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Greater Midwest Region



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HealthWeb: New Database Ready to Go

*James Shedlock, Director
Galter Health Sciences Library
Northwestern University Chair
HealthWeb Board*

The new HealthWeb database is projected to be released Aug. 1, 2000. HealthWeb has been redesigned from a series of single, subject-oriented web pages into an interactive database running under Cold Fusion software and Oracle. Funding from the NLM through the NN/LM Greater Midwest Region made this redesign possible. The HealthWeb project, an enhancement to the GMR's contract, was subcontracted to Northwestern's Galter

Health Sciences Library. The Galter staff has worked with HealthWeb members to produce this exciting new product.

HealthWeb is a collaborative project of the region's Resource Libraries. Volunteer staff from these libraries made a commitment to select and organize the best health sciences web resources for their chosen discipline. By sharing the work of searching, selecting and organizing, the staff prevented the "reinvention" of building a web resource tool at each library. In typical Midwestern fashion, one collaborative effort among many assists all. The discipline commitment on the part of each library staff

is based on various reasons: a particularly strong library collection, faculty expertise and reputation, and even a strong, personal interest on the part of library staff. Subject areas important to medical centers within the GMR are represented in HealthWeb.

HealthWeb is accessible to any user who wants a selective list of quality resources. The new database is designed to make it easier and more efficient for library staff to concentrate on searching and selecting resources rather than spending time building individual web pages. The database has two essential components: a behind-the-scenes administrative section for data entry and management, and a public interface. The administrative section of the database

HEALTHWEB, continued on 4

Intranet Can Be Key Element for Enhanced Library Services

*Cara Wilhelm
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What is an intranet? In the simplest sense, an intranet is an organization's web-based repository of information available to employees. Just as the Internet can be a powerful tool for libraries serving the public, an intranet can be the same for libraries with smaller constituencies, like a library serving a single hospital or hospital sys-

tem. If you want to enhance your library's service to its organization, the first step is to assess your current environment.

Is there already an intranet in your organization? If the answer is yes, you already have a head start. Talk to your information technology department. Find out how information is published on the intranet. Is there a system in place? Is there a single "web master," or do many people contribute to it? If you meet with resistance, change course. Talk with

INTRANET, continued on 7

Inside

Firewalls Protect Your Computer From Outsiders	2
Technobabble: Speaking in Tongues or Necessary Jargon? .	3
The Potential of NetMeeting	5
GMR 1999 Fellow Report	6
Technical Bulletin	7
Important Dates	8

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Tech Notes



Firewalls Protect Your Computer From Outsiders

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(This article is being reprinted with permission from the *New England Sounding Line*.)

Most institutions with a connection to the Internet are now surrounded by some kind of firewall. In some cases, this doesn't visibly impact what we in the libraries are trying to do. In other cases, it does, sometimes subtly. This article will attempt to describe how firewalls are constructed, and how they might affect your operations.

Most networks are comprised of a bunch of local machines accessing the Internet by sending traffic through a gateway machine. The gateway machine is plugged into a high-capacity network line that leads to the Internet. Usually this is a T1, ISDN or DSL line, or similar high-bandwidth technology.

The idea of the firewall is to make use of this natural bottleneck to prevent unauthorized access to machines connected to the local network. Envision a firewall as a Checkpoint Charlie that sits between the Internet and the gateway machine.

Institutions implement firewalls in different ways. The one common factor is that the machine that does the actual firewalling must physically stand between the local network and the Internet. Sometimes the machine will act as a gateway for local machines, performing some routing

functions between the local network and the Internet, and sometimes it will do nothing else besides firewalling.

Denying connection requests coming in from the network forms the actual firewall. Usually, when an attacker is trying to invade a system, the attacker must open some kind of connection to the system. Once the attacker can make a connection, he or she can gain access to other parts of the system. The attacker often needs a certain type of connection to take advantage of security holes in the machine's software — a telnet connection, for example, or an FTP connection. A firewall aims to limit the number and variety of connections available for the potential attacker to exploit.

In other words, a firewall sorts through incoming connection requests and blocks unauthorized connections. The person who configures the firewall determines which connections are authorized and which are not. Usually, whole classes of connections are denied, blocking access to network services on the local LAN. Additional types of blocking are also employed. Sometimes specific sites will be denied access to the local network, and sometimes the firewall will be configured to allow access to network services only on certain secure machines.

The problems that arise from this sort of setup usually aren't immediately obvious. Most things, web browsing, outbound telnet, email and

FIREWALLS, continued on 4

Techno Babel: Speaking in Tongues or Necessary Jargon?

Allan R. Barclay
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Technobabble, as it is often called, is increasingly becoming a common part of the average librarian's vocabulary. Five years ago, the language of networks and the Internet would have been the province of a select few, but now few can afford to ignore these topics. As computers and the networks that connect them become increasingly integrated into library operations, so too does the information technology, or "IT" field.

In some academic settings, librarians carry out these operations. In other settings, such as hospital and corporate libraries, departments with little, if any, connection to the libraries themselves often carry them out. As a result, the language used to refer to technology has diverged, to some extent, in its usage between the two fields.

There are several different forms of speech that I collectively refer to as technobabble.

Acronyms

Acronyms are one of the most vexing, yet also one of the most consistent and necessary, terms of speech. They are used by librarians and IT people, and confusion comes when the same acronyms are used for different terms that appear in the same conversation or publication.

Jargon

Jargon refers to specialized language used in a field or discipline as a sort of "professional shorthand." Jargon is a necessary evil — it would

simply take too long to communicate the complex information needed in everyday exchanges between professionals without it.

Jargon causes problems for people outside of the field, however, and often serves to intimidate people who are unfamiliar with the terms. Technology seems to breed jargon at a phenomenal rate, so there is a sort of "hothouse" environment in which the subtle differences between how librarians and how IT people talk about technology have grown apart.

Buzzwords

Buzzwords are related to jargon but are often used gratuitously, almost to intentionally show who is or isn't a "digerati." A good example is *Wired* magazine's column "Jargon Watch." Although some of these terms wind up being used ubiquitously, many more are just entertaining or clever as opposed to functional or useful.

Doublespeak

Finally, the concept of "doublespeak" sometimes enters into technical vocabulary. Doublespeak is a term used by William Lutz (based on its use in George Orwell's "1984") to refer to intentionally misleading or overly euphemistic language, often used when direct language would prove embarrassing or negative.

Doublespeak isn't really a common problem, but it comes into play when, for example, words like "service" or "support" are used more as lip service than to describe any actual ability to help patrons or customers.

There are several possible solutions to help bridge the gap between librarian and IT language. One of the

simplest is to have access to resources that can quickly translate technobabble for you.

For example, defining terms, spelling out acronyms or listing all the different possibilities for a single acronym will enable the reader to choose the most likely definition based on context.

Dipping one's toes into the waters of what other professions read can also be a tremendous help. This provides a window into what's currently important in those professions, but it also seems to rub off on the reader if it's done often enough (one can become an honorary librarian or IT person, if you will).

Technical education opportunities also do wonders to help bridge this gap. When people from diverse backgrounds attend a class or seminar, the instructors are forced to keep the language on a level playing field.

Technobabble is not an insurmountable problem. It's more a source of frustration and wasted time. One of the key things people can do is assume those you are speaking with know little or no technobabble — this doesn't mean spelling out every single acronym, but rather not assuming everyone is "on the same page."

Try to be sensitive to the fact that even a single missed word or acronym can trip people up to the point where they stop trying to parse what you are saying. At this point you have lost them, unless they (and you) are willing to stop and clarify.

Suggested resources are found at: <http://www.medlib.iupui.edu/ref/technobabel.html>.

HEALTHWEB, from page 1

relies on a simple data entry form.

The form represents a catalog entry. Using the OCLC Dublin Core standard for electronic resources, HealthWeb editors can simply copy and paste essential information from a selected web site and enter the data into the HealthWeb form. Editors add their own unique description about the site's content along with a selection of MESH terms.

By using this form, users can access HealthWeb in two ways: browsing and searching. Users can browse by reviewing any of the disciplines listed at the HealthWeb home page. A browse search will list all the sites selected for a particular discipline and present them in an organized way that is geared to that discipline. The organization of the discipline's sites uses standard category terms to subdivide the many areas, though some categories are unique based on the literature of the discipline. Subject searching, on the other hand, relies on MESH tagging by the editors so users can find specific web sites

FIREWALLS, from page 2

most FTP, work just fine. Sometimes, though, FTP won't work right. And anyone who uses instant messenger services from IRC, ICQ or AOL will also see occasional problems — file transfers won't work properly, chat sessions aren't available, and other glitches may appear. These services and some FTP servers require the ability to establish a connection with your machine. Most firewalls are not configured permissively enough to allow this unless you specifically request it and demonstrate a need.

An additional problem is more likely to surface for casual users. One service that network administrators frequently deny to the outside world is DNS, the domain name system ser-

vice. The domain name system is the collection of protocols used to map IP addresses to host names and vice versa. It's what allows you to type www.yahoo.com instead of 204.71.200.67. Frequently, information technology personnel will provide DNS service to the local network, but will not inform the Internet as a whole about the names of the machines on the local network.

among all the records in HealthWeb.

The new public interface demonstrates what users will see, how they will access HealthWeb and how to organize a subject for easy identification. Every display of search results leads users back to the HealthWeb browse list, background about HealthWeb, opportunity for a new search or communication with HealthWeb staff. Special help guides will be added in the future. In addition, the HealthWeb database will use a new logo (in development) to mark its updated identity.

The HealthWeb database holds more than 6,000 records of the best sites found on the web. While the standard disciplines are currently covered and monitored by editors, HealthWeb has the potential to grow by organizing sites under multidisciplinary topics. Also, a new feature of the database allows editors to receive suggestions from users and others

actually located in the United States or Canada. Additionally, many sites employ a software package called "TCP Wrappers" to provide firewall-like control over access to the services they provide. This package checks to ensure that the host name and IP address match, to prevent attackers from gaining access under an assumed name.

With heightened levels of security, additional inconveniences are possible, if not likely. As in life, firewalling requires some trade-offs. These days, we trade some minor inconveniences for additional security. Compared to the earliest firewalling solutions, where access to the outside world was nearly impossible, today's solutions are practically invisible.



HealthWeb will have a new public interface.

who want to make HealthWeb a viable tool for improving information access. Watch for announcements on GMRLIST when HealthWeb's new database becomes available. Consider linking to HealthWeb from your library's web site. Think about making a contribution if you find a site that is of high quality and not yet entered into HealthWeb. Working together and helping each other, as is our Midwestern tradition, will make HealthWeb a quality resource for all users.

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The Potential of NetMeeting

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Have you ever wished you could help someone with hands-on training for PubMed, but you don't have the time or budget to travel to show them? You may want to help a doctor at another location, but you can't leave the reference desk. This has happened to me many times. However, I have been experimenting with an alternative way to teach people how to use PubMed or other programs without leaving my desk. I use NetMeeting, and you can, too.

NetMeeting is a free video program that you can download from <http://microsoft.com/netmeeting/>. You might already have NetMeeting on your computer; it is often pre-installed. NetMeeting is a video conferencing program, but you don't need to have a camera unless you want the connecting party to see you. To use NetMeeting, you need to be logged onto the Internet.

If you and another party are using NetMeeting and everything is compatible, you can see parts of the other person's desktop or programs, documents, etc., that the person grants you permission to view from your computer. You can even take control of the other person's mouse if they grant permission.

They may be at their computer 1,000 miles away or sitting at the desk next to you. I showed a friend of mine in Arizona how to use PubMed on her computer while I was at my computer in North Dakota. I pointed the mouse and clicked to show her various features of PubMed, and then she took over the mouse and did a few searches. I could see what she was typing in the search boxes as she

typed. Using headsets with microphones, we were talking in real time throughout the PubMed session. You could use an internal microphone with speakers, too, but the headsets seem to work a little better.

I think the most powerful components of NetMeeting are the ability to "share programs" (see the program the other party is using or vice versa) and to "allow control" (being able to takeover the other person's mouse/cursor). The whiteboard is another useful component — when you click on it, it brings up a white screen and both parties can share it.

One of my librarian friends in Grand Forks had never used NetMeeting. I told her how to start it, which is very simple, and talked in real time with her. I cut and pasted the directions that I had written for NetMeeting on the whiteboard, and she was able to print them out at her computer. You may want to put an idea on the whiteboard so the other party can work on it, too. Both of you can see it, print it or save it. You can also transfer files with NetMeeting.

If you don't wish to use voice communication, or if you are having trouble hearing the other party, you can open the chat window. Type what you want to say, press the enter key to allow the other party or parties to see what you have written, and you will be able to see the printed text of the ongoing conversation in the message box.

Tips

- When setting up NetMeeting, use an alias and choose the option of not logging onto a server or having your name placed in a directory. That way, you are less likely to have people you don't know, or don't want to know, asking to talk to you on NetMeeting. You can connect to the people you want to talk to by using their

IP addresses.

- Some people have static IP addresses, which means they are the same each time they log onto the Internet. Other systems change IP addresses each time you log on. If you are using NetMeeting version 3.01, you can go to the "About" window of NetMeeting to see what your IP address is. Using the IP address is much easier than trying to log onto frequently overcrowded servers.

Potential Uses

- You can use NetMeeting to troubleshoot computers in your library or other buildings. You can even allow other people to troubleshoot your computer. When I used my new video camera, I had a problem adjusting the picture and had to contact a tech support person from the company that sold it. He was able to diagnose the problem while we were using NetMeeting.

- You can teach people how to use programs like Reference Manager, or you may want to create a document with other people.

- Many times when we send attachments via email, the formatting may change when the other person receives it, or maybe they can't read it because it was written in an application they don't have. With NetMeeting, the document can be seen with its original formatting by everyone, and if it needs to have changes made, the other party or parties can take over the mouse to make the changes.

- You can also use it to save money on phone bills and travel expenses.

- You can host meetings: According to Microsoft's "Readme" file, the total number of people who can successfully participate in a meeting depends on available network band-

NETMEETING, continued on 6

GMR 1999 Fellow Report

Teresa Ruddell of the Regional Medical Center in Madisonville, Ky., is the recipient of the 1999 GMR Fellow Award. Below are comments on the fellow program by Teresa and Janet Barclay Stith, director of the host institution: the Medical Center Library at the University of Kentucky.

Application Process

Janet Barclay Stith: "The University of Kentucky Medical Center Library was very fortunate to have GMR Fellow Teresa Ruddell spend a week with us in November. The application process was comprehensive, easy to understand and offered us the opportunity to get to know the prospective fellow in advance.

"We offered suggestions on the curriculum, and Teresa had specific needs to be addressed also. The process was not too time-consuming and well worth the effort when we learned we would have a fellow coming to our library."

Teresa Ruddell: "I was absolutely overwhelmed when I found out I had received the GMR Fellow Award. My host institution was the University of Kentucky Medical Center Library.

"I conferred with Mark Ingram, of information and education services, at the Medical Center Library several times to decide upon a curriculum. I expressed my needs, he made addi-

tional suggestions and we developed my curriculum. This was a team effort and I suggest that future fellows facilitate open communication with his or her host/sponsor."

Necessity of the Fellow Program

Janet Barclay Stith: "We volunteered to be a host due to a need, especially within Kentucky hospitals and other health-related institutions, for person-to-person contact with an agreed upon curriculum that benefits both parties. Due to the rapidly changing healthcare library/information environment, it is extremely time consuming for us to stay current with all the resources and databases available.

"Because our library has a statewide mission to promote health education and outreach library services, we look for every opportunity to gain insight about our users and their needs. This fellowship offers that kind of opportunity.

"Often librarians have difficulty getting away from their institution for continuing education and professional development. A fellowship offers good publicity to both the institution and the fellow and provides time that the fellow may not otherwise be allotted to visit the host institution."

Lessons Learned

Teresa Ruddell: "The Medical

Center Library team was very hospitable. Everyone seemed willing to take time from their busy schedules to show me what their daily tasks included.

"Although my small, rural library cannot compare to the large university setting, I feel I now have a better understanding of the various databases, day-to-day tasks and educational needs that can help me operate a more efficient library and offer better service to my patrons."

Evaluation of the Program

Janet Barclay Stith: "We tried to make this a rewarding and successful experience by offering assistance in all areas in which Teresa expressed an interest or need. At the same time, we did not want to overwhelm her with too much in one week. We see this as a wonderful opportunity to meet more basic unit library managers in our region and to learn from them, as I hope they will learn from us."

Teresa Ruddell: "This was a great experience, and I encourage any librarian to take advantage of this offer in the future. It takes minimal time to compile the paper work, but the results are so rewarding. It is well worth the effort."

To learn more about becoming a fellow, go to www.nnlm.nlm.nih.gov/gmr/funding/fellow.

NETMEETING, from page 5

width and the speed of the participants' computers.

■ When someone is in the middle of a literature search and is having a problem, they can call you, and you can connect via NetMeeting to see what they have on their screen and help them. After you disconnect, they can continue to search.

■ You can share the desktop and teach people to download programs, save files, etc.

Potential Problems and Adjustments

■ The voice part of NetMeeting can cut in and out at times, or the voices may not be loud enough. I

think the perfect way to eliminate this problem is to turn off the voice portion and talk via the telephone.

■ There is a little time lag when people open screens and scroll, but if you ask the other person what they see, you will be able to adjust.

NETMEETING, continued on 8

INTRANET, from page 1

hospital administrators. Show them how a library site on the intranet can add value to the library's services and improve current practices.

For example, if the library holds training for health professionals on PubMed, the course materials and documentation could be stored on the intranet. The library could also make patient education materials available through the intranet. Or it could even contract with an information vendor for a product that would allow physicians to create customizable patient education materials on the fly via the intranet. The library site could offer a web-based online catalog of materials housed in the library and provide links to filtered, quality health resources on the Internet. These are just a few ideas. Find out what other libraries are doing and see what

would work for you.

If your organization does not already have an intranet, your path to intranet glory might take a detour or two. The key is to not make the trip alone. Form partnerships with other groups that could also use the intranet to disseminate and communicate information that employees need to be more effective. Pitch your idea to others and create excitement. For example, a committee of nurses might be revising its policies and procedures in preparation for a JCAHO survey. Show them the advantages of the intranet over paper: instantaneous, centralized updates; less time and money copying and binding pages; etc. If you have HTML experience or an HTML editor, mock up a demo.

Find out how other hospitals/hospital systems take advantage of intranets. Conduct literature searches

and talk to colleagues at other institutions. You'll probably find a wide variety of responses. Some may use the intranet to allow affiliated physicians to remotely access patient medical records, write prescriptions or check lab results. Others may set up communities of practice where health professionals can consult with each other via threaded discussion groups. Still others may be limited to using it as a depository for static documents. Determine the best approach to building and maintaining an intranet in your organization by assembling a diverse, cross-functional team that can identify and address the needs and limitations of your organization.

After you have assembled your team, the decisions it makes will determine the success of the project. Because many groups may be contributing content, you will have to determine the best approach to publishing this content.

At Heller Financial, we use what we call a "centralized, decentralized" publishing model. More than 60 content authors from across the organization use an HTML editor and customized templates to create content. When this content is ready to go "live" on our intranet, the authors submit these pages to the Knowledge Center's content administrators, who perform quality checks and publish the new pages. The Knowledge Center employees also act as consultants to various groups, helping them design and develop their sites.

Although this model works well at Heller Financial, it might not work for your organization. Your intranet team will have to determine the best publishing model. Key components to ensure success are: clearly defined ownership, responsibility of content and ease of contribution. Maintenance is essential. The technical infrastructure alone will not guarantee the intranet's success without relevant, constantly changing content.

Technical Bulletin

The list below summarizes the articles published by the National Library of Medicine in the *Technical Bulletin* (www.nlm.nih.gov/pubs/techbull/tb.html). To request print copies of individual articles, please contact the GMR office.

January/February 2000

New Books Feature added to New PubMed - e1

A new Books feature made its debut on the new version of PubMed providing links from individual PubMed journal citations to full text of molecular biology textbooks.

The NLM Technical Bulletin's New Look - e2

The NLM Technical Bulletin has received a new look!

Technical Notes - e3:

Switchover to New PubMed

Debut of ClinicalTrials.gov

2000 MLA Meeting Reminder and NLM Invitation

New NIH Clinical Alerts Available on NLM Web Site

Special Note on Changes to ACOUSTIC NERVE in 2000 MSH

Images from the History of Medicine Rescanned Images Released on 2/24/2000

Important Dates

National Online Training Center Class Dates

For additional NOTC classes, class descriptions, and online registration, check: www.nnlm.nlm.nih.gov/mar/online.

Greater Midwest Region Keeping Up with NLM's PubMed (1-day)

August 14, 2000 Chicago
September 25, 2000 Minneapolis
September 26, 2000 Minneapolis

Introduction to Web-Based Searching: Using PubMed; Internet Grateful Med to Search NLM's Databases (2-days)

August 15-16, 2000 Chicago

Medical Library Association Annual Meeting

May 5-11, 2000
Vancouver, British Columbia
Contact: Brett A. Kirkpatrick
Phone: (409) 772-2371
Email: Bkirkpat@utmb.edu

American Library Association Annual Meeting

July 6-13, 2000
Chicago
Contact: ALA headquarters
Phone: (312) 440-9374
or (800) 545-2433

Midwest Chapter/MLA Annual Meeting

September 23-26, 2000
Cincinnati
Contact: Barbarie Hill
Phone: (513) 636-4300
Email: hillb1@chmcc.org

Michigan Health Sciences Library Association

October 18-20, 2000
Traverse City, Mich.
At the Park Place
Contact: Doris Blauet
Phone: (810) 606-5261

KLA/KSMA Joint Annual Conference

October 18-21, 2000
Galt House East
Louisville, Ky.
Contact: Judith Burdine
Phone: (606) 679-8401
Email: jburdine@hyperaction.net

NETMEETING, from 6

■ If you have trouble installing NetMeeting onto your system, your IT department may be able to help.

■ Sometimes people have different versions of NetMeeting, and some of the features won't work. The best scenario is to have all the people use the same version. The one I recommend is version 3.01. If you have an older version, you can download the newer one at <http://microsoft.com/netmeeting/>.

■ The video portion of NetMeeting can take up a lot of bandwidth and cause your connection to lag. My advice is to turn it off after you have seen the other party. That seems to decrease the lag time.

■ When you allow control in NetMeeting, someone may try to inadvertently or purposely delete or access a file you don't want them to see. You can choose to share and prevent control so they cannot take control of the mouse. If you do allow control, you can press the escape key to regain control of the mouse. You can also click on the "Prevent Control" button in version 3.01.

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