



MIDDLE ATLANTIC PERSPECTIVE

*Newsletter of the
National Network of Libraries of Medicine*

*Middle Atlantic Region
New York • New Jersey • Pennsylvania • Delaware*

The New York Academy of Medicine • 1216 Fifth Avenue • New York, NY 10029

Volume 15 • Number 1

January - March 2005

INTHISISSUE

From the Associate Director	1
NLM Extramural Programs Grant Awards	2
Consumer Health Update	2
Health Information Resources in Spanish	4
Libraries and Public Health	4
Public Health Information Alliance	5
News from the NTCC	6
Technology Update	7
Congratulations Maureen and Tom	10
DOCLINE Update	10
News from EFTS	12
Good News, Bad News	12
<i>Patient Safety News</i> CD Available on Loan	13
Upcoming Events	13
NLM Technical Bulletin	14

NOTE:

This is a newsletter. The links and information are up-to-date when published and are NOT updated after the published date.

FROM THE ASSOCIATE DIRECTOR

by Naomi R. Adelman, Associate Director

I am a firm believer in the importance of review and reflection in order to move forward. But it doesn't accomplish much as a one-sided exercise. For example, I could easily think that I am doing just a splendid job as Associate Director based solely on the fact that I finally understand the details of our contract with NLM. Contract knowledge is necessary to my job but in itself doesn't imply doing a good (or bad) job - it's important to find out how others perceive my work.

For the RML, this requires asking for and receiving feedback from the librarians in our Region. This is why we just conducted a needs assessment survey. I also am making it a priority to have personal contact with each of our libraries. The survey results and feedback from conversations and visits will allow us to learn what has and has not been effective and help us identify unmet needs and emerging issues.

Very soon – probably in the next few weeks – the National Library of Medicine will issue the 2006-2011 Regional Medical Library Request for Proposals. The New York Academy of Medicine pledges a continued commitment to serve as the RML for the Middle Atlantic Region. We will be working very hard during the next months to prepare a response that accurately represents and addresses the needs of our Region.

What this means is that we will be asking you for your advice and counsel. Please think about what the NN/LM could and should be doing in the context of the next five year contract. We want this to be a true group response. We'll be counting on each other.

Warmly,
Naomi

NLM EXTRAMURAL PROGRAMS GRANT AWARDS FOR 2004

The Extramural Programs (EP) Division of the National Library of Medicine (NLM) provides grants and fellowships to organizations and individuals interested in applying computers and telecommunication for improving storage, retrieval, access, and use of biomedical information.

The listing of NLM grants awarded in FY 2004 is now on the Extramural Programs (EP) website at <http://www.nlm.nih.gov/ep/funded.html> accessible by program or by year. The direct link to FY 2004 grants is at <http://www.nlm.nih.gov/ep/Awards2004.html>

This listing includes new grants as well as continuations, with links to Computer Retrieval of Information on Scientific Projects (CRISP) abstracts. Take a look at the grants and click on the links to the CRISP abstracts. They might give you some ideas for projects of your own.

The following institutions in the NN/LM Middle Atlantic Region are awardees:

- Cold Spring Harbor Laboratory
- Columbia University
- Fox Chase Cancer Center
- March of Dimes
- New York Academy of Medicine
- Nicholas Noyes Memorial Hospital
- North Shore University-Long Island Jewish Health System
- Rensselaer Polytechnic Institute
- Sidney Memorial Public Library
- University of Medicine and Dentistry of New Jersey
- University of Pennsylvania
- University of Pittsburgh

While many of the awardees are affiliated with departments of medicine, biomedical informatics, biomedical engineering, etc., a number of the grants are library related (see a few project titles below). If you have proposals meeting the EP guidelines, you might wish to consider applying.

March of Dimes. Project Title: *Peristats Expansion Training and Dissemination Project*

New York Academy of Medicine. Project Title: *Online Health Education Curriculum Resource Center*

Project Title: *Increasing Inner-City Access to Health Information*

Nicholas Noyes Memorial Hospital. Project Title: *Overcoming Systems Limitations to Electronic Resources*

North Shore University-Long Island Jewish Health System. Project Title: *North Shore Long Island Jewish Health System Unified Electronic Medical Library*

Sidney Memorial Public Library. Project Title: *Health Information Outreach to Rural Providers and Consumers*

University of Pittsburgh. Project Title: *Health Information Web Searches By Low-Literacy Adults*

If you would like to apply for one of these awards and need some “road map” advice, please contact Naomi Adelman, the RML Associate Director, 212-822-7396 or nadelman@nyam.org

CONSUMER HEALTH UPDATE

by Rhonda J. Allard, Consumer Health Coordinator

Report on NLM's Community-Based Health Information Outreach Symposium

On December 2-3, 2004, the National Library of Medicine (NLM) held a seminar in Bethesda, MD, on Community-Based Health Information Outreach that focused on three goals:

- 1) To explore new models of health information outreach by medical and health services libraries—with special attention to those libraries that moved

beyond traditional institutional boundaries and/or worked with community-based organizations;

- 2) To present a review of NLM's *Strategic Plan to Reduce Health Disparities*, with special emphasis on Native Americans, and,
- 3) To gather information and gain insight from the presenters and attendees to help shape the direction of the RFP for the next National Network of Libraries of Medicine (NN/LM) contract for 2006-2011.

I was honored to be included on the Symposium's 13-member planning committee co-chaired by Maxine Rockoff, Director of the Division of Information Management, New York Academy of Medicine. It took the committee a year's worth of effort to bring to fruition what turned out to be a most successful two-day conference—including a well-attended poster session.

The culmination of the planning committee's efforts brought together more than 160 attendees, including all of the NN/LM Directors, Associate Directors and Outreach staff, Resource Library Directors, hospital librarians, NLM staff, as well as representatives from private and governmental agencies.

Day One got off the ground with an inspiring keynote address by Eugenie Prime, former chair of the NLM Board of Regents. Thanks to Ms. Prime's presentation, I have two new buzzwords: (1) *promiscuous partnerships*—the development of many partnerships at varied levels with different types of organizations, and (2) *execution*—the act of implementing an idea, plan or project.

Next up was a presentation and assessment of NLM's *Strategic Plan to Reduce Health Disparities* and select presentations of NLM-funded outreach projects with a focus on lessons learned. Since the first two sessions represented the libraries'

perspective, the last session of the day, *Community-Based Organizations' Perspective*—from the perspective of the community-based organizations—gave the audience an opportunity to hear feedback and suggestions from the other side of the table.

Day Two focused more on the research side of health information outreach with the sessions' Outcomes and Evaluation Perspective and Communications/Research Perspective.

In addition, a poster session featuring seventeen innovative health outreach projects took place on Day One during the lunch break and evening reception. From the Middle Atlantic Region there were two poster presenters: Queens Borough Public Library's ASK ME Campaign in Queens, NY, and the AIDS Library, Critical Path AIDS Project in Philadelphia, PA. A complete listing of all the posters with abstracts, presentations, white papers and participant survey results is available at the website:

<<http://www.nlmoutreachsymposium2004.org>>.

Rochester Library Health Information Project Wins Multiple Awards

The Rochester Regional Library Council's CLIC-on-Health Project received both local and New York State awards in November. Locally, the CLIC-on-Health website, <<http://www.cliconhealth.org>>, was judged best in the Health Care category, with the judges calling it "an exceptional site." They commented that, "The excellence of its mission is matched by the quality of the information architecture, proficient writing and expert visual design."

At the state level, the New York State Regents Advisory Council on Libraries announced that CLIC-on-Health was a recipient of the 2004 Joseph F. Shubert Library Excellence Award. Given annually, the award honors libraries or library consortia that have taken significant steps to improve the quality of library service to users.

CLIC-on-Health—Community and Library Information Collaboration—is the result of several years of collaboration among area medical, public, and school

libraries, under the auspices of the Rochester Regional Library Council (RRLC). The objective of the project is to help make Rochester a healthier community by providing easy access to trustworthy consumer health information.

The website, launched just a year ago, features a directory of local health services and links to the very best national consumer health websites. Librarians carefully select only those resources that are trustworthy, comprehensive, and up-to-date. The website has no advertising and does not link to commercial sites. Some information is in both English and Spanish. Besides the website, the CLIC-on-Health project provides training on finding health and wellness information on the Internet. Health information experts conduct workshops for public and school librarians, school nurses and health teachers, health agencies, senior centers, and community groups.

Coordinated by the RRLC, CLIC-on-Health is funded by a grant from the National Network of Libraries of Medicine, Middle Atlantic Region.

If you would like to find out about regional and other grant opportunities, visit the NN/LM Middle Atlantic Region website <<http://nnlm.gov/mar>>. Information can be found under the heading 'About Us.' If you have any questions, please do not hesitate to call our office, 1-800-338-7657, or 1-212-822-7396.

HEALTH INFORMATION RESOURCES EN ESPAÑOL

by Denise O'Shea, Technology Coordinator

Do you have a growing Spanish-speaking population in your community? Do you need to find health information in Spanish fast, but don't know where to look? If the answer to these questions is 'Sí', then *¿No Comprende? Spanish Health Information Resources for English Speaking Librarians* is the class for you. Participants in this hands-on class will be introduced to online resources for basic, library, medical, and technical (web and computer-related)

Spanish vocabulary. You will also learn to evaluate and identify health websites in Spanish to which you can direct your patrons. No previous Spanish language skills are necessary.

The class will be held on Thursday, April 28, 2005, from 12:30 to 4:30 pm, at the New York Academy of Medicine and will be co-taught by Denise O'Shea and Gretchen Hazlin of the Academy Library.

To register for this class or to request more information, please contact Denise O'Shea at doshea@nyam.org.

LIBRARIES AND PUBLIC HEALTH

by Joan Seidman, Education Programs Coordinator

Medical librarians and public health workers have a lot in common. Both play important roles when it comes to the health of our nation, and both lack time and money. Public health professionals work out of state, local, and municipal health departments. They are nurses, environmentalists, educators and technicians. Some of these individuals are lucky enough to have access to libraries. Others, particularly at the local level, have limited access to information. One of our RML mandates from the National Library of Medicine (NLM) is to reach out to the public health community at schools of public health, state and local health departments, and professional associations through training, document delivery, and exhibits. NLM and the National Network of Libraries of Medicine (NN/LM) are already collaborating with public health associations and federal agencies to provide online resources to the public health community through *Partners in Information Access for the Public Health Workforce* <<http://phpartners.org>>.

There are several ways we can help meet the information needs of the public health workforce. Libraries can collaborate with health departments to:

- Sponsor training sessions in the use of electronic resources;
- Assist with reference questions;
- Provide access to full-text documents; or
- Disseminate information to the public.

As an example of a successful collaboration between a health sciences library and a public health department, please read Barbara Folb's article *PHIA Program Continues Beyond Initial Grant Period* in this issue of the *Middle Atlantic Perspective*.

If you are interested in giving a presentation or conducting a workshop for public health officials in your area, you can download *Public Health Information and Data: A Training Manual* from the Partners web site. Not ready to teach a class, but would first like to take one? We offer a new class based on this manual called *Public Health on the Web* <<http://nmlm.gov/train/resource.html?ResourceID=183>>. You can earn four MLA CEUs while you explore the best free resources for health education, statistics, and best evidence in public health. This class has been well-received when taught to public health professionals.

Please call me at 212-822-7355 or send me an email at jseidman@nyam.org if you have any questions, ideas to share, or would like to schedule a class. I'd also be glad to hear what activities or classes you have already conducted or have planned.

PHIA PROGRAM CONTINUES BEYOND INITIAL GRANT PERIOD

*by Barbara Folb, Public Health Librarian
Health Sciences Library System, University of Pittsburgh*

Members of the academic community are accustomed to having a wealth of information resources available through their university libraries. Unfortunately, public health practitioners often face a shortage of such resources in their workplace. Few publicly funded public health agencies can afford in-house libraries or librarians, nor do they have direct access to health sciences library collections or services. Free Internet public health resources are expanding, but these meet only selective information needs. In an ongoing effort to address these challenges, the University of Pittsburgh Health Sciences Library System (HSLs) will continue the Public

Health Information Alliance (PHIA) project, whose aim is to provide high quality information access for the local public health workforce.

The PHIA program has provided access to HSLs resources and training for the Allegheny County Health Department (ACHD) since March 2003. PHIA was funded through August 2004 by the National Library of Medicine, National Institutes of Health, under Contract No. N01-LM-3521. The most significant indicator of the success of this pilot program is its continuation after the conclusion of the NLM grant period, with funding from ACHD and the University of Pittsburgh Center for Public Health Practice.¹

PHIA has had a significant impact on ACHD employees' information seeking behavior, and their knowledge about information resources. A recent program evaluation survey showed that ACHD employees:

- Agree PHIA provides information that is relevant to their work, and saves time.
- Request information via document delivery to obtain journal articles that they would not have previously pursued.
- Search PubMed and other information sources more frequently than before training.

Eighty-two percent of respondents who attended PHIA training classes on PubMed, Internet Searching, Grant Funding Resources, Statistical Resources, or Consumer Health Resources reported that they have used the skills learned in class on the job.

All services provided during the original grant period are continuing in the next phase of the program. These include access to the customized PHIA Web site, training, reference support, document delivery, and borrowing of library materials. The steering committee of Barbara Epstein, Nancy Tannery, and Barbara Folb (Project Manager) from HSLs, and Alice Kindling and Ed Schwartz from ACHD will continue to guide the program. For more information, visit the PHIA Web site at <<http://www.hslls.pitt.edu/phia>>.



This sticker, originally printed on neon green paper, was used on employee telephones to promote the program.

¹ University of Pittsburgh Center for Public Health Practice is providing generous support from public health workforce training and development grants through the Health Resources and Services Administration and by cooperative agreement number U90/CCU324238 from the Centers of Disease Control and Prevention.

NEWS FROM THE NTCC

by Maureen Czujak-Kearns, Associate Director, and Sharon Brown, Online Analyst
National Training Center and Clearinghouse

Significant enhancements have recently altered the dynamics of PubMed

The Cubby has been replaced by My NCBI

- My NCBI works similarly to the Cubby in that it retains user Saved Searches. A user must be signed in; the existing Cubby password and ID will work for My NCBI.
- Automatic email updates are available.
- Many more User Preferences options are available.
- The front search page of PubMed has undergone a change, with My NCBI having greater prominence.

- Users are now able to point/register to a Local Document Delivery System and their Open URL-based server with NCBI.

Enhancement to the Automatic Term Mapping (ATM)

If you enter an entry term for a MeSH term the translation will also include a Title/Abstract search for the MeSH term associated with the entry term that is limited to citations outside the MEDLINE subset of citations. For example, a search for odontalgia will translate to: (“toothache”[TIAB] NOT Medline[SB]) OR “toothache”[MeSH Terms] OR odontalgia[Text Word].

See “NLM Technical Bulletin,” Nov-Dec, 2004
<http://www.nlm.nih.gov/pubs/techbull/nd04/nd04_issue_cover.html>

Change in the Check Tag “Human”

The check tag HUMAN will be changed to a new descriptor HUMANS. It will function as both a descriptor and a check tag and will be indented under HOMINIDAE in the MeSH hierarchy, which, in turn, is indented under Animals.

See “NLM Technical Bulletin,” Nov-Dec, 2004
<http://www.nlm.nih.gov/pubs/techbull/nd04/nd04_issue_cover.html>

Mouseovers added, including full name of journal title, and the newly-tabbed features of Limits, Preview/Index, History, Clipboard, and Details.

The above highlights are just a brief summary. With so many changes, we may all experience unusual dynamism each time we use the database. For details, and the most effective understanding of what these enhancements mean to you, your institution, and your training constituents, consider attending one of the National Training Center and Clearinghouse’s (NTCC) PubMed classes offered throughout the United States. The next two months of the schedule by NN/LM region are:

March 14, 2005	Bethesda, MD
April 18, 2005	Bethesda, MD

March 14, 2005	Charleston, SC
April 18, 2005	St. Louis, MO
April 5, 2005	Seattle, WA
March 21, 2005	Los Angeles, CA
April 28, 2005	Berkeley, CA
April 11, 2005	Concord, NH

You may register for classes at
<http://nmlm.gov/mar/online/request.html>.
 The complete schedule for 2005 can be found at
<http://nmlm.gov/mar/online/schedule.html>.

NTCC Educational Database Usability Study

The National Training Center & Clearinghouse (NTCC) conducted its first usability study for the Educational Database on November 16, 2004. Seven individuals participated—six from metropolitan DC area libraries and one from the Baltimore RML office.

Janet Zipser of the MEDLARS Management Staff at NLM was instrumental in obtaining the equipment and facilities at NLM. Staff from the NTCC—Sharon Brown, Mary VanAntwerp and Maureen Czujak-Kearns—were the observers and recorders for each of the one-hour sessions with the participants, who were also video recorded accomplishing their pre-set tasks.

The NTCC staff members are currently viewing the tapes and recording the remarks and actions of each of the usability study participants and hope to have a full report written and approved by NLM's National Network Office (NNO) by May 2005.

TECHNOLOGYUPDATE

NLM Wireless and Handheld Resources *by Denise O'Shea, Technology Coordinator*

New Operational Version of Wiser Available for Free Download

WISER (Wireless Information System for Emergency Responders) is a system designed to assist first responders in hazardous material incidents. WISER provides a wide range of information on 390 hazardous substances, including substance identification support, human health information, containment and suppression advice, and access to NLM's Hazardous Substance Data Bank (HSDB). HSDB, an authoritative information resource is available at <http://toxnet.nlm.nih.gov/cgi-bin/sis/htmlgen?HSDB>. The operational version of WISER for the Palm OS platform is now available for free download at <http://wiser.nlm.nih.gov/>

PubMed on Tap Now Available for the Pocket PC

PubMed on Tap (PmoT) is a free NLM application that you install on your handheld device. It allows one to search PubMed/Medline using preferences and limits. It also allows users to store a search history, access full-text articles using LinkOut, and copy citations to the memo pad. Previously this innovative tool was available only on the Palm OS platform; as of the summer of 2004 it is now ported to the PocketPC platform. Both versions are available for download at <http://archive.nlm.nih.gov> under CEB Projects, PubMed on Tap. Hands-on training is available for this, and other NLM handheld applications. For training at your site please contact me at doshea@nyam.org for more details.

NTCC Goes Wireless

The National Training Center and Clearinghouse (NTCC) is located at The New York Academy of Medicine. Many of our network members in the New York Metropolitan area have attended the free training in PubMed and other NLM resources that is offered at this site. Beginning in January 2005 we are pleased to offer hands-on training in NLM resources such as ToxNet, Gateway, PubMed, DOCLINE, and other tools in our new wireless

classroom. We look forward to seeing you at our upcoming classes. Check our web-based calendar for more information about NTCC classes and classes in the region <<http://www.eventkeeper.com/code/events.cfm?curOrg=NNLMMAR&setRef=new>>.

AIDSinfo PDA Tools

Two products from NLM's Specialized Information Services (SIS) are currently available on the Palm OS platform. These PDA tools are the Drug Database and the HIV/AIDS Glossary. The Drug Database provides easy access to drug information from the AIDSinfo Drug Database. Users have the option of viewing drug information in technical or non-technical language and can search for drugs by name, class, or FDA-approval status. The AIDSinfo site includes a tutorial for using this application. The HIV/AIDS glossary provides a tool for accessing the AIDSinfo HIV/AIDS Glossary. Users have the option of searching for a term, or listing all the terms in each alphabetical category. Both tools are available for free download at <<http://aidsinfo.nih.gov/mobile/>>.

If you should encounter any problems in downloading any of these databases or have questions about them, please do not hesitate to contact me at doshea@nyam.org or 212-822-7359.

Web Browsers: Recommendations, Security Issues, and Settings

by Michael Miller, NN/LM PSR Technology Coordinator (mmiller@library.ucla.edu) and Andrea Lynch, NN/LM PSR Network Assistant (andlynch@library.ucla.edu)

It is difficult to keep abreast of the multitude of browsers available and to make sure the most current version is installed on your computer. This article offers browser recommendations, reasons and tips for updating your browser, and a reminder to DOCLINE participants to verify they are using the supported browsers with the correct settings to use DOCLINE. Having access to more than one

Web browser is ideal and keeping each one up-to-date is a necessity. And, for certain Web-based systems, like DOCLINE, you need to have access to a browser that is supported by NLM and required to successfully access and use the system.

Which Browser Should I Use?

There are a multitude of browsers available, but which one should you install? The choice may not necessarily be up to you. We recommend that you use the browser supported by your organization's technical department. If you are fortunate enough to have control over what software you are using, you should consider upgrading your browser or trying out an alternative browser. You might even like your new browser more!

For Windows users, the most popular browsers are Microsoft's Internet Explorer, Mozilla Foundation's Firefox and Mozilla Suite, AOL's Netscape, and Opera Software's Opera Web browser. All browsers, with the exception of Opera, are free; an "ad-free" version of Opera is available for a small fee. One important consideration to note is that all future versions of AOL's Netscape browser will be based on the Mozilla Foundation's Firefox browser. Therefore, our recommendations are to use Firefox or the Mozilla Suite.

For Mac users, the most popular browsers are Apple's Safari, Mozilla's Camino, and Internet Explorer 5 for Mac. However, this article will focus solely on browsers for Windows Operating Systems.

It's not at all unusual to have more than one browser installed on your computer. It's nice to have choices, especially when you encounter a Web page that doesn't display correctly within your preferred browser. We highly recommend checking out Firefox and the Mozilla Suite. The main difference between the two is that Firefox is a dedicated browser whereas the Mozilla Suite is an "Internet Application Suite" complete with Web-browser, advanced e-mail, a newsgroup client, Internet Relay Chat (IRC) chat client, and a simple HTML editor. These features are nice, but if you are looking for a fast browser-only application then look no further than Firefox. All staff at the NN/LM Pacific South-

west Region regional office currently use Firefox. It's extremely fast, secure, updated regularly, supports tabbed browsing and pop-up blocking, and is highly customizable. In addition, there are many wonderful extensions available for download that can add new features and functionality to Firefox.

Updates and Security Issues

It's a well-known fact that some browsers, especially Internet Explorer, are highly vulnerable to security threats such as viruses, spyware, malicious code, etc. It is extremely important to take measures to protect your computer by regularly updating your browser with the latest security patches and updates. If you choose to use Internet Explorer, either turn on automatic updates or regularly check the Windows Update Web site for updates. Other browsers, such as Firefox and the Mozilla Suite, will occasionally notify users of security related updates via the browser window; however it's a good idea to stay alert and periodically check for updates on the respective websites.

If you would like to update your browser but aren't sure what version you are running, it's very easy to find out. Open your browser and on the main menu across the top of the browser window select Help and then About [Your Browser's Name Here]. Detailed information about your browser version will be displayed.

Feel free to try out any of the browsers listed in the previous section, but remember that with any browser you use, it's important to regularly update your browser and computer with security patches and updates. And, at all times, practice safe Web-searching habits.

For DOCLINE Users

For DOCLINE users, it is important that your Web browser settings be set according to what NLM recommends for accessing DOCLINE. There are three browsers that NLM supports for the DOCLINE system. And, although NLM actively tests and supports Netscape 7.0, Internet Explorer

5.5, and Internet Explorer 6.x for use with DOCLINE, each browser version may have specific issues which NLM cannot always address.

If you install a later browser version that is not actively tested by NLM, you should maintain access to one of the supported browsers to ensure your library's access to DOCLINE.

The settings for three NLM supported browsers for DOCLINE can be found at the following URLs:

- * Netscape 7.0, 7.01, 7.02 — <http://www.nlm.nih.gov/docline/netscape7_settings.html>
- * Internet Explorer 5.5 — <http://www.nlm.nih.gov/docline/ie5_settings.html>
- * Internet Explorer 6.x, which means version 6.0 and above — <http://www.nlm.nih.gov/docline/ie6_settings.html>

These resources include screenshots and step-by-step instructions to help you with navigating your particular browser's setting options and making changes, if necessary. For institutions behind a firewall, be sure to review the DOCLINE FAQ "*Question: How do I connect to DOCLINE and stay connected if my institution uses a firewall or a proxy server?*" located at <http://www.nlm.nih.gov/services/doc_firewall.html>.

There are other system requirements for DOCLINE, including computer specifications, cookie information, and information for Macintosh computer users. Visit the following Web page for more information: <http://www.nlm.nih.gov/docline/system_requirements.html>.

[Authors' note: The *For DOCLINE Users* section of this article is based primarily on the *Browser Settings* section of the DOCLINE System Requirements.]

from: *Latitudes*, January/February 2005 (volume 14, issue 1), and reprinted with the permission of the NN/LM Pacific Southwest Region



CONGRATULATIONS

The entire RML staff would like to extend heartiest congratulations to Maureen Czujak, Assistant Director of the National Training Center and Clearinghouse, on her marriage to Tom Kearns on Saturday, January 29, 2005. We wish them both the very best of health and happiness.



DOCLINE® UPDATE

by Joanne Jahr, Network Programs Coordinator

Because institution information contained in DOCLINE is used for routing and display and is a major information resource for partner and Network libraries, might we plead with you to update your records—particularly the section ‘Services and Fees.’ Many of you have not looked at your charges in a very long time and what appear as charges in your record may only be surcharges—the added fees for specific services. To assist you, below is a reprint of the

DOCLINE FAQ—Base Fees and Surcharges

Question: What is the difference between the base fee and a surcharge?

Answer: The base fee is the standard charge for an interlibrary loan request. Library fees are specified in the institution record (Institutions > Update > Services and Fees). DOCLINE provides three types of base fees for copy requests:

* **Library Group** - These are the established fees for DOCLINE library groups. Library groups to which you belong will automatically display with their

established fees and any comments. Questions about these fees or comments can be directed to the RML office.

* **Reciprocal Partner** - This is the fee you have agreed to charge and pay for libraries with which you have made private agreements. For example, you may have established an agreement with another hospital library in your area to provide articles to each other for a set fee. Comments are encouraged to describe the partnership requirements. For example, “Prior written agreement must exist to qualify for this service rate.” If you do not have reciprocal partnership agreements in addition to library group membership, leave this field blank.

* **Other ILL** - This is the fee that you charge libraries with which you have no set ILL agreement.

A surcharge is an extra fee added to the base fee for special service or condition. For example, libraries may charge an extra fee to provide a color copy of an article, rush service, or if taxes apply. More than one surcharge can be added. These additional fees should be listed in the “Copy Surcharges” and “Loan Surcharges” area of your institution record. Do not enter the TOTAL fee for copy plus surcharges—just the additional charge. If you charge an additional \$5 for a fax, just enter the \$5.00, not e.g., \$16—an \$11 base fee + \$5 fax surcharge.

See a screenshot of the ILL copy services section of a sample institution record at http://www.nlm.nih.gov/services/fees_explained.jpg

The screenshot shows the DOCLINE® interface for updating services and fees. Key sections include:

- ILL Services:** Includes checkboxes for 'Participates in EFTS', 'Provides Color Copies', and 'Files Rush Request'. A note states: "Members agree to provide ILL for free among group participants." Below this, there are fields for 'Reciprocal Partner' (\$7.00) and 'Other ILL' (\$11.25).
- Copy Services and Fees:** Lists 'Copy Base Fees' such as CPD (\$4.00), FreeShare (\$0.00), and EFTS (\$0.00). It also includes 'Reciprocal Partner' (\$7.00) and 'Other ILL' (\$11.25).
- Copy Surcharges:** Lists 'Color Copies' (\$0.25) and 'Rush' (\$1.50).

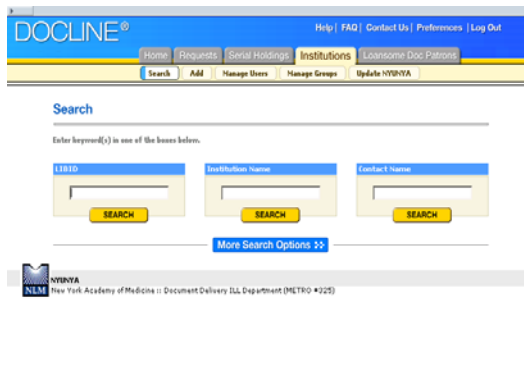
Annotations on the right side of the screenshot point to these sections with the following text:

- Established fees for your library groups:** Points to the 'Library Group' section.
- Reciprocal partner fees for your own ILL agreements:** Points to the 'Reciprocal Partner' fee.
- Other ILL fees for ILL requests from libraries not in above categories:** Points to the 'Other ILL' fee.
- Your library's surcharges (extra fee added to base fee):** Points to the 'Copy Surcharges' section.

DOCLINE SearchBuilder

We'd like to remind all DOCLINE users of the extensive institution record search capabilities now available with DOCLINE SearchBuilder. Libraries can search by a combination of key data elements, including: library group, delivery methods, rush service, provision of color copies, copy charges base fee, number of holdings, region, etc.

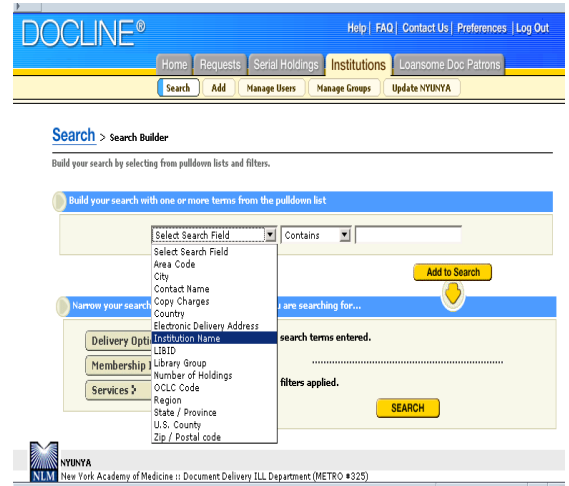
To search by the above criteria—as well as others—select “Institutions” on the DOCLINE navigation bar and then select the blue ‘More Search Options’ button on the ‘Search’ page.



Select the desired Search field to query, e.g., Library Group. Then select or enter the search term, such as, “EFTS,” and click ‘Add to Search.’

To limit your search results, press one of the buttons in the Filters box (Delivery Methods, Membership Information, or Services). Check one or more search limits to apply to the search e.g., “Fills Rush Requests,” and click ‘Add to Search.’

Click the Search button to see the results. The default display is 25 records per page. If you retrieve more than 25 records and would like to view all of them in one pass, scroll to the bottom of the screen and change the default, then click ‘Refresh.’ If you would like to display all of the contact names or the document delivery addresses, change the default box at the bottom of the screen and click on ‘Refresh.’



Another search strategy might be Library Group=FreeShare. Click ‘Add to Search’ and then add another search term—region, state, or Holdings > Greater Than > 500. You can then checkmark the boxes in front of those institutions you wish to add to your routing table. Click ‘Add to Routing Table,’ which you will find at the bottom of the screen and follow the instructions.

Another strategy might be to find libraries that provide electronic delivery. A brand-new FAQ—with hyperlinks to visual examples—is “DOCLINE—Search for Electronic Delivery” at http://www.nlm.nih.gov/services/doc_EDD_Search.html, which asks the question, “How do I find libraries that provide electronic delivery to add to my routing table?”

For more information on searching for institution records based on multiple criteria, select ‘Help,’ then navigate to ‘Institution Search.’ See ‘Finding institutions that match multiple search criteria.’

There is also a good online tutorial at: <http://nmlm.gov/train/tutor/doctrine/>

If you have questions or need help, please do not hesitate to contact me at 1-212-822-7352 or jjahr@nyam.org

NEWS FROM EFTS

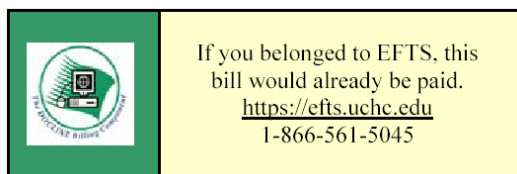
EFTS Quarterly Newsletter now Online

EFTS now has a quarterly newsletter available in HTML and pdf formats. The first issue has just been posted to the EFTS website and is accessible as a link on the EFTS home page.

<<https://efts.uchc.edu/>>. It contains brief biographical notes about the EFTS staff, instructions for using File Builder, tips for QuickDoc users, and other useful information.

Get EFTS Stickers for Those Invoices You Still Send Out

To prod more libraries to sign on to EFTS, the EFTS office has special stickers that can be affixed to the invoices that you're still sending out to libraries you'd like to encourage to join EFTS. These four color stickers provide the tag line "If you belonged to EFTS, this bill would already be paid." along with the website and toll free phone number.



You can also download the template from the EFTS website (under Tools) and print your own on Avery label stock. It's a pdf file with 30 labels to a sheet designed for Avery #5160 stock.

GOOD NEWS, BAD NEWS

THE GOOD

We welcome the HealthCare Chaplaincy, New York, NY (NYUKBT), as a full DOCLINE participant.

We welcome Shriners Hospital for Children, Erie, PA (PAUCNU), as a full DOCLINE participant.

New EFTS Participants

We welcome the following DOCLINE institutions to EFTS:

Conemaugh Memorial Medical Center, Johnstown, PA (PAUCVM)
HealthCare Chaplaincy, New York, NY (NYUKBT)
Medical Liability Mutual Insurance Company, Latham, NY (NYUJTF)
Shriners Hospital for Children, Erie, PA (PAUCNU)
St. Elizabeth College of Nursing, Utica, NY (NYUJTS)

Only 158 more libraries to go ☺. Currently, 66% of the DOCLINE participants in the NN/LM Middle Atlantic Region participate in EFTS. It would be nice to see that number rise to over 75%. If you need help persuading your administration, let us know. We'll give you some facts and figures to share with them.

LinkOut Participants

There are currently 105 DOCLINE libraries in the NN/LM Middle Atlantic Region utilizing LinkOut—one-quarter of the DOCLINE libraries in the region. If you are not a LinkOut participant and wish to learn more about it, contact Denise O'Shea, our Technology Coordinator at doshea@nyam.org or 1-212-822-7358.

NAME CHANGE

Please note that Community Hospital of Lancaster (PAULOP) moved into a new state-of-the-art facility August 1, 2004 and changed its name to Heart of Lancaster Regional Medical Center (PAULOP).

THE BAD

We regretfully note that EngenderHealth (formerly AVSC International), NYUAVS, has closed its library. Twenty-nine libraries have it in their routing tables. Please delete it from your cells.

We also regret to inform you that the Institute for Cancer Prevention (IFCP), formerly the American Health Foundation, NYUAHF, has closed its doors and filed for bankruptcy protection. Over 150 libraries have it in their routing tables. Please remove it from your cells.

We are sorry to announce the closing of the bankrupt New York United Hospital in Port Chester, NY (NYUHP) and with it the closing of its library. Over 60 libraries have it in their routing tables. Please delete it from your cells.

Sadly we note the closing of the library at St. Agnes Continuing Care Center (née St. Agnes Medical Center), PAUSTQ. It has been transformed into a long-term intensive care facility. Ninety-four libraries have St. Agnes in their routing tables. Now is the time to remove it.

This is a reminder that Passaic Beth Israel Hospital (NJUBIH) closed its doors and its collection moved to the former General Hospital Center at Passaic (NJUPGP), which is now PBI Regional Medical Center. Sixty-three libraries have NJUBIH it in their routing tables. Please remove it from your cells.

PATIENT SAFETY NEWS CD AVAILABLE ON LOAN FROM THE RML

NLM has sent us two copies of an interactive sampler CD, *FDA Patient Safety News*, a video/web news show for health professionals. Each month the show brings information from the FDA to physicians, nurses, pharmacists, risk managers and educators. If you would like to view this sampler to see if you're interested in viewing it on a regular basis, please contact Dorothy Weyeneth in the RML office, 1-212-822-7351 or dweyenth@nyam.org

The FDA is represented on the steering committee of the Partners in Information Access in the Public Health Workforce <<http://phpartners.org/>>

UPCOMING EVENTS February – April 2005

- | | |
|---------------|--|
| February 18 | Regional Advisory Committee (RAC) Meeting
NN/LM Middle Atlantic Region
New York Academy of Medicine |
| February 25 | Resource Libraries Meeting
NN/LM Middle Atlantic Region
New York Academy of Medicine |
| March 9 | Partnering for Public Health: Information, Librarians, and The Public Health Workforce” teleconference, sponsored by National Library of Medicine and the Medical Library Association. Check < http://www.mlanet.org/education/telecon/publichealth > for locations |
| April 12 – 13 | NJLA Annual Conference
Long Branch, New Jersey
< http://www.njla.org/ > |

To view our full calendar of events, including classes scheduled in the areas of consumer health, technology, public health, NLM databases and resources go to: <<http://www.eventkeeper.com/code/events.cfm?curOrg=NNLMMAR&setRef=new>>



NLM TECHNICAL BULLETIN

The following articles from the **January-February 2005 Technical Bulletin** (no. 342) are available at: http://www.nlm.nih.gov/pubs/techbull/current_issue.html

Technical Notes: e1

- New Clinical Alert Issued
- MedlinePlus® Adds New Features
- Cubby to be Deactivated
- Displaying LinkOut and Outside Tool Icons When Using Single Citation Matcher and Clinical Queries
- New Default Name for PubMed's® Send to File
- AHRQ Evidence Reports and Summaries Added to NCBI Bookshelf
- Updated NLM Fact Sheet: Errata, Retraction, Duplicate Publication, Comment, Update and Patient Summary Policy for MEDLINE®
- AHRQ Technical Reviews and Summaries Added to NCBI Bookshelf
- PubMed® Subject Subset Strategies Updated
- SAMHSA/CSAT Treatment Improvement Protocol Added to NCBI Bookshelf
- Saving Searches with History Search Numbers in My NCBI: Problem Resolved
- Journals Database Links Menu Enhanced

PubChem: An Entrez Database of Small Molecules - e2

My NCBI Replaces the Cubby: Includes Automatic E-mailing of Search Updates and Filters - e3

New Look for PubMed® Screen - e4

PubMed Central®: New Journals Participating and New Content Added - e5

Full Journal Name Option for PubMed® Retrieval - e6

TOXMAP: A Geographic Information System (GIS) Tool for Exploring Environmental Health Data - e7

The following articles from the **November-December 2004 Technical Bulletin** (no. 341) are available at: http://www.nlm.nih.gov/pubs/techbull/nd04/nd04_issue_cover.html

Technical Notes: e1

- PubMed E-mail "From" Line Change
- UMLS® 2004AC Release, November 2004
- New Clinical Alert Issued
- Journals Database gets Send to E-mail Feature
- Index Medicus* Ceases as a Printed Publication
- New Versions of the LocatorPlus Tutorial
- New Report Summaries Added to NCBI Bookshelf
- Newly Maintained MEDLINE® Now Available in PubMed®
- Clinical Queries Page Redesign
- 2005 MeSH® Information Added to MeSH Home Page
- PubMed® Survey

National Library of Medicine® (NLM) Adopts 2004 Amendments to *Anglo-American Cataloguing Rules* - e2

PubMed Central® New Journals Participating and New Content Added - e3

Collection Development Manual of the National Library of Medicine, 4th ed., Now on the Web - e4

Accession Number Shelving of Non-Print Materials - e5

2005 MeSH Changes to Hominidae and the Check Tag Human; Resulting PubMed and NLM Catalog Change to Search for Animals - e6

PubMed's® Automatic Term Mapping Enhanced - e7

What's New for 2005 MeSH® - e8

MEDLINE® Data Changes - 2005 - e9

Drug Trade Names - Enhanced Access and International Coverage in MeSH® - e10

Cataloging News - 2005 - e11

New PubMed® Spell Checking Feature - e12

The following articles from the **September-October 2004 Technical Bulletin** (no. 340) are available at: http://www.nlm.nih.gov/pubs/techbull/so04/so04_issue_cover.html

Technical Notes: - e1

- New Books Added to NCBI Bookshelf
- New Report Summaries and Guides to Clinical Preventive Services Added to NCBI Bookshelf

TOXNET's® TRI Now Includes Reporting
Year 2002

NLM® Gateway Searches the NLM Catalog
Papers of Wilbur Augustus Sawyer and C.

Everett Koop added to *Profiles in Science*

New "Advanced" Version of the ChemIDplus

Chemical Search Database Available

NLM Catalog added to Entrez Global Query
System

PubMed's Limits Page Function Change

OLDMEDLINE Content Continues to Grow

Meeting Abstracts Added to the NLM Gateway

Statistical Reports on MEDLINE®/PubMed®

Baseline Data

New Entrez Database: NLM Catalog - e2

Pointing to a Local Document Delivery System and

OpenURL-based Server in PubMed® - e3

MEDLINE®/PubMed® End-of-Year Activities - e4

Supplementary Concept Records (Additional Sub

stance Names) Added to Entrez MeSH®

Database - e5

PubMed Central® New Journals Participating and

New Content Added - e6

Happy Birthday Web DOCLINE! - e7

Updating Serial Holdings in DOCLINE® and

OCLC® - e8

New Look for LinkOut Display - e9

**NN/LM, Middle Atlantic Region
The New York Academy of Medicine
1216 Fifth Avenue
New York, NY 10029**

Phone: 212-822-7396 or 800-338-RMLS; Fax: 212-534-7042

**E-mail: user name (first initial last name) followed by
@nyam.org; url: <http://nmlm.gov/mar/>**

NN/LM STAFF

Director - Maxine L. Rockoff, Ph.D.

Associate Director - Naomi R. Adelman, Ph.D.

Consumer Health Coordinator - Rhonda Allard

Education Programs Coordinator - Joan Seidman

Network Programs Coordinator - Joanne Jahr

Outreach Programs Coordinator - Peggy Falls

Technology Coordinator - Denise O'Shea

Administrative Assistant - Lucretia Coley

Administrative Assistant - Dorothy Weyeneth

**NATIONAL TRAINING CENTER AND CLEARINGHOUSE
STAFF**

Assistant Director - Maureen Czujak

Online Analyst - Sharon A. Brown

Online Analyst - Mary Van Antwerp

Assistant for Training Services - Eva Daniels

MIDDLE ATLANTIC PERSPECTIVE is supported under NLM
Contract NO1-LM-1-3521 and is published quarterly.