

# Southern Expressions

Alabama Florida Georgia Mississippi Puerto Rico South Carolina Tennessee

**Volume 16, Number 2, Spring 2000**

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## **Southern Chapter**

<http://www.uab.edu/lister/scmla>

## **Next reporting deadline**

June 15th, 2000

## **Next Publication Date**

July 15th, 2000

## **Message from the Chair**

Hello. I hope this finds all of you doing well. It's hard to believe that spring is just around the corner. After these last few months of winter, it's always nice to feel the weather change as we enter a season of growth.

And speaking of growth, the executive committee has been planting a few seeds for future growth. This past January the Southern Chapter (SC) Executive Committee (EC) met via telephone conference call. Twenty-one people participated in a meeting in which a fair amount of association business was accomplished. Among other things, the board agreed to place \$15,000 from the budget into an interest bearing reserve account (e.g., CD or mutual fund). By so doing, we are exercising prudent fiscal management in setting aside "rainy day" funds for the future. Marilee Creelan, SC bookkeeper, is charged with looking into specific funds to establish our reserve account and she will report back to the board with a specific recommendation this spring. The EC is also looking at how best to use the remaining funds to benefit the membership, and we'll continue the discussion at the meeting in May.

The EC discussed the pros and cons of establishing a central association business office that would provide one-stop management, as well as a primary information source for members. We considered the concept of a part-time paid executive director, who could consolidate the duties of bookkeeper, database manager, recording secretary, parliamentarian, public relations, central mailings, and similar duties. After due consideration, the sentiment of the EC was that we not pursue the executive director position. Why? Main reasons centered on the fact that we are a volunteer association, that we have plenty of volunteers to do needed association work, and that it would not be a good expenditure of SC money, that is, we should spend our money on things that would directly benefit the membership. The experience of critically reflecting on the way we do business, and thus looking at other models for conducting association business, was a useful experience, as we learned a little bit more about ourselves and the talent within our association. One of the neat things about the EC is that they have YOUR best interests at heart, and they represent you well. Our aim is toward best serving the needs of people in our association and representing our professional field in a meaningful way.

And better representing our professional field in a meaningful way is another seed we're hoping to plant. The EC discussed public relations activities and whether SC should have a separate public relations committee. For example, we could be sending press releases to CEOs informing them of contributions of SC members from their institutions, or honors and awards received by members. The formation of a public relations committee and a specific charge is something that we will further examine, along with ways that SC might be more proactive in representing the kinds of services our members provide to health sciences institutions. We would like for our members to receive kudos for their accomplishments, not only by us, but also within their institutions.

We had several committee reports at the EC meeting; I would like to focus on two. First, I would like to draw your attention to honoring professionals in our association. The Honors & Awards Committee invites nominations for Honorary Membership. Please take the time to critically reflect on recognizing those individuals who have given to our association and the field. Second, the Nominating Committee is charged with finding good SC members to be placed on the ballot for leadership positions. Identifying future leadership is important to how we function, so please consider who you think might best represent SC.

*(continued on p.5)*

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Association

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### **Content policy for *Southern Expressions***

Statements and opinions expressed in Southern  
Expressions do not necessarily represent the  
official position of its co-editors or the Southern  
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Contributions may be edited for brevity, clarity,  
or conformity to style. Final decision on the  
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# Around the South

## News from Mercer University School of Medicine

Congratulations to Jocelyn Rankin, Ph.D. on her retirement January 28th from Mercer University School of Medicine. Jocelyn was the first Director of Mercer's Medical Library and Peyton Anderson Learning Resources Center, as well as the founding Director of GaIN, the Georgia Interactive Network for Medical Information. We wish her well and look forward to working with her in her new position as Chief of the CDC Information Center at the Centers for Disease Control & Prevention in Atlanta. Jan LaBeause has been named Interim Director at Mercer.

Rita Smith is welcomed as the new Rural Health Information Clearinghouse (RHIC) Librarian at Mercer beginning April 17th. Rita did her undergraduate work in Education at Auburn University and received her MLIS from the University of Alabama at Tuscaloosa. Prior to her appointment at Mercer, Rita was Science and Medicine Librarian at the Houston Cole Library, Jacksonville State University in Jacksonville, Alabama.

*Submitted by Jan LaBeause*

## University of South Carolina School of Medicine

Sarah Gable has been promoted to the position of Associate Director/Head of Public Services at the University of South Carolina School of Medicine Library.

The USC School of Medicine Library is tentatively planning a first floor renovation project over the summer months. We have not yet completed the bidding process, so nothing is written in stone, but we did want to take advantage of this issue of *Southern Expressions* to make you aware of our plans. This will involve boxing and storage for our book collection over the summer months, and we will suspend book lending during this time. Since only the first floor is involved we will still have access to our journal holdings. We will be relocating staff to the second and third floors and this might cause some temporary disruption during this time. We expect this process to get under way immediately after MLA and to hopefully be completed by the time our students return in August.

Laura Kane, Head of Cataloging and Acquisitions, USC School of Medicine Library has volunteered to participate in the OCLC Cooperative Online Resource Catalog (CORC). This is a Web-based system that helps libraries provide well-guided access to Web resources using new, automated tools and library cooperation. The goal of CORC is to create a high-quality library-selected database of Web-based electronic resource descriptions, thus building a next-generation library database.

*submitted by Ruth Riley*

## Tennessee Health Science Library Association

The Tennessee Health Science Library Association (TheSLA) is planning a late spring meeting at the western border of the Southern Chapter, in Memphis. At this writing, plans include a half-day session on management of electronic subscriptions to be presented by a subscription agency. MLA CE credit will be applied for.

TheSLA members will receive breaking news as it becomes available. Others may contact TheSLA President Doris Prichard [DPrichard@mc.utmck.edu](mailto:DPrichard@mc.utmck.edu) for details.

*Submitted by Jane Bridges*

## JOB ANNOUNCEMENT

### Reference Librarian

Medical Library and Peyton Anderson Learning Resources Center at Mercer University School of Medicine seeks reference librarian to provide reference, information and instructional services for Library, LRC and GaIN (Georgia Interactive Network for Medical Information). Position also helps identify/develop electronic information resources, maintain GaIN electronic current alert services and plan public services. Required: ALA-accredited masters in library science; hands-on experience with computers, Internet and database searching; excellent oral and written communication skills. Preferred: Strong science background, AHIP membership, teaching experience, Web site development skills. Salary: Faculty appointment with full benefits and responsibilities; AA/EOE/ADA; salary based on qualifications and experience. Minimum: \$30,000. Applications accepted until position is filled. Send letter, resume, and names of three references to: Jan LaBeause, Interim Director, Medical Library and LRC, Mercer University School of Medicine, 1550 College Street, Macon, GA 31207.

*Submitted by Jan LaBeause*

# Personals



*Pictured above - Anne Kabler Robichaux*

## **News from the Medical University of South Carolina**

Anne Kabler Robichaux, Associate Director of Libraries, retired from her position at the Medical University of South Carolina on January 15, 2000. Anne's tenure at the library spanned thirty-one years, two library buildings, and an era of significant development for academic medical libraries.

In 1969, a newly minted librarian from UNC-Chapel Hill, Anne arrived to manage cataloging at a small academic medical library. Thirty years later, at the dawn of a new century, she retires as a leading contributor to the development of a major academic health sciences library program. Over the course of her career, both the Medical University of South Carolina and its library have become major players in academic medicine and research in the United States. It has been an exciting era of unparalleled expansion and challenge.

Throughout her career, Anne has brought thoughtful intelligence, consideration and respect for the people she works with, and deeply-felt dedication to the library program and the institution it serves. She managed Technical Services from 1969 to 1975 and since that time has been Associate Director of Libraries. For a year and a half (1989-91), she served as Acting Director of Libraries and Learning Resource Centers. She has been a mentor to many colleagues and staff, active in several professional associations, including the Southern Chapter of the Medical

Library Association. She was one of the founding members of the Health Sciences Round Table of the South Carolina Library Association, an active participant in the local Charleston Academic Libraries Consortium, and involved with the South Carolina AHEC for twenty-five years.

Planning, organizing, and managing complex projects is one of Anne's many strengths, one that has been in constant demand and finely honed over the years. In 1971, she guided the move into a new library building and the simultaneous merging of three library collections and staffs. Over the next thirty years, in addition to day to day operations and management issues, she has worked to redesign, refurbish, and rearrange library space to accommodate growing collections, new technologies, and expanded programs. Under her skillful orchestration, walls were built and painted, carpet installed, resources and collections rearranged, and furnishings updated --as the library continued to operate in a full service mode. She planned and managed an off site storage move of 35,000 journal volumes while maintaining access to the collection.

Anne's sense of humor and joie de vivre are infectious and stimulating. With that comes an easy and enviable grace. She has the remarkable talent of putting people at ease and making everyone feel welcome. Although we do expect to see her from time to time, as well as at professional meetings, Anne's support, friendship, and caring will be missed by the library staff and other MUSC colleagues who have had the pleasure of working with her through the years. Anne's contributions and accomplishments have been recognized and acknowledged by the university in the awarding of emeritus status by the MUSC Board of Trustees.

## **News from the Health Sciences Center Library at Emory University**

Carol Burns, Director of the Health Sciences Center Library at Emory University, has announced her plans to retire at the end of August, 2000.

Carol began her professional career at Emory in 1974 and succeeded Miriam Hawkins Libbey as director in 1984. Carol's plans for retirement include environmental activism, working with Outward Bound's experiential programs for "at risk" middle schoolers, and spending time abroad with her husband, Tom, a history professor at Emory. Emory will soon announce a national search for this position.

## Message from the Chair -- continued from p.1

### People who are making a difference:

Although this information appears on the web site, I thought you should be aware of who your committee chairs are for the 1999-00 year.

Lois Bellamy, Bylaws Committee  
Nancy Clemmons, Strategic Planning Committee  
Cecelia Delbridge, Communications Committee  
Marcia Epelbaum, Research Committee  
Kay Hogan Smith, Government Relations Committee  
Rosalind Lett, Nominating Committee  
Richard Nollan, History of the Southern Chapter Committee  
Mary Fran Prottsman, Hospital Libraries Committee  
Marcia Reinhardt, Honors and Awards Committee  
Lynette Ralph, Membership Committee  
Brenda Fay Green, Professional Development Committee  
Rebecca Fehrenbach, chair designate, Professional Development Committee

Many SC members contribute to our association in different ways, and space here does not permit mentioning all of them. However, there are a few that I would like to acknowledge. In addition to those mentioned, there are so many more who do so much behind the scenes.

I would like to acknowledge Linda Garr Markwell for taking on yet another SC responsibility. With the concurrence of the board, I have appointed Linda Garr to serve as our Benchmarking Chapter Educator. The MLA Benchmarking Initiative has been on a fast track since its inception in 1998. The goal is to develop a benchmarking tool to enable hospital librarians to compare and contrast their important data with other hospitals with similar characteristics. The best test of the instrument will soon begin and then the next step will be to expand and implement the tool for input by the larger MLA community. This is where the chapters come in. Linda Garr will serve as our Benchmarking Chapter Educator representative (each chapter will have one), and she'll become an expert on the process and the tool. I know that Linda Garr will bring to this endeavor her usual expertise, dedication, enthusiasm, and accomplishment.

Martha Earl performs a difficult job as association secretary, as she has to keep detailed minutes from our fast-paced board meeting, which makes for no rest during a board meeting. She does a good job of staying on task and reminding us of what we talked about.

I think you'll agree that Ingrid Hendrix and Sondra Pfeiffer are doing a great job as co-editors for our newsletter!

I would like to acknowledge Pat Higginbottom for her tireless work as webmaster for the SC web page. Keeping that page updated takes a fair amount of time and attention. And while I'm at it, kudos to the Lister Hill Library of the Health Sciences in

Birmingham for hosting the Southern Chapter web page!

We're glad to have Marilee Creelan as our new association bookkeeper. All indications are that she is extremely conscientious and dedicated to doing the best job for the Southern Chapter. I think she does more than just keep the books. She provides advice to the board, looks at our income and investment options, and provides a perspective that goes beyond accounting.

Special thanks to Linda Flavin for her endless work on the association database. As Membership Database Manager, Linda also sends out dues notices and keeps the money flowing in, as well as provides the information for the SC Membership Directory. I asked Linda for statistics on the membership of SC in order to look at trends over the last few years.

### SC/MLA Membership

The membership of SC has remained relatively stable since comparative statistics were kept in 1992, ranging from a low of 316 (1994) to a high of 377 (1996), with 335 current members (2000). Currently, 160 members are from academic libraries, 115 from hospital libraries, 46 from various areas (e.g., AHEC, Associations, Consultants, Government, Vendors), and another 14 that are mostly honorary members. By State, these are distributed as follows: AL-45, FL-79, GA-64, MS-28, PR-8, SC-33, TN- 53, West Indies-1, and a few members from 11 other states.

We have considerable talent within the SC, and many of our members have contributed in significant ways to MLA. We have among our present members, 4 past MLA presidents, 7 past MLA Board members, 2 current MLA Board members, 1 recently elected Board member, 8 members of the MLA Nominating Committee, a new editor of BMLA; and numerous Section officers, MLA committee chairs, and members.

### Update on Future Meetings

**2000** - Tom Williams, local arrangements chair, and Lynn Fortney, program chair, are working on the 50th annual SC meeting in Mobile, AL, October 20-24, 2000, at the Adams Mark Hotel (\$93/night, up to 4 people). This will be a joint SC and AlHeLa (Alabama Health Libraries Association) meeting.

**2001** - I received a formal letter from Teresa Knott, president of the South Central Chapter/MLA, inviting Southern Chapter to participate in a joint chapter meeting in New Orleans in October 2001. The Midcontinental Chapter has also been invited to participate in the joint meeting. As you may recall, in October 1999, the SC Executive Committee voted unanimously to participate in the joint 2001 meeting if we received an invitation. Therefore, on behalf of the Southern Chapter I responded to Ms. Knott that we accept the invitation and are excited about meeting jointly with the South Central Chapter (and Midcontinental Chapter) for what promises to be a unique joint annual meeting

(continued on p.6)

## Message from the Chair -- *continued from p.5*

in New Orleans. Ms. Knott is working on a document for signature that will outline the commitments each chapter will make for personnel, financing, and related matters.

Ada Seltzer will serve as SC/MLA representative and our local arrangements chair for the 2001 joint meeting.

**2002** - In my last column, I reported that the SC board was considering meeting in Puerto Rico in 2002. However, our colleagues in Puerto Rico did not feel that they could make a commitment at this time to host that meeting. Therefore, the SC executive committee suggested that it was time to meet in Tennessee again, so I asked Dr. Nunzia Giuse from Vanderbilt University if they would be willing to host the 2002 Southern Chapter meeting in Nashville, TN. I am most pleased to report that Nunzia has graciously agreed to serve as local arrangements chair and to host the 2002 annual meeting. The SC board voted its intent unanimously to meet in Nashville in 2002.

**Board Meeting in May** - We are confirmed to have a SC Executive Committee meeting during the MLA conference in Vancouver, at 10:30 a.m. on Monday, May 8 (in a room yet to be designated in the convention center). Notice of the meeting will be included in the official MLA Program. I have received confirmations from 12 people who plan to attend the board meeting, so I expect we'll get a few things accomplished. An agenda will be distributed prior to the meeting. Committee reports are encouraged. If you have business you would like to discuss with the board, please feel free to join us.

### Summary

Your Executive Committee has been working hard on your behalf, as have the many people who chair committees and provide service to SC in many diverse ways. Many thanks to those of you who are helping and will volunteer in the future. Some of the seeds that we're planting today should blossom over the next few years. Foremost among these are some very nice annual meetings in different locales. Try planting a few seeds and see what comes up. Enjoy the spring weather and the wonderful new growth of the season!

Sincerely,

Tom Singarella  
Chair, Southern Chapter/MLA

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## In Memory of Mark D. Kennedy

Mark Kennedy, who was on the staff of the Vanderbilt Medical Center Library (now the Eskind Biomedical Library) from 1990 to 1992, died at his home in Morgantown, West Virginia on Sunday, February 27th, 2000. The cause was a heart attack. At the time of his death, Mark was a clinical librarian on the staff of the Health Sciences Library at West Virginia University.

Mark was born on August 14<sup>th</sup> 1958, in Kingsport, Tennessee. After service in the United States Navy, he received his master's degree in library science from the University of Tennessee in Knoxville, and from there he came to Vanderbilt.

After leaving Vanderbilt he joined the staff of the Health Science Library at the King Faisal Specialist Hospital in Riyadh, Saudi Arabia. On his return to the United States, he served at the Health Sciences Library of the Baystate Medical Center in Springfield, Massachusetts, before moving to Morgantown.

He is survived by his wife, Margaret Mary [Herlihy] Kennedy, his daughter, Erin, and his sons Patrick and Sean. His parents, Robert Wilson and Marilyn Patricia [Cominsky] Kennedy, of Kingsport, Tennessee, also survive him.

*Submitted by T. Mark Hodges*

## Chapter Council News: Information from the Winter MLA Board Meeting

### Section Fund Raising

The 2000 Business Plan was reviewed and after the Treasurer's report there was a spirited discussion regarding section fund raising. MLA units are NOT allowed to begin raising money from vendors until after October 1. If they are seeking more than \$2000.00, the fund raising must be approved by the Board of Directors. In the recent past, funding has been sought to defray costs of speakers, symposia, etc. This year the Hospital Library Section requested fund raising permission for a networking social event which caused some Board members to question the suitability of this. Although the section was given permission to go ahead, the board discussed MLA serving as a clearinghouse so that certain vendors are not swamped with requests. Chapter Council could even request the opportunity to raise funds for the Roundtables Luncheon.

### Electronic Publishing

A finely crafted MLA Statement on Electronic Publishing written by Scott Plutchak, Logan Ludwig, and Michael Homan was reviewed. This statement establishes the MLA position on issues in the the world of e-publishing. After some suggested modifications are made, it will be shared with the MLA membership.

### Legal Coalitions

Many coalitions are seeking MLA's support. In addition to our continued co-support of a lobbyist with AAHSL, MLA will focus on its membership in the Shared Legal Coalition and will terminate its membership in the Digital Futures Forum. MLA decided against joining 4CITE.

### MLANET

Scott Garrison, on behalf of MLANET, submitted a draft of the MLANET Policy and Procedure Manual. After much positive discussion and a few recommendations for changes, the Board sent back the policy. The only area requiring further discussion by the Board is the area of advertising on MLANET. It will need to be reviewed in concert with other MLA publications. Nancy Henry, Chair of Section Council, and M.J. Tooley, Chair of Chapter Council, have co-authored a letter advocating better placement of Chapter and Section information. The letter is being sent to Jerry Perry and Ginny DuPont and will be taken to the MLANET Editorial Board meeting.

### Corporate Section

The new Corporate Section was approved.

### MLA CE Committee

The CE Committee will be enlarged in size from 11 to 13.

### Research Policy Implementation Task Force

The Research Policy Implementation Task Force submitted a draft of their final report, "Using Scientific Evidence to Improve Information Practice: A Key to Progress for Health Sciences Librarians in the New Millennium." There was much discussion regarding how some of the recommendations in the document could be implemented. Carla Funk, Executive Director of MLA,

announced that Kate Corcoran's position at MLA HQ has been expanded to include research. Now MLA must determine how to actively support and encourage research. The document will go back to the task force and Kate to fully investigate the operational implications of the document.

### Library Management and Leadership Section

The Medical School Libraries Section name will officially change to the Library Management and Leadership Section.

### MLA Awards

All the awards were discussed. However, it was noted that there were no nominees for the Majors Chapter Project of the Year Award so it will not be awarded this year. This problem will be discussed at our May meeting of Chapter Council.

### MLA Priorities

Michael Homan shared his draft priorities with the Board. His theme is "Promoting a Passion for the Profession - Keeping Our Eyes on the Prize!" Michael is still working on the priorities but they look good and will be available at MLA in time for Chapter Council planning.

### Strategic Plan

The Board reviewed some glitzy ALA strategic planning documents and decided that MLA needs to review its strategic plan and spruce it up as a public document. There was also talk of developing a vision.

### Bulletin of the Medical Library Association

The new Bulletin editor, Scott Plutchak, sent some thoughts regarding electronic publication of the Bulletin. This will happen within our lifetimes - there just needs to be a determination of where it will be accessed.

### PCI

PCI, MLA's public relations firm, discussed some of their initiatives:

- they held a focus group for hospital librarians regarding what types of information might be useful
- they plan to hold another in Vancouver
- they are developing a National Medical Librarians Month poster kit
- they will be doing a PR Swap Shop at the Annual Meeting
- they are promoting the CAPHIS web site as a good place to find good consumer health information

### Librarian Support

At the Fall Board Meeting, Lucretia McClure had suggested that MLA might be able to find a way to help librarians whose positions are eliminated. Carla Funk reported that we have to be careful to limit our involvement because of our tax exempt status. There was discussion regarding producing a white paper in support of academic health sciences libraries much the same way as MLA supports hospital libraries. It was thought this might be a good joint project to do with AAHSL. This will be investigated.

*(continued on p.8)*

## **Chapter Council News:** **Information from the Winter MLA Board Meeting--continued**

### **Research Initiatives**

1. Benchmarking - this is moving forward and the Benchmarking Task Force will be looking for a representative from each Chapter. The representative from the SC is Linda Garr Markwell. There will be a meeting of the chapter representatives to the taskforce in Vancouver. There will be a discussion of the initiative at the Open Forum and of course, at the Roundtables luncheon.
2. An RFP has gone out for the Value of Information study.
3. The study questionnaire comparing IT and Library Professionals is ready for distribution.

### **Task Force Updates**

1. The Mentoring Task Force has a listserv. They are looking around at what's being done, and will be looking at other mentoring models.
2. The Books Panel is continuing its investigation of the role of publishing at MLA.
3. The Cunningham Task Force is working on a series of surveys for past Fellows and hosts to assess the directions of the program.

### **Membership Committee Reorganization**

There will be a reorganization of the Membership Committee to include section input. The structure of the Committee itself will change and MLA will be sending out more information.

### **Section Council**

1. The new SIG manual will be ready soon.
2. There will be a new SIG called the African-American Medical Librarians SIG.
3. Restructuring of Section Council continues.

### **Chapter Council**

1. M.J. Tooley, Chair of Chapter Council, discussed her concern over the lack of nominees for the Majors Award and gave Michael Homan a listing of the nominees for the Majors Jury for next year.
2. M.J. will be monitoring the Benchmarking initiative as it relates to chapter and chapter representatives.
3. Section/Chapter Councils joint letter to MLANET Editorial Board stressing the importance of the visibility on the web site of these two units and their constituents was discussed.
4. Everyone was thrilled to hear about the joint mega-meeting to be held in 2001 in New Orleans with Southern, South Central, and Mid-Continental.
5. MLA support for officer travel to chapter meetings was discussed. It averages about \$800.00 per meeting. This will be an agenda item at Chapter Council this May.
6. Chapter Council will also be discussing vendor relations and officer recruitment.

### **Copyright Clearance Center**

The legislative priorities were reviewed. Mary Langman of HQ announced that the Copyright Clearance Center will be speaking at the Legislative Update.

### **New Meeting Planner for MLA**

MLA's new meeting planner is Hall-Erickson from Chicago.

### **Library School Accreditation**

ALA is working hard on the issues of library school accreditation. Diane Schwartz is MLA's rep to this initiative. The MLA Board received a copy of the final report of the Task Force on Professional Development. MLA HQ has gone through the report and identified the strategies for implementation. Many of the responsibilities will fall to CE and Credentialing.

*Submitted by Linda Garr Markwell*



## Reference Services in the Digital Age Are They Still Needed?

*Excerpted from an article by Priscilla Stephenson and Tom Singarella which appeared in the Winter, 2000, issue of INFOnews from the University of Tennessee Health Science Center, Memphis.*

With the rapid proliferation of technology, access to computers, and online resources, do the many library patrons who use our library still use Reference Services? Are more people now doing their own reference searching? Surprisingly, the answer to both questions is yes.

A comparison of the statistics for the various services provided by the Information Desk staff indicates that people are still requesting and using our reference services. Certainly there are more faculty who do their own searching from their desktops (especially with Web interfaces), but there are also those faculty and students who ask for our assistance, both with quick reference questions and also when they need help with more intensive mediated searches of the health sciences literature. As more information becomes available via online databases and the Web, the library and librarians become even more important to the research process.

The search statistics below indicate a decline in our mediated searches, but notice the sharp increase in instruction. More often these days, we are asked to train patrons to search, which is a task that requires much more time than if the librarian were to do the search.

One of the most rapidly growing areas within the library is that of providing instruction. The reference librarians working at the Information Desk provide one-on-one instruction in the use of databases and search engines and in the techniques of effective searching for a wide variety of health care professionals and consumers. The library's formal instruction is coordinated by Instructional Services in classes and seminars, while Reference Services trains users informally in the research alcoves and in the reference area.

Below are the statistics for the last two years, which indicate the scope of work performed by the Information Desk staff. While our mediated and current awareness searches have dropped over 30% in the last 2 years, both informal instruction and quick reference questions have each increased more than 20%. Our work to verify document delivery requests has also increased significantly, making an overall workload increase of more than 11% for the reference area. Currently, we are working with our patrons to explain the nuances of our new INNOPAC online catalog and the new PubMed MEDLINE search interface. Later this summer, we anticipate adding the OVID family of databases, which will spur even greater use of our services as we help library customers learn to use it for their MEDLINE, CINAHL, IPA, and PsycLIT searches. Every season brings new technology and changes, and even more need for a librarian at the Information Desk!

Reference Services Tasks	1998	1999	% Change
Directional Questions	2,685	2,566	- 4
Short Instructional Sessions (15-30 minutes) (e.g. how to use MEDLINE or the catalog)	1,390	1,679	+ 21
Quick Reference Questions (= 15 minutes)	4,922	6,066	+ 23
Mediated & Current Awareness Searches	497	345	- 31
ILL Verification Searches	4,670	5,106	+ 9
Total	14,164	15,762	+ 11

F L A S H  
Everything's digital.  
Library no longer needed!

...except for those people who visited the Health Sciences Library 123,660 times in 1999.

January	7,424	July	9,161
February	8,256	August	9,314
March	9,526	September	12,385
April	9,929	October	13,264
May	13,329	November	14,206
June	7,808	December	9,058
TOTAL:	123,660		

*Submitted by Jane Bridges*

# Around the South

## Preston Medical Library Holdings Now Online!

Thanks to a generous donation to the Preston Medical Library Development Fund from Ms. Carol Campbell and the Sunrise Foundation, the Preston Medical Library's book and journal holdings have been incorporated into the UTK Libraries Catalog. Now online access to the medical library's periodical and book holdings is available via the Web from the following address: <http://www.lib.utk.edu/research/utkcats/> Ms. Campbell has close ties to the Preston Medical Library. She is the sister of Martha Campbell Childs Watkins, Preston Medical Librarian from 1978 to 1985. "Martha would have been so pleased to see the new facility and to learn that the Preston Medical Library's health resources will be made more readily available to the community," said Ms. Campbell. (Ms. Watkins died of breast cancer in 1995.) The Sunrise Foundation is a private non-profit foundation that seeks to improve the quality of life for individuals and communities by supporting non-profit organizations in the areas of health education, religious-supported community services, education and human services. Ms. Campbell established the foundation in 1998.

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submitted by Jett McCann

**Correction :** The Virtual Library Steering Committee was chaired by Lee Van Orsdel, not by T. Scott Plutchak as previously reported in the Honors and Awards column, Winter issue.

## MLA Appoints T. Scott Plutchak as New BMLA Editor

The Medical Library Association (MLA) is pleased to announce that T. Scott Plutchak, AHIP, has been selected as the new editor of the *Bulletin of the Medical Library Association* (BMLA), the association's scholarly journal, published quarterly. Plutchak will assume full editorial responsibility with the July 2000 issue of the *Bulletin*. His predecessor, J. Michael Homan, resigned from the position after being elected to serve as MLA president for the 2000/01 year.

Plutchak, Director of Lister Hill Library of the Health Sciences, University of Alabama at Birmingham, is well prepared for the role of editor. A former editor of the Midcontinental Chapter newsletter, *MCMLA Express*, he has served as assistant editor and editor of the National Library of Medicine's (NLM) *NLM Technical Bulletin*.

About his plans for the *Bulletin* as its new editor, Plutchak states, "As librarians, we have a unique vantage point — the revolution in communications technologies underlies much of our subject matter at the same time that we'll be using those technologies to better serve our readers. This is a very exciting time for scholarly publishing and I intend to put the *Bulletin* very much in the thick of it."

A widely published author, Plutchak has written for various publications including the *Bulletin* and the newsletter, *Technical Trends*. This year, his book chapter with Kay E. Welik, "Types of Libraries and Institutions," was published in *Health Sciences Environment and Librarianship in Health Sciences Libraries*, Volume 7 of the Current Practice in Health Sciences Librarianship series, co-published by MLA and Forbes Custom Publishing.

Nineteen ninety-nine has been a very exciting year for Plutchak, who is a Distinguished Member of the Academy of Health Information Professionals. In addition to being selected as editor of the *Bulletin*, Plutchak was also named the 1999 Academic Librarian of the Year by the Southern Chapter of MLA.

MLA congratulates Plutchak on his new appointment and looks forward to working with him to continue the success and high professional standards of the *Bulletin*.

MLA is an educational organization of more than 1,100 institutions and 3,800 individual members in the health sciences information field. MLA members serve society by developing new health information delivery systems, fostering educational and research programs for health sciences information professionals, and encouraging an enhanced public awareness of health care issues.

News release from MLA

# Around the South

## University of Florida Health Science Center Libraries News

### UF Libraries Breakfast

On Thursday, January 6th, the University of Florida Health Science Center Libraries (UFHSCCL) held a campus-wide library breakfast. Faculty and staff from all of the UF Libraries were invited to share food and fellowship with colleagues. Approximately 80 people gathered to meet new staff, visit with old friends, and tour the UFHSCCL. It was a great opportunity to facilitate communication and cooperation among library personnel. Thanks to all who participated!

### UF HSC Libraries Open House

On January 25th, 2000, the University of Florida Health Science Center Libraries (UFHSCCL) hosted an Open House for all Health Science Center faculty. Activities included tours on the half-hour, an hors d'oeuvre buffet, and online registration for NLM's Loansome Doc. During the reception, Liaison Librarians had a chance to meet and mingle with faculty from many HSC Colleges and Departments. Displays and handouts attractively presented helpful information to faculty on library services.

### Appointments

The University of Florida Health Science Center Libraries are proud to announce Sandra Canham as our newest addition to the Reference staff in Jacksonville. Sandra received her M.A. in Library Science from the University of North Texas in December. During her studies at UNT, she worked as a reference assistant at the Baylor Health Sciences Library, Dallas, TX. We welcome Sandra to our staff!

Barbara W. Francis, Acting Assistant Director of Reference, has been elected by the Public Services Section of the Medical Library Association (MLA) to serve as their representative on MLA's Section Council. She will attend the Section Council meeting at the end of the 2000 MLA Annual Meeting and those at the beginning and end of the MLA Annual Meetings in 2001, 2002 & 2003.

### Cunningham Fellow

The HSC Libraries were pleased to host the 2000 Cunningham fellow, Elena Leonova, February 20-27th. Elena is a medical librarian at the Cardiology Research Complex Scientific Library in Moscow, Russia. Dr. Cathy Silverman, Reference/Instruction Librarian coordinated the visit and hosted Elena in her home.

The HSC Libraries was the fifth of twelve stops for Elena, a trip culminating with her attendance at the MLA Annual Meeting in Vancouver in May. During her visit in Gainesville, Elena attended the 2-day, NN/LM Online Training Course, "Introduction to Web-based Searching: Using PubMed and Internet Grateful Med to Search NLM's Databases". With the HSC staff, Elena also spent a day in St. Augustine touring the

town and viewing Walt Disney's *Fantasia 2000* at the IMAX cinema.

We all enjoyed working with Elena and will continue communicating and supporting her projects.

### Professional Development

The University of Florida Health Sciences Center Library hosted the 2-day NN/LM Online Training Course, "Introduction to Web-based Searching: Using PubMed and Internet Grateful Med to Search NLM's Databases" on February 24-25th, 2000 in Gainesville, FL.

For other NN/LM sessions being held in the Southeast, see the ONLINE Training Center site at <http://www.nlm.nih.gov/mar/online/>

### New PubMed Tutorial

The University of Florida Health Science Center Libraries are pleased to announce the creation of a new web-based tutorial for PubMed. Some of you may have seen our demonstration at the Southern Chapter meeting in October. We invite you to take another look at our progress! We would like to welcome all of you to try out the tutorial and give us your feedback. There is nothing more valuable than a constructive evaluation from our fellow librarians! Being brand new, the tutorial probably has a few kinks to work out and of course, as PubMed is always changing, this will be a constant "work in progress". Please visit <http://www.library.health.ufl.edu/pubmed/pubmed2/>.

We hope you find the tutorial useful!

*Submitted by Cathy Silverman*

## Medical Library of the Mobile Infirmary Medical Center News

Joy H.P. Harriman, Director, Medical Library of the Mobile Infirmary Medical Center, has been recertified as a Distinguished Member of the Academy of Health Information Professionals. She also graduated with an M.B.A. from the University of South Alabama in May 1999. Joy was awarded a six-month contract (October '99-April '00) with Right Management Consultants, Inc. in Birmingham, AL, to work as a Trainer and a Career Consultant with mid to upper level professionals. During 1999 Joy also had published "Today's Corporate Executive Leadership Programs: Building for the Future", *The Journal of Leadership Studies*. (V6, #3/4 Summer/Fall) 1999.

# Around the South

## 2000 Cunningham International Fellow

Several Southern Chapter members took turns serving as hosts for Elena Leonova, the 2000 Cunningham International Fellow. Cathy Silverman at the University of Florida hosted Elena for a week in Gainesville, which included a two day training session on "Introduction to Web-based Searching: Using PubMed, Internet Grateful Med, and the NLM Next Generation Gateway to Search NLM's Databases". Nancy Clemmons at Lister Hill Library/University of Alabama at Birmingham and Lynn Fortney at EBSCO's International Headquarters were Elena's hosts in Birmingham. Elena met with the staff of Lister Hill Library to discuss various information technologies, participated in committee meetings, and attended a Lunch and Learn session. At EBSCO, Elena joined a group of thirteen academic medical center libraries from across the U.S. at a seminar on electronic journals.

It was then on to Memphis, where Priscilla Stephenson and Lois Bellamy hosted Elena at the library of UT - Memphis. Elena spent her week in Memphis assisting with the installation of the Interlibrary Loan and Electronic Reserves subsystems of the library's new Innovative Interfaces (III) integrated library system.

Here's a picture of Elena taken by Eve-Marie LaCroix last week while she was at NLM:



## Fort Rucker News

Mary Fran Prottsman was approved for membership in the Academy of Health Information Professionals at the Distinguished Member level.

Mary Fran spoke on 'Medical Applications of the Internet' at the 40th Navy Environmental Health Conference in Norfolk, VA.

## University of South Alabama Charles M. Baugh Biomedical Library News

University of South Alabama Biomedical Library has had a name change to the University of South Alabama Charles M. Baugh Biomedical Library as of January 14, 2000. Dr. Baugh was a long time friend and supporter of the library. He came to South Alabama in 1973 as chairman of the Department of Biochemistry from UAB and became an associate dean for Basic Sciences in 1976. He rose to the level of dean of the College of Medicine from 1987-1992. He left the University in 1993 to retire in North Carolina and came out of retirement to take over as dean of the College of Medicine in 1998 to help guide the College of Medicine through a challenging transitional period. He passed away on January 25th after a battle with cancer. He was 68.

As this is being written, the University of South Alabama Charles M. Baugh Biomedical Library is planning its second InfoFair. Plans are shaping up for InfoFair 2000 to take place in the College of Medicine Conference Room on April 12-13. The keynote speaker will be Dr. George Lundberg, current Editor in Chief of Medscape (<http://www.medscape.com/>) and former long-time Editor of JAMA. Dr. Lundberg, a figure of national prominence and highly respected in medical and publishing circles, will be a welcome addition to our InfoFair experience. Dr. Lundberg will be speaking on the morning of April 12 in the MSB Auditorium. He will speak on "New Developments on the Medical Internet."

InfoFair 2000 will showcase the services of the Biomedical Library and the Media Production Services department of the College of Medicine and will bring exhibits of interest to health care professionals, educators and students. Scheduled for exhibition are: Elsevier's Science Direct, Gold Standard Multimedia's Integrated Medical Curriculum, ISI's Current Contents Direct, Journal Citation Reports, and Web of Science, Medscape, Alabama Virtual Library (NAAL), PubMed and Internet Grateful Med (NN/LM), telemedicine technology, computer graphics and distance education. Other exhibitors will be added as plans are finalized. Other exhibitors will be added as plans are finalized. Visit <http://southmed.usouthal.edu/infofair/> for updates.

*Submitted by Sally Murray*

# Around the South

## University of South Alabama Charles M. Baugh Biomedical Library Faculty and Staff News -- *continued*

Diane Williams has been granted the status of Senior member of the Academy of Health Information Professionals (AHIP). AHIP is the Medical Library Association's peer-reviewed professional development and career recognition program. The Academy recognizes the personal investment of time and effort required for exemplary professional performance and for contributions to the association and to the profession. Gentry Holbert presented a session entitled "Designing Your Own Web Page" at the 15th Annual Southeast Regional CME Symposium. At that same meeting, Judy Burnham presented a session on "Locating CME on the Internet."

Tom Williams has been elected as Section Council Rep. for MLA from the International Cooperation Section. Tom has been appointed to the Fellows and Honorary Members Jury for MLA 2000-2001.

Everly Brown has joined the University of South Alabama Charles M. Baugh Biomedical Library as AHEC circuit librarian. She is responsible for providing outreach library service to six rural healthcare sites in southeast and southwest Alabama. Ms. Brown will establish a Learning Resource Center at each site and provide reference assistance and Internet/PubMed training to healthcare workers and medical students.

The University of South Alabama Charles M. Baugh Biomedical Library would also like to welcome Robbie Runderson a new Management Systems Specialist. He is already a valuable addition to the computer services department.

The University of South Alabama Charles M. Baugh Biomedical Library is also hard at work planning the MLA Southern Chapter 2000 meeting. As host library, almost everyone is involved in some aspect of the planning.

*Submitted by Sally Murray*

## SC/MLA Annual Meeting in Mobile

The Southern Chapter of MLA will celebrate its golden jubilee with its annual meeting here in Mobile Oct. 20-24th, 2000. Those of us on the Conference Committee and Lynn Fortney and other members of the Program Committee are hard at work designing the perfect meeting. The setting will sure help. The meeting will be jointly hosted by SC/MLA and AlHeLA, the Alabama Health Libraries Association, which will be celebrating its 20th.

Among many other exciting social events, we will be having our banquet, at the Bragg-Mitchell Mansion, an antebellum house that has been restored to its former glory. We are working with the very best restaurant in town (4 or 5 star) to cater the dinner which we plan as an elegant sit-down affair complete with wine and all the trimmings.

For the "early birds" among you, we will be having the early bird reception in the Presidential Suite on Friday evening which we hope will include an open bar (finances permitting). The Welcome Reception on Saturday evening will be held in and near the exhibit area which will have its opening at the same time. Crab claws, shrimp, fried-green tomatoes, and more are planned for your culinary delight at the Welcome Reception.

For side trips we are considering a swamp tour, Bellingrath Gardens, Historical Homes tour, trip to nearby casinos in Biloxi (about 45 min), the Battleship Alabama, and more. The Exploreum/IMAX Theatre are right across the street from the hotel and the night club/night life area is just a few blocks up the street (don't expect Vegas) - as are many wonderful restaurants and shops.

We will be providing continental breakfasts on Sat., Sun., and Monday. The hotel is downtown, on the Mobile River with spectacular views of the river, Mobile Bay, and the city. Catching the sun-rise and sun-set in Mobile can be a real experience.

It's really shaping up and we look forward to seeing you in Mobile which is now just two years away from its tri-centennial. For more information, check out <http://southmed.usouthal.edu/2000>.



## Governmental Relations Committee

The Collections of Information Antipiracy Act (H.R. 354) has reared its ugly head again! This legislation, first introduced in the last session of Congress, has been introduced by Rep.



Howard Coble (NC) again. The library community, as well as many scientific and research organizations, oppose H.R. 354 as overly broad legislation, which provides an extensive list of prohibitions (along with civil and criminal penalties for violating those prohibitions) then allows a very narrow set of exceptions. H.R. 354 even allows copyright protections for facts, which have always been in the public domain. (It was always the

creative work of arranging those facts in an easily accessible, understandable fashion that was the focus of copyright in databases, not the facts themselves.) Please contact your legislator soon and ask him or her to vote against the Collections of Information Antipiracy Act. This bill could be voted on at any time.

The good news is, Rep. Thomas Bliley (VA), has also reintroduced H.R. 1858, the Consumer and Investor Access to Information Act, which the library and other education and research communities strongly supported last year but which failed to receive enough support in Congress to bring it to a vote. As opposed to H.R. 354, H.R. 1858 would preserve the public domain status of facts and promote the progress of research and science while still preventing the distribution of pirated databases. Please ask your representative to sponsor this more balanced copyright bill.

More information on both these bills may be found at <http://www.ala.org/washoff/database.txt>.

In August 1999, the U.S. Department of Commerce proposed that the National Technical Information Service (NTIS) be shut down and its archives housed in the Library of Congress. NTIS, established in 1950 as a clearinghouse for the collection and dissemination of federally funded scientific and technical research, is required by law to be self-supporting (i.e., not supported by tax dollars). They have generally met this requirement by selling their scientific reports and indexes. However, with the explosion of the Internet, federal agencies began offering more of their reports on their own websites and leaving NTIS out of the picture, thereby creating increasing difficulty for NTIS to meet its "self-supporting" requirement. After review by DOC's Inspector General, the Department

concluded that NTIS no longer provided a necessary service to the public "in this day of advanced electronic technology." The National Commission on Libraries and Information Science (NCLIS) held a series of three public meetings on the issue, with more than 75 major stakeholders (including "both users and policy officials from many different Federal agencies, private companies, professional societies of librarians and scientists, not-for-profit organizations and other groups) in attendance. Public comment was invited via the Federal Register and the NCLIS web site (<http://www.nclis.gov/>). The preliminary assessment from these meetings and supplemental comments led to the proposal of a number of options, ranging from retaining the NTIS in Commerce with amended legislation allowing taxpayer support of the agency to establishing a new national library of science, engineering and technology. Their final report to the President and Congress will be posted on March 16th. For more information see <http://www.nclis.gov/info/ntis/ntis.html>.

*Submitted by Kay Hogan Smith  
Governmental Relations Committee*

## Honors and Awards Committee

The Honors & Awards Committee invites nominations for Honorary Membership. Honorary Membership may be conferred on any member who, upon retirement from active service, has made significant and consistent contributions to the Southern Chapter or to the profession, and who holds current membership in the chapter at the time of retirement. Nominations may be submitted by any member of the Southern Chapter. Nominations should be accompanied by a summary statement of the nominee's qualifications as well as a curriculum vitae. Please send any nominations and accompanying materials directly to me.

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## Hospital Libraries Committee Report

Who's going to Vancouver? If you are one of the fortunate ones, check out the Hospital Library Section's programming which includes Eileen Stanley, Sherrilynn Fuller and Edwin Holtum speaking on the hospital librarian's role in the technological revolution (Hospital Automation Forum); the benchmarking project update at the HLS Business Meeting/luncheon; and Debra Rand and Jacqueline Doyle presenting new and reinvented roles for hospital librarians in JCAHO and knowledge-based information (Program Session III). <http://www.hls.mlanet.org/AnnualMeeting/MLA2000Prog.html>.

Looking beyond Vancouver, the Southern Chapter 50th anniversary meeting in Mobile will also be fun and informative. Need assistance with funding? The Martha Watkins Scholarship provides \$150.00 for CE course attendance. Three scholarships were awarded last year; we're anxious to award more this year. See the insert in this issue and <http://w3.lhl.uab.edu/lister/scmla/mom.htm> for additional information.

Also check out the insert in this issue and <http://w3.lhl.uab.edu/lister/scmla/hospawa.htm> for the chapter Hospital Librarian of the Year Award. Being nominated by one's colleagues is the highest tribute. Former awardees are: Dixie Williamson, Nedra Cook, Mary Fran Prottzman, and Marilyn Barry. So take a few minutes, and give it some thought. If we do not take the time to look out for one another, who will?

Kudos to Kay McCall (Davies Community Health Information Center, Piedmont Hospital, Atlanta) who compiled *Marketing the Consumer Health Information Service*, the latest MLA DocKit (#12, December, 1999). This 212 page publication with 6 full color pages contains samples of flyers, bookmarks, posters, table tent cards, presentations, displays, press releases, and evaluation tools contributed by 12 programs based at hospitals, medical centers, public libraries and Planetree Health Resource Centers. A depiction of open houses, national medical library month celebrations, display cases and traveling exhibits complements examples of announcements and handouts for Internet training sessions as well as examples of outstanding Internet pages and an excellent Power Point slide presentation for the general public. The principles, examples, and creative ideas make this DocKit a 'best practices' in the field. For additional information: <http://www.mlanet.org/publications/kits/dockits.html#doc12>.

Thanks also to Sue Felber, Thomas Hill and Marilyn Barry who wrote "The SEND (SouthEastern Network on DOCLINE) project: a reciprocal document delivery network" for *Bulletin of the Medical Library Association* [1999; 87(2);214-216]. Based on a presentation at the 1996 Southern Chapter meeting, the article outlines the working of the free reciprocal interlibrary loan network through which more than 15,000 articles were shared among 85 participating libraries, representing substantial saving for the libraries involved.

Have you visited the Members Only section of MLANET lately? <http://www.mlanet.org/members/> The membership database, which contains snail mail and email addresses as well as telephone numbers, is searchable by name and location. The 1998 Salary Survey provides data arranged by geographic area, institution type, and hospital bed size. Your userid and password needed to login to this section is on your MLA membership card. In response to popular demand, links to chapters and sections has been moved to the home page for easier accessibility. As you think of other changes you'd like to see (example: ability to search the membership database by committee assignment or section membership), let MLAHQ know; they truly want to make this a major membership benefit.

A recent addition to the CAPHIS page (<http://caphis.njc.org/caphisconsumer.html>) is an annotated list of mega-websites for: General Health, Women's Health, Men's Health, Kids and Parenting, Specific Conditions, Drug Information Resources, Specific Health Problems and Other Useful Health Sites.

The Medical Informatics Section's Self-Education Resources Project (<http://www.medinfo.mlanet.org/profdev/selfed.html>) contains several topics of interest to hospital librarians: consumer health, patient education, distance learning, electronic patient record, clinical practice guidelines, nursing and dental informatics. Most topics list recommended books and websites; all have linked literature searches from PubMed. Useful for professional development.

*Submitted by Mary Fran Prottzman  
Chair, Hospital Library Committee*

## Bookkeeper's Report

SOCHAP continues to enjoy financial strength. As of March 15th, 2000, the checking balance is \$28,345.31 and the SC/Martha Watkins fund balance is \$10,003.73. Expenses thus far this quarter have largely been minor and expected costs of chapter business. A check for \$2,500 in "seed money" has been sent our Alabama hosts for the necessary expenses associated with the Mobile meeting this fall.

*Submitted by Marilee Creelan*

## RESEARCH SPOTLIGHT

### SC/MLA Research Grant Award 1999

"Implications of Web-based Loansome Doc for librarians and end-users: preliminary research findings", by Shelley Paden, Andrea Batson, and Rick Wallace was presented at SC/MLA, October, 1999 at Greenville, South Carolina at the Contributed paper II session. This research project received the SC/MLA Research Grant for 1999. Our research collaborators are: Shelley Paden, who has been a librarian at the University of Tennessee Medical Center in Knoxville, Tennessee since 1987. Previously, she was a medical librarian at St. Joseph's Hospital in Fort Wayne, Indiana. She is a distinguished member of AHIP. Shelley has presented papers at the local, state and regional level on various library topics including Loansome Doc, Blackwell's Serials Information Manager, copyright, and email. She is currently Vice-President/Chair Elect of the Knoxville Area Health Science Library Consortium.

Andrea Batson is the Science/Engineering Librarian at Tennessee Technological University at Cookeville, Tennessee. Previously, she was the medical librarian at Bristol Regional Medical Center at Bristol Tennessee from 1994-1999. Andrea has presented papers at the SC/MLA in 1996 and 1999. She has been active in the medical library activities in Tennessee. She was editor of *Cross-Reference*, the quarterly newsletter of the Tennessee Health Science Library Association (1996-1998) and has given numerous presentations for state meetings. In May 1998, she was the recipient of the EBSCO/MLA Annual Meeting Grant.

Rick Wallace is the Outreach Librarian and Adjunct Clinical Professor in the James H. Quillen College of Medicine at East Tennessee State University in Johnson City, Tennessee. From 1995-2000, Rick served a 13 county region and over 300 professionals as the Circuit Librarian at the northeast Tennessee Area Health Education Center in Johnson City, Tennessee. He has presented numerous papers at the SC/MLA since 1996. In 1999, Rick was part of a group that subcontracted through the NNLM for Internet Training for Health Professionals in the East Tennessee Region.

Shelley Paden has summarized their presentation at SC/MLA 1999:

**Problem:** With the wider access and enhancements to PubMed and GratefulMed on the Web and the increasing training opportunities to learn these search systems, librarians need to look anew at the effects of Loansome Doc on libraries and users. Our research investigates how Loansome Doc services are being implemented and utilized by libraries and registered end-users in the southeastern region. This project explores the effect of Loansome Doc services on the end-user, and their satisfaction with the service.

**Methodology:** This is a quantitative study of two sample groups using survey research methods.

**Loansome Doc Libraries:** To provide a comprehensive picture of the use of Loansome Doc in the southeastern region, we surveyed all 251 active DOCLINE libraries in the six states of the SC/MLA. There were 171 responses for an overall response rate of 68%.

**Loansome Doc End-Users:** We gathered a sample of end-users

from registered users of Loansome Doc in Florida and Tennessee, as these two states have the highest number of Loansome Doc users in the Southern Chapter Region. Twenty three libraries gave permission to survey 512 of their users. At the time of this presentation 292 users responded for a return rate of 57%\*.

\*Please note that one library sent out their surveys late and the returns from that mailing are almost complete now. The final response rate may be different from the preliminary results. Final results will be adjusted or revised as necessary for publication.

**Questionnaires:** Separate questionnaires were prepared for libraries and end-users. For libraries, we focused on the current status of Loansome Doc activities at each institution (including marketing, training, fee structures, type of Loansome Doc users), statistical data (including number of users and number of requests) and subjective assessments of problems with and usefulness of Loansome Doc. The questionnaire for Loansome Doc end-users focused on how they found out about Loansome Doc, if they received training, the number of requests they made, the problems they encountered, and the reason(s) why they use the service.

**Results-Loansome Doc Libraries:** Roughly one half of the respondents offered Loansome Doc services to their patrons. Of those who did not, most indicated they would not offer it in the future. The most common method of making users aware of Loansome Doc was informal contact. Problems were relatively rare; user's privileges were seldom revoked. The majority of libraries have a small number of end-users. Increases in interlibrary loan activity were not great. Satisfaction with the Loansome Doc system was high.

**Results-Loansome Doc End-Users:** Loansome Doc users are usually physicians or other health care professionals. Generally, they request articles for research and patient care. Most end-users learn about Loansome Doc through PubMed or Internet Grateful Med rather than from librarians. End-users appear to be self-taught or receive informal instruction on PubMed/IGM and Loansome Doc. Loansome Doc fills document requests in a timely manner and end-users report being satisfied with the service.

**Conclusion:** Satisfaction levels with Loansome Doc services are very high with libraries and their end-users. Loansome Doc libraries are generally not overburdened with requests and librarians appreciate the convenience of the service. Unfortunately, a large number of libraries do not have the service and are not interested in offering it in the future. Greater promotion of what Loansome Doc is and how it can benefit libraries can increase the number of participating libraries. Librarians could be more proactive in their institution by publicizing Loansome Doc on their web page, developing brochures and training sessions. While satisfaction of end-users is high, their satisfaction level could be increased with more training.

The major problems encountered in the study: Conceptualizing this large of a study was a challenge! Implementing a timeline for all participants was difficult. The SC/MLA Research Committee was really great for giving us comments and helping us fine-tune our ideas.

*Submitted by Helvi McCall  
Research Committee, SC/MLA.*