves as the primary department responsible for developing systems and services to meet the Knowledge-based Information (KBI) needs of the organization. The library shall have its own budget, and the medical librarian, as a department head, shall report to the senior management of the organization.

Standard 2:
KBI systems and services are directed by a qualified librarian. AHIP membership is preferred.

Standard 3:
Library staffing formula

Standard 4:
The librarian, as the key KBI professional in the organization, is an active member of the Information Management team(s).

Standard 5:
There is evidence to demonstrate effective connections between KBI and

- patient care;
- patient education;
- the performance improvement and patient safety functions;
- the educational functions for hospital and medical staff;
- and other appropriate functions.

Standard 6:
The librarian provides evidence of an ongoing assessment of the Knowledge-based Information needs of the organization, and the development and implementation of a plan to provide appropriate resources and services to meet those identified needs.

Standard 7:
The library actively promotes KBI services and resources to all user groups, and provides documented evidence thereof.

Standard 8:
All KBI functions are performed in compliance with applicable federal, state, and local laws and regulations.

Standard 9:
KBI resources are available to clinical staff 24 hours a day, 7 days a week.

Standard 10:
The physical library will be large enough to accommodate the library staff; the inhouse collection; an appropriate amount and selection of personal computers and other information technology hardware; and seating for an appropriate number of users. A separate office will be provided for at least the professional library staff.

INTRODUCTION

The Medical Library Association's *Standards for Hospital Libraries 2002* has been developed as a guide for hospital administrators, librarians, and accrediting bodies to ensure that hospitals have the resources and services to effectively meet their needs for knowledge-based information (KBI).

- Knowledge-based information refers to current expert information, produced externally to the organization, including:
- Journals, texts, documents, and databases in print or electronic format;
- Benchmarks, best practices, guidelines, consensus development statements;
- Research studies;
- Quality-filtered Internet resources.

Knowledge-based information is vital to the hospital, in that it supports:

- Patient care;
- Managerial, and strategic decision making;
- Performance improvement and patient safety;
- Lifelong learning and professional competence of hospital and medical staff;
- Patient and family education;
- Research initiatives.

The medical librarian, as a specialized information professional, is uniquely prepared to provide the oversight and management of KBI resources and services to the hospital or health system. The medical librarian brings specialized competencies to the institution, for the selection, organization, dissemination, and integration of KBI resources into the day-to-day operations of the institution.

HOSPITAL LIBRARIES SECTION STANDARDS COMMITTEE

CHAIR:
Robin Ackley Hassig

MEMBERS:
Leeni Balogh

Margaret Bandy

Jacqueline D. Doyle

Jeannine Cyr Gluck

Kathy Lindner

Barbara Reich

Douglas Varner

STANDARD 1:

The library serves as the primary department responsible for developing systems and services to meet the Knowledge-based Information (KBI) needs of the organization. The library has its own budget, and the director, as a department head, reports to the senior management of the organization.

Intent:

As reflected in the JCAHO process and documentation, access to knowledge-based information is one of the four primary components of the information management requirements for a hospital/health system. To enable the development of systems, resources and services to meet this functional requirement, the needs, concerns, and contribution of the library must be communicated to decision-makers at the highest levels within the organization. Departmental status helps to facilitate this process. The continuous interaction of the librarian with other departmental managers and with administrators fosters a deeper understanding of the information needs of the organization. This interaction can also provide access to institutional resources and data necessary for the provision of information to satisfy the needs of customers.

The term "senior management" refers to the administrative level. In a large teaching hospital, the Director of Medical Education may be considered senior management.

STANDARD 2:

KBI systems and services are directed by a qualified librarian. AHIP membership is preferred.

Intent:

A qualified librarian is a person who has earned a Master's degree from a program accredited by the American Library Association or its successor accrediting organization, or from a master's level program in library and information studies accredited or recognized by the appropriate national body of another country.

Membership in the Medical Library Association's Academy of Health Information Professionals is one indication of a knowledgeable, capable medical librarian. The Special Libraries Association's *Competencies for Special Librarians of the 21st Century*

outlines the competencies and skills expected of special librarians, including health sciences librarians.

The unique competencies of the hospital librarian include in-depth knowledge of print and electronic information resources in the health sciences and related fields, and the design and management of information services that meet the strategic information needs of the individual or group being served.

In support of this mission, the role of the medical librarian includes:

- Coordinating the function of the library with the primary mission of the institution;
- Strategic planning for library operations;
- Budgeting for library operations;
- Providing effective leadership in KBI;
- Recommending appropriate professional and support staffing for the library;
- Recommending appropriate space for the library;
- Developing and implementing KBI-related policies and procedures;
- Developing a performance improvement program for the KBI function;
- Hiring and evaluating the performance of the library staff;
- Providing training and educational opportunities for the library staff;
- Selecting and evaluating information resources in any format for incorporation into the physical or virtual collection;
- Evaluating new information technologies and assessing their application to library management and services;
- Negotiating license agreements with vendors of publications and databases;

- Responding in a timely manner to all requests for information related to patient care or patient safety;
- Performing mediated searches of Internet and KBI resources;
- Training of users in searching and evaluation of information resources;
- Tailored provision of information to groups or individuals within the institution;
- Other activities as appropriate.

Reliance on a commercial electronic resource for clinical information cannot substitute for a qualified medical librarian.

STANDARD 3:

Library staffing formula

Intent:

An understaffed library cannot fully serve the knowledge-based information needs of the hospital and medical staff. Workload is driven by the size and complexity of the institution served.

LIBRARY STAFFING FORMULA:

Total institution FTE* / 700 = MINIMUM library FTE†

* In addition to employees in all entities which the library serves, Total Institution FTE includes all active medical staff, as well as personnel under service contracts, regardless of whether these individuals are technically considered institutional employees. See Appendix 1, Library Systems, below.

† "Minimum Library FTE" above reflects staff necessary for provision of basic library services, as outlined in Standards 2 through 7. It may be rounded to nearest 0.25 FTE. If library provides enhanced services, or services usually performed by other departments (such as, but not limited to, those listed below), additional staffing is necessary.

- Clinical library services
- Consumer health services
- Primary responsibility for audiovisual equipment and other information technology
- Substantial responsibility for hospital-wide Intranet or Internet site
- Coordination of, or clerical support for, continuing medical education program

If "Minimum Library FTE" is:	Staff mix needed is:
Less than or equal to 1.0 FTE	Qualified medical librarian, percentage of FTE at least equal to "Minimum library FTE." —OR— 0.5 FTE qualified medical librarian and 0.5 FTE technical employee. —OR— Technical employee, percentage of FTE at least equal to "Minimum library FTE," plus qualified library consultant or circuit librarian, in accordance with MLA "Library Consultants" document.
Greater than 1.0 to 3.0 FTE	1 FTE qualified librarian + support staff which together equal "Minimum library FTE."
Greater than 3.0 FTE	At least 33% of "Minimum library FTE" must be professional level positions. Director of library must be qualified librarian; other professional staff may be qualified librarians or other professional staff (i.e., RN, information technology professionals, etc.) as appropriate

STANDARD 4:

The librarian, as the key KBI professional in the organization, is an active member of the Information Management teams.

Intent:

The medical librarian is involved during planning for internal computer networks and external linkages to help ensure adequacy, coordination, and accessibility of all knowledge-based information resources within the organization.

STANDARD 5:

There is evidence to demonstrate effective connections between KBI and:

- patient care;
- patient education;
- the performance improvement and patient safety functions;
- the educational functions for hospital and medical staff;
- and other appropriate functions.

Intent:

The library serves all user groups within the hospital. The functions listed above are among the most dependent on knowledge-based information.

Examples of connections and evidence include:

Patient care:

- Frequent provision of information on which patient care decisions are based;
- Integration of KBI resources into point-of-care systems;
- Provision of clinical library services or attendance at morning report or rounds;
- Provision of case-specific literature in support of rounds and related activities;

Performance Improvement and Patient Safety:

- Active membership of the librarian on performance improvement/patient safety team(s), as reflected in minutes or other documentation (preferred);
- Frequent provision of information on which performance improvement/patient safety decisions are based;
- Documentation of regular routing to appropriate individuals of current literature relevant to the hospital's quality indicators, top diagnoses, performance improvement projects, patient safety, and/or identified problem areas.

Patient education:

- Active membership of the librarian on the patient education team(s), as reflected in minutes or other documentation (preferred);
- Consultation with team concerning selection, creation, and quality filtering of sources for patient education materials;
- Provision of (or facilitation of access to) patient education materials for clinical staff;
- Provision and marketing of library services directly to patients and families.
- Teaching of search skills for patient education electronic resources;

Education of hospital and medical staff:

- Active membership of the librarian on the team(s) directing educational functions, as reflected in minutes or other documentation;
- Regular provision of material in support of planning and preparation of educational activities;
- Education of hospital and medical staff on information management and use of information technology;
- Identification of print and/or electronic resources for further individualized learning on topics presented in educational sessions;
- Joint library/CME committee;
- Inclusion of librarian on CME/GME committee(s);
- Provision of case-specific literature in support of grand rounds and related activities;
- Provision of access to quality alternatives to traditional CME, such as web-based CME resources, teleconferencing, other technology.

STANDARD 6:

The librarian provides evidence of an ongoing assessment of the knowledge-based information needs of the organization, and the development and implementation of a plan to provide appropriate resources, services, and technology to meet those identified needs.

Intent:

The librarian uses a variety of tools and techniques, both formal and informal, to assess the KBI needs of the hospital and medical staff. The needs assessment should address the timeliness of information services and document delivery. In response, resources and services are made available to meet those identified needs. Techniques may include, but are not limited to: focus groups, surveys, analysis of usage patterns, budget and strategic planning, inventory of collections, and one-on-one conversations with healthcare leaders regarding clinical and organizational information needs.

Tools to be used include recognized guidelines, standards, lists of recommended resources, and benchmarking resources appropriate to the size and scope of the organization. Examples include MLA's Benchmarking Survey, "Brandon-Hill Selected List of Print Books and Journals for the Small Medical Library," and other recognized resource guides for health sciences specialties.

Resources, technology and services that must be provided include:

- *Convenient access to expert searching.*
- *A current and authoritative collection of print, electronic, and multimedia resources for the timely provision of knowledge-based information. There is a plan to provide access to knowledge-based information during times when electronic systems are unavailable.*
- *Appropriate technology to enable the use of these information resources*
- *A catalog or database and taxonomy to efficiently locate materials.*
- *Resource sharing agreements and membership in library and information consortia to enable efficient provision of materials not directly accessible.*

STANDARD 7:

The library actively promotes KBI services and resources to all user groups, and provides evidence thereof.

Intent:

Promotion increases the users' awareness and efficient use of the services and resources available.

Standards for Hospital Libraries 2002 WITH 2004 REVISIONS

The library serves not only clinical staff, but other groups within the hospital, including:

- Residents and interns in medical and other programs;
- Nursing staff;
- Administrative and managerial staff;
- Research staff;
- Allied health staff;
- Staff in off-site locations;
- Students in affiliated programs;
- Patients and their families;
- Other groups as applicable.

Promotion of services may take the form of:

- Announcements to hospital and/or medical staff of new services, resources, or offerings;
- Inclusion of library services and resources in orientation of interns and residents (if applicable) and new medical and hospital staff members.;
- Activities in observance of National Library Week or National Medical Librarians Month.
- Bibliographies on special topics;
- Participation in information fairs or Authors' Day celebrations;
- Promotion of existing current awareness services, or proactive provision of these services;
- Plan for reaching library non-users;
- Participation in new employee orientation;
- Presentations to groups on what the library can offer them.

STANDARD 8:
All KBI functions are performed in compliance with applicable federal, state, and local laws and regulations.

STANDARD 9:
KBI resources are available to clinical staff 24 hours a day, 7 days a week.

Intent:
Since clinical decisions are often made outside normal working hours, access to knowledge-based information must be continuously available. This may take multiple forms, depending on the size and complexity of the institution:

A broad selection of resources may be made available on the hospital's Intranet, or through other electronic means, if connectivity is reliable and users are educated in the effective use of those resources; —and/or—A physical library may be made accessible to clinical staff during off hours by means of keys, entry by badge readers, request for entry by security staff, or similar arrangements.

STANDARD 10:
The physical library will be large enough to accommodate the library staff; the inhouse collection; an appropriate amount and selection of personal computers and/or other information technology hardware; and seating for an appropriate number of users. A separate office will be provided for at least the professional library staff.

Intent:
A library which cannot comfortably accommodate staff, users, equipment, and collection is likely to be underutilized. Separate areas for staff enable privacy of communication among library staff, and with persons requesting information.

APPENDIX 1
Library systems
There are several ways in which a hospital system may provide knowledge-based information services and resources for its affiliates:

- Each affiliate hospital may maintain a separate library
- Services and resources may be provided from a central location
- Support staff may be present at each location, with professional services provided centrally
- Support staff may be present at each location, with a circuit librarian arrangement
- There may be a hybrid system, in which arrangements differ among affiliates
- There may be coordinated resource sharing among the libraries
- There may be a substantial network of electronic resources available to all affiliates

These standards do not attempt to dictate a single manner in which services must be provided throughout a system. Rather, they provide a standard for the amount and nature of services and staffing that must be available for the system as a whole.

Depending on a host of factors, including physical proximity of the affiliates and the extent of electronic access to resources, the librarian and health system administration will collaborate in decision-making about centralization/decentralization of library resources and services, and the extent of staffing in the libraries. We strongly recommend that there be at least support staffing in each location, so that users may obtain assistance in finding needed information, and the smooth flow of operations may be ensured. The amount of staffing—both professional and support level—throughout the system must be at least at the level specified in the Library Staffing Formula, taking all components of the health care system into account. Whether each hospital is treated separately in determining staffing levels, or the system is taken as a whole, is left to the judgment of the librarian and administrators. The important point is that staffing is sufficient to serve the number of users.

If a decision is made to maintain and staff libraries at multiple locations, a level of staffing above that specified in the Library Staffing Formula will be necessary,

- to the extent that tasks will be duplicated;
- and to the extent that the time of the staff will be used to travel among institutions.

Each separate library location should have convenient, reliable access to a quality core collection of knowledge-based information resources, tailored to the needs of the institution. Whether this is provided as an inhouse print collection, or a reliable electronic collection is a decision that may be made locally. An arrangement whereby core materials are physically housed in a central location and transmitted to other locations on demand (by fax or other means) is not an option, as this would preclude access to information needed for patient care during hours when the library is not staffed. This may, however, be a viable option for materials over and above the core collection.

APPENDIX 2
Hospital Library Consultants 2002
Role Statement for Hospital Library Consultants

The hospital library consultant serves as advisor to the hospital administration, medical staff, library staff, and/or library committee in defining and designing hospital library services and/or facilities to meet the informational, educational, research, and patient care-related needs of the entire hospital community including, where appropriate, the instructional needs of patients.

Consultation is provided on a contractual basis.

Hiring a hospital library consultant is not a substitute for the employment of permanent library personnel.

Qualifications for Hospital Library Consultants

A hospital library consultant must have a master's degree in library/information science from a program which is accredited by the American Library Association or its successor accrediting organization, or from a master's level program in library and information studies accredited or recognized by the appropriate national body of another country. He or she should be a member of the Medical Library Association, and its Academy of Health Information Professionals. Membership in local, state, regional, and/or other national professional library associations is desirable. The consultant should have at least three years of administrative hospital library experience.

If the consultant does not have all of the above qualifications, he/she should have an equivalent combination of training and experience, such as eight years of progressively responsible health science library experience including at least five years of hospital library management, administration of a medical center library, or working with hospital libraries in a consultative capacity.

The consultant should have supervisory and administrative experience with ability to provide assistance on personnel and fiscal issues. The hospital library consultant must show evidence of regular participation in continuing education courses in consulting, management, health sciences, and/or hospital librarianship such as those sponsored by the Medical Library Association or other professional associations.

The consultant must be familiar with existing national, state, and local library networks, and have a working knowledge of the functions of the National Network of Libraries of Medicine. The consultant should also have a thorough working knowledge of the Joint Commission on Accreditation of Healthcare Organizations' (JCAHO) Information Management standards and other hospital library-related standards.

Note: Hospital library consultants for certain types of facilities such as federal or psychiatric hospitals may require additional qualifications.

Functions/Process for Hospital Library Consultants

A. Identify objectives with the hospital administrator, library staff and/or library committee, and other appropriate hospital personnel.

B. Negotiate a contractual agreement with the hospital administrator which would include:

- Consultant and client responsibilities.
- Purpose of consultation.
- Period of contract.
- Number and frequency of visits or amount of time to be spent by consultant during the contractual period.
- Verbal and written reporting mechanisms.
- Fee for service.
- Terms of termination by either party.

C. Conduct a needs assessment for library services profiling all disciplines in the total hospital environment. Functional elements identified might include:

- Placement of library staff within the hospital organizational structure.
- Job descriptions for library staff.
- Library staff recruitment, training, and development.
- Budget.
- Facility planning and/or space allocation.
- Policies and procedures.

- Availability of current materials for each discipline at the hospital.
- Acquisition, cataloging, arrangement, organization, and evaluation of library materials in any format.
- Negotiation of licensing agreements with vendors of electronic resources.
- Answering reference questions, performing searches of KBI resources, and providing other information.
- Circulation or control of materials.
- Notification of hospital staff of new information in their area of interest.
- Audiovisual services.
- Provision of patient education materials.
- Promotion of library services.
- Cooperation with other libraries.

D. Provide specific written recommendations for administrator, library manager, and/or library committee.

E. Develop a methodology for implementation of recommendations by hospital employee(s) assigned to the library.

F. Evaluate and assess progress regularly during the contractual period

Recommendations for the Documentation of Consultative Visits

The hospital library consultant shall document each visit. At minimum, such documentation should include:

- A record of the date and length of each visit.
- An account of the consultant's activities during each visit.
- Recommendations for action based on the needs assessment.
- Progress reports.
- Suggestions for follow-up.

A record of documented visits shall be maintained on file for reviews by the appropriate reviewing or surveying agencies and for continued reference by the administration, library staff, and/or library committee. Meetings with the administrator, library manager and library committee to discuss recommendations, questions, or concerns should be held as needed and followed by a formal written report.

APPENDIX 3:
Glossary

AHIP - Academy of Health Information Professionals, which is the Medical Library Association's peer-reviewed professional development and career recognition program.

Circuit librarian - A librarian who is employed by two or more institutions, and splits time among different physical locations according to a pre-determined schedule.

Clinical librarian - A librarian who attends rounds with a health care team and provides case-specific information to assist with patient care.

Consumer health services – An umbrella term encompassing the continuum extending from the specific information needs of patients to the broader provision of health information for the lay person.

Continuing medical education - Educational opportunities designed to enable physicians to remain up-to-date with the knowledge and skills they need to provide their patients with optimum care. CME programs are accredited by the Accreditation Council for Continuing Medical Education, or by intrastate sponsors which are in turn accredited by the ACCME; or by the Council on Continuing Medical Education (CCME) of the American Osteopathic Association.

Core collection - Those comprehensive, authoritative print or electronic works to which users refer most often. The core collection should be tailored to the needs of a particular institution, and can be expected to contain information pertinent to the majority of reference queries. It may be supplemented by other resources.

Current awareness services - Services designed to keep users up-to-date on new developments and resources in their field of interest.

Health care system - Formal affiliation of two or more healthcare institutions under unified management.

Information management team - The staff directing the information management functions of the hospital or healthcare system.

Intranet - An Internet site intended for the internal use of an institution. It is usually protected from outside access by a firewall or other security means. It is distinguished from Internet sites intended for the use of vendors, customers, or others outside the institution.

Knowledge-based Information - KBI consists of systems, resources, and services to help health professionals acquire the knowledge and skills needed to maintain and improve competence; support clinical, managerial, and business decision making; support performance improvement and activities to reduce risk to patients; provide needed information and education to patients and families; and satisfy research-related needs.

Library- *A comprehensive selection of services and resources, which are tailored to meet the information needs of a specific user group, organized for ease of access, and under the direction of a qualified librarian.*

Library consultant - A hospital library consultant serves as advisor to the hospital administration, medical staff, library staff, and/or library committee in defining and designing hospital library services and/or facilities to meet the informational, educational, research, and patient care-related needs of the entire hospital community.

Library systems - One or more libraries which together provide coordinated services and resources for a healthcare system; or two or more libraries which together provide coordinated services for a single hospital.

License agreement - A written contract setting forth the terms under which a licensor grants a license to a licensee. The licensee, often a library, educational or research organization, generally pays the licensor a fee for permission to use digital information.

Mediated searches - Searches of the literature performed by a librarian on behalf of a library user.

MLA - Medical Library Association.

MLS - Master's degree in Library Science. In some institutions, the degree awarded may actually be Master of Science in Library Science, Master of Arts in Library Science, Master of Library and Information Science, etc. These are equivalent.

Needs assessment - A systematic process designed to determine the need for specific services or types of information by the library's user group. This may take the form of surveys, focus groups, interviews of groups or individuals, or other methods.

Patient education - The provision of information to help inpatients or outpatients, or their family members, understand and cope with the condition for which they are receiving medical care. This education assists patients and/or their families in taking an active role in healthcare decision-making.

Performance improvement - The continuous study and adaptation of a health care organization's functions and processes to increase the probability of achieving desired outcomes and to better meet the needs of individuals and other users of services.

Qualified librarian - A person who has earned a Master's degree from a program accredited by the American Library Association or its successors, or from a master's level program in library and information studies accredited or recognized by the appropriate national body of another country.

Quality filtering - The determination of the appropriateness of specific information for a given purpose, taking into account factors such as research methodology, level of writing, intended audience, qualifications and affiliations of author, currency, etc.

Technical employee - The hospital employee(s) assigned to the library, who perform the day-to-day library-related work, under the guidance of a hospital library consultant.

APPENDIX 4: References

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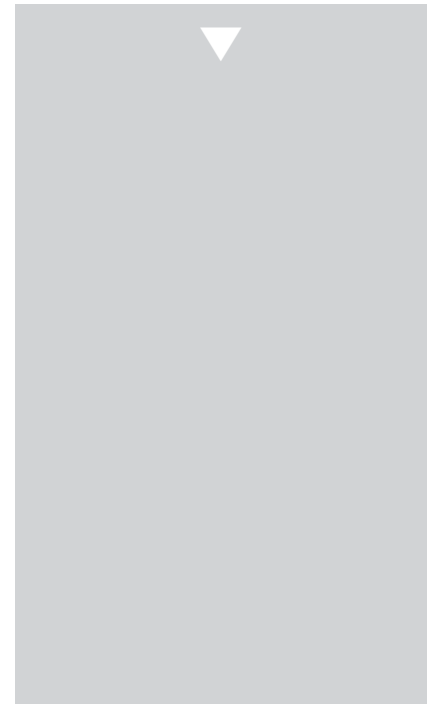
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Journals:

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> "The Journal of Hospital Librarianship is…intended for the practicing hospital librarian and others who organize and disseminate health information to both the clinical health care professional and to the consumer. The goal of the Editorial Board is to provide in-depth articles on administrative, technical, and program issues relevant to practicing hospital librarians; to provide practical tools and innovative strategies for the dissemination of information particularly as it relates to a competitive and transforming healthcare environment; to provide an up-to-date analysis of new materials, products, and services; and to provide hospital librarians a venue in which to contribute tot he profession by writing and publishing" Carole M. Gilbert, Editorial. Journal of Hospital Librarianship 1(1); 1-2; 2001.

Journal of the Medical Library Association. Chicago, Medical Library Association.
> This is the official journal of the Medical Library Association and is published four times per year, in January, April, July and October. Opinions expressed are those of the authors and do not necessarily represent those of the association. The *JMLA* is a continuation of the *Bulletin of the Medical Library Association* (BMLA) beginning with v. 90, 2002. The *BMLA* began with n.s. v.1 in 1911 as the successor to the *Medical Library and Historical Journal* (Association of Medical Librarians), v. 1-5, 1903-1907; the *Journal of the Association of Medical Librarians*, v. 1, 1902; and the *Medical Libraries* (Association of Medical Librarians), v.1-5, 1898-1902 (official organ through 1901). (Quoted from the JMLA title page.)

Medical Reference Services Quarterly, Haworth Information Press.
> Publisher description: "This peer-reviewed journal is an essential working tool for medical and health sciences librarians. For those professionals who provide reference and public services to health sciences personnel in clinical, educational, or research settings. Medical Reference Services Quarterly covers topics of current interest and practical value in the areas of reference in medicine and related specialties, the biomedical sciences, nursing, and allied health. This resource regularly publishes brief practice-oriented articles relating to medical reference services, with an emphasis on user education, database searching, and electronic information. Two columns feature the Internet and informatics education. The journal extensively examines the areas of information management education,

microcomputer applications to libraries, and end-user searching.
Research articles in which practical application is analyzed and clearly
presented are also included. "

The One Person Library: A Newsletter for Librarians and Management. Judith
A. Siess.
"THE ONE-PERSON LIBRARY was founded in 1984 by Guy St. Clair and
Andrew Berner to provide a forum for the discussion of management
issues associated with single-staff librarianship. In 1998 Judith Siess
purchased the newsletter as St. Clair and Berner focused their
interests on other issues of librarianship. Regular features include:
What Would You Do? (management case studies, with reader
comments)
Found on the Web (interesting and useful sites from the World Wide
Web)
OPL Profiles (of other SOLOs)
Technology Matters! (interesting and useful sites from the World Wide
Web)
Time Management (how to use your limited time more efficiently)
Around the World (international meetings, news, people)
OPL Management Tips and Quick Tips (ideas you can use)
Conference Reports (from SLA, MLA, AALL, ALA, and other conferences
around the world)
Heard on the Listserv (issues on library-related listservs on the
internet)
Professional Reading (book reviews)
Across My Desk (brief reviews of new publications of services that
come to the attention of OPL." (Quoted from the OPL website)

Library Standards:

Hassig, R. A., L. Balogh, et al. (2005). "Standards for Hospital Libraries 2002
with 2004 revisions." National Network **29**(3): 11-17.
Published ABSTRACT : The Medical Library Association's Standards for
Hospital Libraries 2002 has been developed as a guide for hospital
administrators, librarians, and accrediting bodies to ensure that
hospitals have the resources and services to effectively meet their
needs for knowledge-based information. Specific requirements for
knowledge-based information include that the library be a separate
department with its own budget. Knowledgebased information in the
library should be directed by a qualified librarian who functions as a
department head and is a member of the Academy of Health
Information Professionals. The standards define the role of the
medical librarian and the links between knowledge-based information
and other functions such as patient care, patient education,
performance improvement, and education. In addition, the standards
address the development and implementation of the knowledgebased
information needs assessment and plan, the promotion and publicity of

the KBI services, and the physical space and staffing requirements. The role, qualifications, and functions of a hospital library consultant are outlined. The health sciences library is positioned to play a key role in the hospital. The increasing use of the Internet and new information technologies by medical, nursing, and allied health staffs, patients and the community require new strategies, strategic planning, allocation of adequate resources, and selection and evaluation of appropriate information resources and technologies. The Hospital Library Standards Committee has developed this document as a guideline to be used in facing these challenges together. Revisions approved by the MLA Board of Directors, September 2004. (2004 revisions are in italics.)

Books:

Alire, C. A., Ed. (2000). <u>Library disaster planning and recovery handbook.</u> New York, Neal-Schuman Publishers.
> This unique handbook arises from one of the worst disasters ever to strike an American Library - the 1997 flood that damaged 500,000 volumes of the Colorado State University Library's bound journals and monographs. Written by those managing the Library's recovery, this handbook provides detailed advice and recommendations gleaned from years of intensive efforts to restore collections and services.

Anderson, R. (2004). <u>Buying and Contracting for Resources and Services : A how-to-do-it manual for librarians</u>. New York, Neal-Schuman Publishers.
> Helps you to master the "art" of vendor relations and avoid the headaches of licensing and contracting for materials. You will find practical advice on handling sales calls, returns, issuing RFPs, tracking vendor performance, dealing with unsolicited materials, and switching vendors.

Baker, S. L. and W. F. Lancaster (1991). <u>The measurement and evaluation of library services</u>. Arlington, VA, Information Resources Press.

Barclay, D. A., D. Halsted, et al. (2001). <u>Medical Library Association consumer health reference service handbook</u>. New York, Neal-Schuman Publishers.
> Barclay and Halsted list and annotate hundreds of sources for consumer health information and illustrate the principles and practice of consumer-health librarianship. The CD-ROM includes templates for developing an effective consumer-health web site and for designing in-house consumer health information brochures. This practical guide covers standard resources for answering health-related questions, discusses the art of the health-reference interview, and touches on such related matters as the legal implications of providing consumer-health information. In addition to the many indispensable printed

consumer-health resources, it puts a heavy emphasis on the use and evaluation of electronic health information resources.

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> Here is a practical guide designed to help non-lawyers understand legalese and respond appropriately to licensing issues. Experts Bielefield and Cheeseman provide: checklists to help you decide whether or not to negotiate an agreement; which types of licensing agreements serve your purpose; what you need in a license (including language never to agree to and clauses that must be there); model and suggested clauses; answers to frequently asked questions; an index of licensing terms.

Bielefield, A. and L. Cheeseman (2006). <u>Technology and copyright law : a guidebook for the library, research, and teaching professions</u>. New York, Neal-Schuman Publishers.
> In this updated edition, the authors expand on new developments in the world of copyright, including those in the areas of legislation and case law. Special chapters provide information on the law's enablement for those who work with the blind and physically handicapped, and the use of copyrighted materials in distance education. Includes: existing law - what was it's intention, how it developed, where is it going; guidance for making copyright decisions in day-to-day situations; electronic classroom and international copyright agreements; glossary of important terms and phrases and mandated words; lists of exclusive rights of copyright holders, as well as limitations on those rights; and the TEACH Act and its implications for libraries and classrooms.

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> A step-by-step manual for ILL, serving both new and experienced staff in libraries of any type and size. The need to understand the

complexities of getting materials for patrons from outside the library quickly and at reasonable cost is even greater today because the volume of requests has mushroomed. More than ever library workers need to do interlibrary loan efficiently and effectively while faced with a rapidly changing environment. This book was published in 1997 and you will need to locate current procedures for today's technology. It does cover the basic philosophy of interlibrary loan, copyright law compliance, the parts of a citation, definition of terminology, responsibilities of both the lending and borrowing libraries, management, and interlibrary cooperation, most of which has not changed.

Chapman, L. (2004). Managing acquisitions in library and information services. New York, Neal-Schuman.
    Here is a major update to a classic acquisitions textbook. Packed with checklists and real-life examples, this books provides authoritative guidance on procedures and practice in acquisitions. It approaches the acquisitions process logically through various stages from requests through to the checking, ordering and receipt of library materials. This new third edition takes full account of both online ordering, the purchase of electronic materials automation of acquisitions, changes in the supply chain, and consortia purchasing. It also covers acquiring non-book materials, including electronic formats, government information, music and audiovisual materials.

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    From Preface: "The intended audiences for this book are serials librarians, nonprofessional serials supervisors, and library school students... This book places major emphasis on serials acquisitions because that is the unique function in serials management. Collection development and public services are discussed from the perspective of how the acquisitions functions support them. ... [Serials cataloging is not discussed.]... Chapters 1 & 2 explain the definition and characters of serials and the organization of serials management. Chapter 3 discusses working relationships between collections development and serials acquisitions function. Chapters 4, 5, & 6 explain acquisition techniques in detail: serials vendors, acquisition methods, and acquisition processing. Serial preservation and bindery issues are discussed in chapter 7. Chapter 8 analyzes serials records and their control... Types of public services that may be provided by the serials department are explored in chapter 9. Serials automation, covered in chapter 10, places emphasis on general concepts and issues but not on the technical details of system selection and implementation." There is a bibliography and an appendix.

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> The librarian's ultimate guide to buying books helps you understand the book trade industry and leverage that understanding to improve acquisitions. Includes: an overview of the book publishing industry; guide to different types of book publishers; book creation; book distribution; negotiating prices and return policies; avenues for book purchasing; setting up and monitoring orders.

Forsman, R. B. (2000). <u>Administration and management in health science libraries</u>. Lanham, Md., Medical Library Association and the Scarecrow Press.

> Managing a medical library in a climate of rapidly changing technology requires the astute manager to anticipate and then manage change. Written by medical library professionals carefully selected for their specific knowledge and experience, these essays cover fiscal management, human resources, marketing library services, technology, facilities, and strategic planning. Appendixes offer a list of skills recommended for the career health sciences library professional and an annotated bibliography on space planning. Rick B. Forsman is the Director of the Denison Memorial Library in Denver, Colorado.

Gordon, R. S. (2005). <u>The Accidental Library Manager</u>. Medford, N.J., Information Today.

"This in-depth look at library management includes sound, practical advice from the author and from a variety of experts in diverse settings. One of the great strengths of the book is the broad coverage of the management of people, facilities, and budgets. Highly recommended for the first time or veteran manager" Quoted from Review by Dr. Julie Todaro, Dean, Library Services, Austin Community College.

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This manual takes you through a step-by-step process detailing the nuts and bolts of staying on time and on budget by establishing a timeline for financial planning and tracking spending and fund allocation. With proven strategies, detailed examples, worksheets, handouts, forms and tips, this guide covers what you need to know to save money, build resources, and handle every financial challenge. You'll also find software suggestions to build and track budgets and helpful Web resources. The appendices include a sample accounting manual, annual report form, request for proposal, lease agreement, and security guidelines.

Halstead, D., R. Jasper, et al. (2005). Disaster Planning : A how-to-do-it manual for librarians with planning templates on CD-ROM. New York, Neal-Schuman Publishers.
Written by experienced librarians who know because they've recovered from disasters. This manual helps librarians prepare for natural and man-made disasters. This book shows you how to: create a working disaster team; establish a communications strategy; develop response plans; identify the proper relief/recovery agencies for your library. The companion CD-ROM is full of tools you can use, including: sample disaster plans, a downloadable and customizable template for creating your own disaster plan, links to disaster planning Web sites, a comprehensive directory of electronic resources and planning aids, and a disaster planning database with links to national agencies.

Hernon, P. and P. K. Bryant (1989). <u>Statistics for library decision-making : a handbook</u>. Norwood, N.J., Ablex Pub. Corp.

Hoffmann, G. M. (2005). <u>Copyright in cyberspace 2 : questions and answers for librarians</u>. New York, Neal-Schuman Publishers.
> Written in an easy-to-understand question-and-answer format, this handbook provides the guidelines you need without confusing technical jargon and legalese. Topics covered include: hyperlinks and framing, browsing and caching, digital images, interlibrary loan and resource sharing, e-reserves and class-based Web pages, library instruction and distance education. New and expanded chapters features information on the Digital Millennium Copyright Act, file-sharing, licensing, writing a copyright policy and more.

Holst, R., S. A. Phillips, et al., Eds. (2000). <u>Medical Library Association guide to managing health care libraries</u>. Chicago, New York, Medical Library Association & Neal-Schuman Publishers.
> Twenty-one experts have contributed to this text. Their individual chapters offer specific, practical advice on administrative issues, planning and marketing, financial management, space planning, collection development, cataloging and classification, document delivery, audiovisual services - every aspect of managing today's every-changing health care library.

Jacob, M. E. L. (1990). <u>Strategic planning : a how-to-do-it manual for librarians</u>. New York, Neal-Schuman Publishers.

Jacobson, T. E. and H. C. Williams (2000). <u>Teaching the New Library to today's users : reaching international, minority, senior citizens, gay/lesbian, first generation college, at-risk, graduate and returning students and distance learners</u>. New York, Neal-Schuman Publishers.
> Filled with important information and strategies for serving a diverse audience of students, this book is essential for today's academic environment. Each chapter, written by a librarian who has hands-on experience teaching the population about whom they write, provides specifics about cultural contexts and differences, peer mentoring, and motivation techniques. Chapters clearly demonstrate how linguistics, cultural, age, and/or gender differences among student populations actually can result in stronger library instruction development, and more inventive library services.

Johnson, P. (2004). <u>Fundamentals of Collection Development and Management</u>. Chicago, American Library Association.
> This comprehensive guide outlines the step-by-step process of collection development and management. Offers tips for organizing and staffing, conceiving policy and creating budgets, and developing, marketing, and evaluating collections. Drawing on research, including ideas from business, management, organizational behavior, and

sociology, you will learn how to: allocate budgets; determine what to buy based on usage and user needs; market your collections; integrate digital and traditional resources; and find partners for cooperative collection development. Practical tools include forms and charts that adapt to any library and suggested references for selecting materials. Additional readings and case studies provide a reality check to apply practices and theories discussed. Combining history with theory, current thinking, and practical advice, this is a resource for all library types.

Kahn, M. B. (2003). Disaster response and planning for libraries. Chicago, American Library Association.
> This is an instruction manual for writing a disaster plan that covers all the bases - response, prevention, and planning. Fire, water, mold, construction problems, and power-outages - these unexpected mishaps cannot only bring services to a halt but can also destroy collections. Offering quick and efficient protocols, disaster response expert Miriam Kahn comes to the rescue with a timely update of a step-by-step, how-to guide for preparing and responding to all types of library disasters. Includes information on prevention equipment and materials, and preparing for technology recovery. One new case study on post-9/11 recovery and one mold scenario gives real-life examples of what can happen and what to do. There are 43 reproducible checklists and forms and a comprehensive list of resources.

Kantor, P. B., T. Saracevic, et al. (1999). Valuing special libraries and information services ; [summary and technical] report of a project for the Special Libraries Association. Washington, DC, Special Libraries Association.

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> This book examines the creation and delivery of outreach programs designed to promote awareness of the library by meeting the information needs of underserved or uninformed patrons. It contains the experiences of academic and special librarians who describe a wide array of successful outreach programs that are in place throughout the country. This tool introduces you to current and highly innovative models of outreach services implemented in a variety of library settings. It shows how to use outreach programs to market new information resources and services to library constituents.   Contains charts, graphs, and pictorials to help walk you through the process of creating an outreach program at your library. Includes bibliographies, suggestions on how to improve on existing designs, and the librarians' "wish list" of ideas they like to try in the future.

LaGuardia, C. and C. K. Oka (2000). Becoming a Library Teacher. New York, Neal-Schuman Publishers.

Here's a step-by-step guide to the tried and true methods for effective preparation, presentation, and teaching in today's library. The authors carefully examine the key elements of successful instruction, including overcoming anxiety and building confidence; physically preparing through voice, movement and body language; outline preparation; the use of presentation software; and interpersonal dynamics.

Lavender, K. (2001). Book Repair : a how-to-do-it manual for librarians. New York, Neal-Schuman Publishers.
This practical guide offers tips and techniques to help you successfully perform sound repairs to you materials...on any budget. There are step-by-step instructions for cleaning, mending, hinge and spine repair, strengthening paperbacks, wet and water-damaged books, mold and mildew, book linings and pamphlet bindings. Lavender helps librarians use acid-free materials, paper linings, and affordable tools and supplies to preserve and protect collections.

Lipscomb, C. E., Ed. (1996). Information access and delivery in health science libraries. Current Practice in Health Science Librarianship. Lanham, MD, Medical Library Association and Scarecrow Press.
Nine authors combine their experience and expertise to discuss the realities of circulation, interlibrary loans and document delivery, and fee-based services in health sciences libraries. It is organized so that the whole volume or individual chapters may be read as needed. Appendixes provide further information on "nuts and bolts" issues like automated circulation functions, shelving terminology, and shelving measurements. A glossary of terms is also included. This book is becoming dated. Therefore, supplemental reading will be needed especially for technology related issues. However, the basic principles remain unchanged. Carolyn E. Lipscomb held a variety of positions in her 20 years at the Health Sciences Library, University of North Carolina at Chapel Hill, including Head of Circulation/Interlibrary Loan Services.

Martin, M. S. (1995). Collection development and finance: a guide to strategic library materials budgeting. Chicago, American Library Association.

McDermott, I. E. (2006). The Librarian's Internet survival guide: strategies for the high-tech reference desk. Medford, N.J., Information Today, Inc.
Edited by Barbara Quint this updated and expanded second edition, Irene McDermott presents new and improved troubleshooting tips and advice, Web resources for answering reference questions, and strategies for managing information and keeping current. In addition to helping librarians make the most of Web tools and resources, this book offers practical advice on privacy and child safety, assisting patrons with special needs, Internet training, building library Web pages, and more.

MLA, Ed. (2005). <u>Medical Library Association Encyclopedic guide to searching and finding health information on the Web.</u> New York, Neal-Schuman Publishers.
> Volume 1: Search Strategies/Quick Reference Guide, 283 pages. Volume 2: Diseases and Disorders/Mental Health and Mental Disorders, 329 pages. Volume 3: Health and Wellness/Life Stages and Reproduction/Cumulative Index, 210 pages. Health is one of the most frequently searched topics in libraries. In this 3-volume encyclopedia each entry shows how an experience medical information expert would approach the question. Also covers such topics as: special searching issues; the reference interview; supplementary search strategies; recommended search terms and important sites; topic profile; hotline phone numbers; professional organizations; patient support organizations and discussion groups.

Moorman, J., Ed. (2006). <u>Running a small library : a how-to-do-it manual</u>. How-to-do-it manuals for libraries. New York, Neal-Schuman Publishers.
> This how-to is written from the perspective of the small library and its particular challenges and constraints. Tasks ranging from programming and outreach to cataloging and circulation are all part of the job and Moorman's advice about how to approach this multi-tasking deluge is brilliant. A resource section is included on listing furniture, automation, book/periodical vendors, listservs and discussion groups, professional organizations, and more.

Porter, C. A. and E. B. Christianson (1997). <u>Special Libraries : a guide for management</u>. Washington, DC, Special Libraries Association.

Portugal, F. H. (2000). <u>Valuating information intangibles : measuring the bottom line contributions of librarians and information professionals</u>. Washington, DC, Special Libraries Association.
> The intangible values of libraries and information centers may be of magnitude greater than their tangible value. To overcome some of these measurement difficulties, this workbook presents four different approaches to the intangible valuation of information.

Reed, S. G. (2001). <u>Making the case for your library : A How-to-do-it manual</u>. New York, Neal-Schuman Publishers.
> This practical how-to is designed for library directors, staff, trustees, and supporters who want to assertively advocate, promote, defend, and ensure financial support for their libraries. The author takes you step-by-step through the process of how to create, develop, utilize, and share a powerful message. She covers all the basics of planning, targeting, and implementing advocacy campaigns that work: negotiating with the media (print and electronic), interviews and questions, editorials and op-ed pieces, public service announcements, presentations, graphics, and more. Actual examples of newsletters,

editorials, PSA scripts, promotional materials, annual reports, and petitions are included.

Richards, D. T. and D. Eakin (1997). <u>Collection development and assessment in health sciences libraries</u>. Chicago, IL, Medical Library Association and Scarecrow Press.
> Introduces and defines the documentation and decision making processes in collection development, explores organizational models for collection development in health science libraries, and describes the rationales and methodologies for assessing health sciences library collections. It also explores the relationship of collection development and assessment to other library functions and services, and addresses the budgeting process. This work is intended for librarians in all types of health sciences libraries but the principles and topics covered will have application in science libraries as well. Daniel T. Richards was founder of the Collection Development Section of the Medical Library Association and was appointed Director of Biomedical Libraries at Dartmouth in 1991. Dottie Eakin is Director of the Medical Sciences Library, Texas A&M University.

Ross, C. and P. Dewdney (1998). <u>Communicating Professionally : a how-to-do-it manual for library applications</u>. New York, Neal-Schuman Publishers.
> This second edition of the classic title from communications experts Catherine Ross and Patricia Dewdney covers all types of communications in the unique arena of library and information work. This book offers guidance, tips, and suggestions for: Public speaking in workshops, conferences, and group discussions; Designing newsletters, handouts, and brochures; Creating press releases and public service announcements; Writing memos, letters and formal reports; Conducting interviews and interpersonal communications.

Siess, J. A. (2006). <u>The New OPL sourcebook : A guide for solo and small libraries</u>. Medford, NJ, Information Today, Inc.
> This updated and expanded edition of the essential guide for small and one-person libraries (OPLs) covers virtually every key management topic of interest to OPLs. The author offers practical tips, strategies, and case studies and takes an international perspective that reflects the growing number of OPLs worldwide. A directory section lists important organizations, publications, vendors and suppliers, discussions lists, and Web sites.

Stielow, F. (1999). <u>Creating a virtual library: a how-to-do-it manual for librarians</u>. New York, Neal-Schuman Publishers.
> Virtual libraries offer a single interface from which users can find out about the library, examine its catalog, go to online databases, find out about special collections or community services, and explore the rest of the Web. This is a guide for librarians who are planning, setting up, and maintaining a virtual library. This detailed manual will help even

the smallest institution localize Web resources without costly equipment and phone lines. Part I, "Rethinking the Web," considers the Web as a new medium for providing library services and offers advice about rethinking Web design principles in a library context. Part II, "Project planning and technical framework," covers all stages of putting a virtual library online: needs analysis, planning, maintenance, and eventual enhancement and change. Part III, "Collections and special resource development," lays out the principles for electronic collection development and shows how to build special collections ranging children's sites to multimedia collections. Librarians will find successful strategies here to ensure that the special qualities of their physical library are translated into cyberspace. This book is aimed at the public library audience but concept can translate into the Health Sciences Library.

Thompson, L. L. (2001). <u>Bibliographic management of information sources in health science libraries</u>. Lanham, MD, Medical Library Association and Scarecrow Press.

> Quoted from the book's introduction: "An attempt to address current practices in the organization and management of library resources - what has always been called 'cataloging'. The library is rapidly becoming virtual. Traditional card catalogs are disappearing, journals and textbooks are online, and Web sites with abundant information are supplementing or even replacing many library reference materials. ... With no systematic organization, the library would be nearly impossible to use. It would be just a collection of books and journals with no means to determine titles or location or content. ... This volume will lead the reader through the cataloging process. It is meant for the most part to be practical rather than theoretical. However, grounding in basic theory is occasionally necessary."

Wood, M. S. and M. L. Association (1994). <u>Reference and Information services in health sciences libraries</u>. Metuchen, N.J., Medical Library Association and Scarecrow Press.

> Quoted from the book's introduction: "...the emphasis is on documenting current practice, state of the art, innovations, and trends in health science libraries. ...more changes have occurred in the way reference and information services are delivered by health sciences librarians than, perhaps, has taken place in any earlier decade; the 1990's promise even more change." (And that promise has been fulfilled.) "As we head into the twenty-first century, librarians who provide reference and information services must position themselves for new and changing roles - with an increased dependence on new technologies[2]. ...The 'new' reference librarian must not only be familiar with all of the 'traditional' print reference sources, but must have basic knowledge about computers, databases, and telecommunications systems. "(and the Internet.) While the basis are

still valid, most of the information about online databases and
reference resources needs to be updated.

LIST OF LIBRARY ACRONYMS

A	**AAHSL**	**Association of Academic Health Sciences Libraries**
	ACRL	**Association of College and Research Libraries**
	ADA	**Americans with Disabilities Act**
	AHA	**American Hospital Association**
	AHIP	**The Academy of Health Information Professionals**
	ALA	**American Library Association**
	ARIHSL	**Association of Rhode Island Health Science Libraries** (*state health sciences library group for RI*)
B	**BHSL**	**Basic Health Sciences Library Network** *(a library group within DOCLINE that supports free and reciprocal lending among academic and health science libraries within the Northeast corridor (New England, NY, NJ, PA & DE)*
C	**CAHSL**	**Connecticut Association of Health Science Libraries** (*state health sciences library group for CT*)
	CDC	**Centers for Disease Control & Prevention**
	CINAHL	**Cumulative Index to Nursing and Allied Health Literature**
	CISTI	**Canada Institute for Scientific and Technical Information**
	CMLD	**Central Maine Library District**
	CME/CE/CEU	**Continuing Medical Education**
	CMS	**Centers for Medicare & Medicaid Services**
	COLA	**Coalition of Library Advocates** (*RI*)
	CPOE	**Computerized Physician/Provider/Prescriber Order Entry**
D	**DDC**	**Dewey Decimal Classification**
	DOCLINE ®	Interlibrary loan (ILL) request routing and referral system (*developed and maintained by the National Library of Medicine*)
E	**EBM**	**Evidence-Based Medicine**

[This list was originally compiled to identify common acronyms used by health science librarians **1** *in New England. This list is NOT intended to be comprehensive or exhaustive.]*

	EBN	**Evidence-Based Nursing**
	EBL	**Evidence-Based Librarianship**
	EDD	**Electronic Document Delivery**
	EMR	**Electronic Medical Record** (*a medical record in digital format*)
	EFTS	**Electronic Funds Transfer System** (*administered by the University of Connecticut Health Center; operational since 1996 as a transaction-based electronic billing system for interlibrary loan and document delivery*)
F	**FAQ**	**Frequently Asked Questions**
	FDA	**Food and Drug Association**
	FOIA	**Freedom Of Information Act**
	FR	**Federal Register**
G	**GPO**	**Government Printing Office**
H	**HELIN**	**Higher Education Library Information Network** (*RI*)
	HIPAA	**Health Insurance Portability and Accountability Act**
	HLS	**Hospital Library Subcommittee** (*see RAC, NN/LM*)
	HSLIC	**Maine Health Science Libraries and Information Consortium** (*state health sciences library group for ME*)
	HSLNH/VT	**Health Sciences Libraries of New Hampshire and Vermont** (*state health sciences library group for NH & VT*)
	HTML	**Hypertext Markup Language** (*the predominant markup language for the creation of web pages*)
I	**IAIMS**	**Integrated Advanced Information Management Systems**
	IFLA	**International Federation of Library Associations**
	ILL	**Inter-Library Loan** (*Interlibrary Lending*)
	ILS	**Integrated Library System**
	ISBN	**International Standard Book Number**

[This list was originally compiled to identify common acronyms used by health science librarians **2** *in New England. This list is NOT intended to be comprehensive or exhaustive.]*

	ISO	**International Organization for Standardization**
	ISSN	**International Standard Serial Number**
J	**JCAHO**	**Joint Commission on the Accreditation of Healthcare Organizations** (*now known as: The Joint Commission*)
K	**KBI**	**Knowledge-Based Information**
L	**LC**	**Library of Congress**
	LD	**Loansome Doc** (*document delivery program maintained by the National Library of Medicine that allows users to order full-text copies of articles from a medical library*)
	LO	**LinkOut** (*a "link resolver" software program offered through NCBI, part of NLM*)
	LORI	**Libraries of Rhode Island** (*voluntary collaboration of libraries of all types within Rhode Island*)
M	**MARC**	**MAchine-Readable Cataloging** (*defines a data format that emerged from a Library of Congress-led initiative that began in the 1970's, providing the mechanism by which computers exchange, use, and interpret bibliographic information*)
	MAHSLIN	**Massachusetts Health Sciences Libraries Network** (*state health sciences library group for MA*)
	MeSH®	**Medical Subject Headings**
	MLA	**Medical Library Association** *Also:* Maine Library Association *Also:* Massachusetts Library Association
	MLS/MLIS	**Masters in Library (& Information) Science**
	MULS	**Maine Union List of Serials**
N	**NAHSL**	**North Atlantic Health Sciences Libraries, Inc.** (*health sciences library group for New England; regional chapter of the Medical Library Association*)
	NCBI	**National Center for Biotechnology Information** (*part of NLM*)
	NECHI	**Northeast Consortium for Health Information** (*local health sciences library group for northeastern MA*)

[This list was originally compiled to identify common acronyms used by health science librarians **3** *in New England. This list is NOT intended to be comprehensive or exhaustive.]*

	NELA	**New England Library Association**
	NELINET	*(NELINET is a member-owned, member-governed cooperative of more than 600 academic, public, and special libraries in the six New England states.)*
	NER	**New England Region** *(RML office, see NN/LM)*
	NIH	**National Institutes of Health** *(a part of the U.S. Department of Health and Human Services; the primary Federal agency for conducting and supporting medical research)*
	NLM	**National Library of Medicine** *(part of NIH)*
	NMLD	**Northern Maine Library District**
	NN/LM	**National Network of Libraries of Medicine** *(under contract with NLM)*
O	**OCLC**	**Online Computer Library Center** *(founded 1967, as a nonprofit, membership, computer library service and research organization dedicated to the public)*
	OLIS	**Office of Library and Information Services** *(RI)*
	OMIM	**Online Mendelian Inheritance in Man** *(a database of human genes and genetic disorders developed by staff at Johns Hopkins)*
	OPAC	**Online Public Access Catalog**
P	**PLA**	**Public Library Association**
	PM	**PubMed/MEDLINE** ® *(database service of the National Library of Medicine; includes over 16 million citations from MEDLINE and other life science journals)*
	PMC	**PubMed Central** ® *(free digital archive of biomedical and life sciences journal literature; developed and managed by NCBI)*
Q		
R	**RAC**	**Regional Advisory Council** *(member advisory body to the NN/LM)*
	RILA	**Rhode Island Library Association**
	RML	**Regional Medical Library** *(preceding program to the NN/LM, providing outreach services under contract with NLM)*
	RSS	**Really Simple Syndication**

[This list was originally compiled to identify common acronyms used by health science librarians **4** *in New England. This list is NOT intended to be comprehensive or exhaustive.]*

		(an XML-based format for content distribution)
S	**SEMCO**	**Southeastern Massachusetts Consortium of Health Sciences Libraries** *(local health sciences library group for southeastern MA*)
	SLA	**Special Library Association**
	SMLD	**Southern Maine Library District**
	SNOMED	**Systematized Nomenclature of Medicine** *(a system of standardized medical terminology***)**
T	**TOXNET**	**TOXicology Data NETwork** *(a cluster of databases maintained by NLM, covering: toxicology, hazardous chemicals, environmental health and related areas)*
U	**UMLS**	**Unified Medical Language System** ® *(developed by NLM; a controlled compendium of many vocabularies which provides a mapping structure between them)*
	URSUS	**University of Maine System** *(shared catalog of the University of Maine System)*
V		
W	**WMHIC**	**Western Massachusetts Health Information Consortium** *(local health sciences library group for western MA)*
X	**XML**	**Extensible Markup Language** *(a general-purpose markup language*)
Y		
Z		