

ePULSE

Issue #45

Newsletter of the Health Sciences Library Association of NJ

Spring 2001

OUR PRESIDENT SPEAKS. . .

RETREAT MOVES FORWARD!

The HSLANJ year begins in earnest at the Annual Board Retreat. At the 2000 retreat, the board refined the 1999 goals and worked on TASKS and TIMELINES by which to accomplish those goals. More than ready, willing, and able, our facilitator Victor Walton,



guided us to new heights in coordinating the many steps it will take to continue the advance of our organizational plans. All HSLANJ members received a copy of the updated goals. Magically, many of our talented colleagues have volunteered, worked hard, had fun, and accomplished a multitude of projects over the year. Of course, there are many "opportunities" Larry and crew will inherit for the coming year.

In reviewing past strategic plans, it is amazing to see how nearly every goal this organization sets for itself DOES BECOME REALITY! We have been able to do this through the enthusiastic dedication of our volunteers. THANK YOU one and all!

As we in HSLANJ work toward our goals, it is noteworthy that our programming and projects mirrored efforts underway at the national level. These are reflections of important new business trends

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MLA ANNOUNCES NEW CONSUMER HEALTH CREDENTIAL

Kathy Moeller
Overlook Hospital, Summit

MLA has designed a new credentialing program for consumer health.

The goals of MLA's new Consumer Health Credential (CHC) are to improve health information services for consumers, create partners in the delivery of consumer health information, and increase access to consumer health courses. Participants can include medical librarians, public librarians, librarians working in consumer health libraries, and allied health professionals.

More information about the CHC can be found on the net at <http://www.mlanet.org/education/chc/>. The Credential will benefit you by helping you to keep current in the consumer health information field by providing access to new resources and ideas. The CHC will also help you to document an additional level of expertise in the area of consumer health.

The CHC program is divided into two levels: Level 1 requires the completion of 12 hours in approved CHC courses in three years. Level 2 requires 24 hours. Retroactive credit will be given back to Jan.1, 1998. ♦

SERHOLD Workshops to be Held in April

Patricia May
St. Joseph's Hospital & Medical Center

The HSLANJ Information Technology Committee and St. Joseph's Hospital and Medical Center are co-sponsoring two workshops on SERHOLD & DOCLINE, on Friday, April 6, 2001. The instructor will be Madeleine Taylor of St. Joseph's. These workshops will focus on using the SERHOLD components of DOCLINE; primarily updating your library's journal holdings and searching SERHOLD to locate holders of a journal title. Please bring your library's DOCLINE login and password so you can work through the examples. Madeleine will also answer any questions you may have about using DOCLINE.

Class size is limited to 15 per session. There is no charge for the class; however, there is a \$4.00 charge for parking at St. Joseph's Hospital. Please call 973-754-3590 to register for either the morning class from 10:00 a.m. – 12:00 noon, or the afternoon class from 1:30 p.m. – 3:30 p.m.

affecting us all: website development, career issues, knowledge management, benchmarking, and image building. Specific to health sciences librarianship, other areas we focused on were: evidence based medicine, consumer health, PubMed and Docline updates.

Gold stars are hereby awarded to some very talented colleagues for their achievements within HSLANJ this year:

- * Larry Dormer – for organizing a fabulous year of continuing education programs
- * Robb Mackes – for completing the Education Survey; PDA SIG
- * Pat Regenberg – for writing the NJ HSL Interlibrary Loan Code
- * Mary K Joyce – for completing the Consumer Health Survey
- * Lena Feld - Ms. Sunshine; for her outstanding lobbying efforts
- * Jan Skica and Barbara Miller – for drafting NJ HSL standards
- * Claudia Allocco and Patti May – for organizing enriching technology sessions
- * Cathy Weglarz – Healthy NJ website presentation; Ms. Supreme Bylaws Forever
- * Elaine Goldman and YingTang Zhang – for QI in the \$ Dept.
- * Elisabeth Jacobsen – for work on the VRD project
- * Erica Moncrief – for immortalizing HSLANJ through “Millennium Photo Op”
- * Lia Sabbagh – for Hospitality +
- * Kathy Lindner – for sharing her consumer health presentation , and the Directory
- * Elaine Brogan – for gracious achievement in the Awards Arena
- * Cathy Hilman – Best Mailperson and Unofficial Parliamentarian
- * Jim Delo – for all the Good News –UCITA, etc.
- * Louise Yorke and BJ Swartz – Web site gurus
- * Barbara Reich – excellent all-around advice from a past president; PDA SIG
- * Michelle Volesko – advance person in the new business trends and issues department; bench-marking education program and publicity
- * Cathy Boss – for scholarship project
- * Juliette Ratner –for getting it all down!
- * Madeleine Taylor – for producing the FIRST EVER ePulse (You are reading it now!)
- * ALL MEMBERS who ATTENDED a meeting, and/or who worked on committees—THANK YOU. Your continued support is needed, appreciated, and motivational.

Through collective effort the following were initiated

during 2000:

- First NURSING CE credits for a course,
- Promotion of CE courses to other New Jersey library groups,
- Speaker’s bureau added to directory listings
- New “Library Support Personnel Award”
- PDA SIG

In the ongoing projects department:

As so many of us are nearing retirement, we realize the importance of attracting the best and brightest to our exciting profession. Thus, a concerted effort has been launched to increase the communication between HSLANJ and the Rutgers Library School. Cathy Boss and Judy Cohn are currently working on commentary for the Rutgers Library School curriculum. Elaine Brogan and Cathy Boss are creatively seeking ideas for a HSLANJ library student scholarship to encourage students to seek health science librarianship.

Michelle Volesko, Pat Regenberg, and Mary K Joyce are looking into a potential group-purchasing plan for electronic resources.

HSLANJ is working on another VIP (very important project) –revising standards. It is an ambitious project and being pursued on two fronts—the state level and the national level.

At the same time we decided to work on this issue, the MLA, HSL Section is also working on standards. Our committees have shared information, as Kathy Lindner is on the national committee. As this work was proceeding, we received word that the MSNJ was reviewing all their CME standards. In January several of us (Michelle Volesko, Barbara Reich, Kathy Moeller, Doris Eaton, Pat Regenberg, JoAn Petersen) took advantage of an opportunity to make a presentation to the MSNJ Medical Education Committee about the value of hospital libraries and librarians, and how the internet does NOT meet all information needs for physicians. We will be forwarding the new draft MLA HLS Hospital Library standards to them with commentary after the draft is released at the MLA convention. We can each use the new standards to promote and strengthen our own libraries.

Through the collaborative efforts of HSLANJ we accomplish what none of us can achieve alone. Through this year of service, I have witnessed how the experience and expertise of our member colleagues creates a force to be admired. I have truly been blessed to have the honor of sharing the year with all of you.

JoAn Petersen,
Union Hospital

The Multicultural Librarian

Cynthia S. McClellan

University of Medicine & Dentistry of New Jersey, Stratford Campus

The Cambridge International Dictionary of English defines culture as "the way of life, esp. the general customs and beliefs, of a particular group of people at a particular time." Culture may take the form of identification with a particular racial or ethnic group, or be expanded to include groupings by class, gender, sexual preference, physical and/or mental ability. A wide universe of cultural attributes influences everyone's sense of self--including one's attitude toward healthcare. The ways in which cultural groups perceive and approach disease, death, religion, work, and family impact their outlook and receptivity toward many aspects of health and wellness.

Medline and the MeSH vocabulary offer handy inroads to exploring culture and diversity in the context of healthcare. For example, the subheading "ethnology" (eh) can be used with general headings, i.e. "Health Behavior/eh" or "Attitude to Health/eh." It can also be used in conjunction with specific diseases or conditions, as in "Neoplasms/eh," and with *some* non-ethnic, culturally related headings, such as "Homosexuality/eh" or "Deafness/eh." Several other main MeSH headings are helpful as well, among them: Culture; Acculturation; Cross-Cultural Comparison; Cultural Characteristics; Cultural Diversity; Cultural Evolution; Ethnic Groups; Ethnology; Folklore; Funeral Rites; Medicine, Traditional; Superstitions; and Taboo.

The CINAHL database also includes "ethnology" as a subheading. In addition, exploding the heading "Culture" will reveal such helpful index terms as: Acculturation; Cultural Diversity; Cultural Values; Ethnic Groups; Ethnography; Folklore; and Superstitions.

Locating multicultural patient support resources can be tricky. HealthyNJ (<http://www.HealthyNJ.org>), a project of the Health Sciences Libraries of the University of Medicine and Dentistry of New Jersey, provides extensive, high-quality information and links to assist healthcare professionals and patients. To take a look, click on Health & Wellness, and then select "Multicultural Health" from the pull-down menu. Links at the bottom of the page to *Recommended Web Sites*, *New Jersey Resources*, *News Groups* and *Online Support* sections provide convenient access to "the really good stuff."

Learning about and adapting to our roles within today's multicultural environment is a challenge that we as healthcare information professionals will continue to face throughout the coming years. Understanding cultural diversity will empower us all as we reach out to provide the highest level of resource support throughout our diverse communities. ♦

MLA ORLANDO PREVIEW

Madeleine Taylor

St. Joseph's Hospital & Medical Center

Going to Orlando? The MLA 2001 Conference will be held May 26 through May 30 at the Dolphin Resort at Walt Disney World in Orlando, Florida. Two items on your list of things to do at MLA should be to view the poster presentations of two of our HSLANJ members.

Cathy Boss, of Jersey Shore Medical Center is presenting a poster entitled "Work at Home: a cost-effective solution for hospital library projects." Her poster will detail how working at home enabled the library to consolidate the medical and nursing school libraries' collections into one machine-readable format. Imagining having to do this at work is daunting, and Cathy will present their solution.

Pat Regenberg, of Mountainside Hospital, along with her associates at BHSL, will present a poster titled "The Basic Health Sciences Library Network (BHSL): a grassroots interlibrary loan network – fifteen years of success." Their poster will outline the history of BHSL, how the vision of the founders have been realized, and begin to explore "the opportunities for future growth."

HLS-ANNOUNCE was recently distributed by email, containing an outline of the Hospital Libraries Section (HLS) of the MLA's programs at the Orlando Conference. The HLS is co-sponsoring four programs, and is a secondary sponsor of a fifth session. The HLS's Annual Information Technology session is on Monday, May 28.

Also on May 28 is the HLS Connection Reception. And May 29 brings the HLS Lunch and Business Meeting. Of course, there are some great sounding CE courses being offered, and the Dolphin is close to all the Disney attractions, so there is probably something to do every minute. ♦

Annual Awards Honor Librarian & Administrator of the Year

Awards Committee: *Elaine Brogan, Chair, Children's Specialized Hospital; Eleanor Cohen, St. Joseph's Hospital & Medical Center; Rekha Gandhi, Morristown Memorial Hospital*

At the March 2000 spring meeting of the Health Sciences Library Association of New Jersey, awards were presented to Administrator and Librarian of the Year. The

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Healthcare Administrator of the Year was Donna R. Pizzulli, RRA, Vice-President, Strategic Information Services of the New Jersey Hospital Association while Cathy Weglarz, Information Management Librarian of the Robert Wood Johnson Library of Health Sciences-UMDNJ/New Brunswick was honored as the Librarian of the Year.

Donna Pizzulli received the Administrator of the Year award in recognition of her advocacy of the NJHA library and its staff. In her nomination of Donna, NJHA Librarian Michelle Volesko cited Pizzulli as the reason why the library still exists, spared from budgetary cuts and staff downsizing. She values the expertise of the library staff as well as trusting and respecting them in their professional roles. In this time of cutbacks executed without a second thought, Michelle states that it is "...primarily because of Donna that the library has survived and been given the chance to grow and redefine its role, entering new information arenas in a big way." Michelle Volesko accepted the award on behalf of Donna who was unable to attend. How fortunate we are, along with Michelle, to have such a defender in NJHA who has taken such an interest in our profession as well as offering her staff such tireless encouragement.

Librarian of the Year, Cathy Weglarz was heralded as someone not interested in promoting herself, but one who advances librarianship and promotes the work of HSLANJ. She continues to provide guidance to our membership as chair of the Bylaws committee, an active member of the Information Technology committee, NJLA AIDS Task Force, NY/NJ chapter of MLA as well as past president of HSLANJ. In her nomination of Cathy, Duressa Pujat cited her as someone who deserves "to be recognized by our members who have received so much from her leadership" and "an example for all of us to follow." ♦



Duressa Pujat (L) and Elaine Brogan (R) presenting Librarian of the Year award to Cathy Weglarz.

PDA SIG holds first meeting

Barbara Reich
Hackensack University Medical Center

SIG "Acronym for special interest group, a group of users interested in a particular subject who discuss the subject at meetings or via an online service."

Webopedia (<http://webopedia.internet.com>)

The HSLANJ PDA SIG held its first meeting Wednesday, February 21, 2001 at the Kessler Conference Center in West Orange. A small, but very lively group of nine met to educate and inform each other on many different aspects of using PDAs, or Personal Digital Assistants.

We discovered that although there are many different types of PDAs, and several different operating systems (OS), everyone in the group had either a Palm or Handspring device, both of which use the Palm OS. This made it much easier to share tips and tricks. The group discussed the basics – the address book, date book, memo pad and to do list – that everyone was using, and then went on to talk about a few special applications that some of us have installed. Several of the participants had a conversation about the finer points of doing a "HotSync," which is the process of synchronizing the data on your PDA with the data on your computer. One member learned how to write "Graffiti" (the special alphabet that can be used to quickly enter text into the various applications) for the first time.

We discussed a few of the articles and web sites on the combined bibliography/webliography that the facilitators had compiled. By far, the ones that garnered the most interest were an article called "Information at your fingertips: porting library services to the PDA," and Mari Stoddard's website "PDAs for Health Care Providers." "Information at your fingertips" describes a value-added service implemented by the librarians at the Ford Motor Company. Mari Stoddard's web site has a list of "PDA initiatives in health care libraries" that describes various projects that are increasing customer service and providing great marketing for libraries at various institutions.

Many questions about hardware and software were asked and answered, and in the true spirit of a SIG, everyone had something to teach, and everyone had something to learn. At the end of the meeting, everyone beamed (transmitted wirelessly through an infrared port) their newly created electronic business cards to each other's PDAs. So much information was exchanged that it was half an hour beyond the scheduled end time of the meeting before the group realized it was time to leave. Look for another meeting of this group in the early fall. ♦

Editor's Note: The PDA SIG handout can be found at the end of the newsletter.

Librarian's Spotlight

Pat Regenberg



By Terry Cuddy
Capital Health System/Fuld Campus

Pat Regenberg has been Librarian at Mountainside Hospital for 19 years. She started as a Librarian for the School of Nursing and moved to the Medical Library only six months

later. A distinguished member of AHIP, Pat is currently Manager of the Health Sciences Library. She has a BA in English and a MLS, both from Rutgers University. The library has about 3000 books, 325 current journal subscriptions, and 1000 videos, slides, and audiotapes. It is a basic clinical collection with an emphasis on gastroenterology and cardiology. Renovated in 1995, the library now has movable shelving and four enduser terminals. They are open to the public and do have patrons calling or coming in on a daily basis.

Pat has been an active member of HSLANJ, NY/NJ Chapter MLA and the Medical Library Association since 1978 when she received her MLS. She has chaired the ILL committee and BHSL both since 1985. She has also been a member of the membership committee and the standards committee for the Hospital Library Section of MLA. She was president of HSLANJ 1985/86. She chaired the government relations committees for both the HSLANJ and NY/NJ Chapter at the same time. Pat has been a mentor for MLA since the early 1990. She was HSLANJ Hospital Librarian of the year in 1996.

Pat has also been active in the regions since the early 1980's. She sat on the Interim Planning Committee, which laid the groundwork for the regions when they became the original six regions, which then became the four regions, which now make up the statewide multitype library network. Pat sat on the board of Region 3 and also Infolink. She has served as president of Region 3. Pat is first author on a paper presented in Vancouver this past May. The paper is titled SURVIVING A MERGER: HOW FOUR HOSPITAL LIBRARIES CREATED A SYSTEM. She also attended the International Conference of Medical Librarians in London this past summer. It was a great opportunity for Pat to get a broader take on medical librarianship. She brought home some great ideas that she hopes to put into use here including an EBM project. **These are just the highlights!**

In her spare time (!) Pat and her husband enjoy traveling, seeking out the "Library" as they journey about the world. They have visited Japan six times, finding a medical school library much like those in the U.S. There were mostly English language journals and the same searchable databases. She also cruised to Alaska following the Vancouver meeting. "It was awesome. I have never seen such a pristine landscape. We went for miles without hearing planes, cars, or seeing telephone lines. Just birds and beautiful mountains. WOW!" ♦

Reference and research gems and jewels

Larry Dormer
St. Michael's Medical Center

I don't know about you, but when I get a request to find a physician outside the U.S. and Canada, I feel that I am at a dead end. Recently, I received a request from the Chief of Medicine for a list of internists in Oslo, Norway. Not expecting to have any luck, I utilized the "Ask a Librarian" virtual reference service at the NJ Statewide Reference Center at Camden County Public Library. Much to my surprise, I received a response from reference librarian Barbara Evans to try the online international telephone directory at <http://www.teldir.com/tdred/eng/>. I was given the following steps, but you can utilize this example in looking for a physician, their phone number, and address, practically anywhere in the world.

For my specific request, I was looking for a list of internists in Oslo, Norway. I proceeded with the following steps:

1. Connect to <http://www.teldir.com/tdred/eng/>
2. A broad area listing comes up. I chose Europe, then chose "more". (The options under Europe are UK, France, Germany, and more.) If you are looking for a listing from a country other than the UK, France, or Germany, choose "and more".
3. A list by country came up on screen. I clicked on the Norway link here (per my example).
4. The next screen listed two links, I chose TELENOR GULESIDER (Norway Yellow Pages).

Three option blocks are then presented to you. In the first block labeled "Business Category". I entered "Doctor". The second block is for company name. In this case, since I was not interested in a company name, I left it blank. In the third option block is "Entire Country". Utilizing the scroll bar, I scrolled down to Oslo and clicked on it, in order to limit the search to the city of Oslo. Then I clicked on the "Search" button.

5. A list of hits in "Business Category" came up on the screen, listed alphabetically by specialty. (Starting with anesthesia in this case). I scrolled down to "Internal Medicine" and clicked on it.

The list indicated 40 hits in this category.

6. The internal medicine list came up. There were sort options listed on top, I chose alphabetical Order. Each listing gives full name, beginning with surname, and followed by first name, Address, telephone number, and, in some cases, fax number. You won't find physician credentials listed here – remember this is a telephone directory, but at least it is a start. ♦

HOSPITALITY CORNER

Lia Sabbagh
Englewood Hospital & Medical Center

The Hospitality Committee needs your help. If you know of new members who have not yet been recognized, please let us know. Also, if you are aware of special events in a member's life (such as births, weddings, and special anniversaries) please contact any of the Hospitality Committee members so that an appropriate card or gift from HSLANJ may be sent.

The Hospitality Committee members for the year 2001-2002 are Lia Sabbagh, Chair, Englewood Hospital & Medical Center; Lena F. Feld, JFK Medical Center, Edison; Rekha Gandhi, Morristown Memorial Hospital; and Jan Hudgens, Bergen Regional Medical Center.

Please join us in welcoming the following new members of HSLANJ:

Margaret Bennett – President of Pro Libra Associates, Inc.

Marjorie Doremus – Coordinator of the Health Promotion Resource Center at the Bergen County Department of Health Services. Marjorie has a Ph.D. in nutrition education. She has worked at Montclair State University as a project specialist and faculty. Marjorie is married and has two children.

Janina Kaldan – Librarian at Rahway Hospital. Janina came to Rahway after a 2-year stint at Cabrini Medical Center in Manhattan. She has previously worked at the libraries at Cornell & Memorial Sloan-Kettering. Janina received her MLS from Pratt. She lives in Rahway, and can now walk to work.

Dr. Robert M. Nelson – President, Meland Foundation. Dr. Nelson is a retired pediatrician. He was the 1999 recipient of the "Clinician of the Year" award from HSLANJ. He is the founder of the Meland Foundation which, in cooperation with Englewood Hospital & Medical Center, is dedicated to providing patients and their family members with accurate and up-to-date medical and health information. ♦

Public Library & Consumer Health Conference

Kathy Moeller
Overlook Hospital, Summit

In January 2001, a historic, first joint conference of the Medical Library Association, the Public Library Association and the National Library of Medicine was held in Washington, DC. The meeting, titled "The Public Library and Consumer Health" was heavily supported by the National Library of Medicine.

The two-day conference offered a keynote speaker, general sessions, and concurrent workshops. Attendees earned 6 CE credits towards the new MLA Consumer Health Certificate. The conference provided an introduction to health information resources, collection development, training in searching medical databases, grantwriting assistance, and presented model examples of collaborative projects.

The keynote speaker, Dr. Tom Ferguson, has been involved since his medical school days, when he edited a journal called Medical Self Care. Since then he has become a well-known consultant and speaker. Dr. Ferguson used the Pew Internet Study

<http://www.pew.internet.org> to present a picture of the typical online health end-user. He stated that 55% of all web searches were concerned with health. He presented guidelines for both medical librarians and public librarians.

In the general sessions, Dr. Donald Lundberg, Director of NLM, spoke stressing the importance of collaboration and cooperation between the 9000 members of the Public Library Association and the 5000 members of MLA. Carla Funk of MLA gave a sneak preview of the MLA's Consumer Health Certificate.

Workshops were presented on several pertinent topics, such as: planning and managing consumer health services, grantwriting, consumer health on the web, and NLM consumer resources. Fourteen organizations had exhibits. Of the 250 attendees, about one third were public librarians, one third were medical librarians, and one third were academic librarians or others. The others category ranged from librarians at foundations, private organizations, publishers, and other businesses.

Most amazing was to see the extent of NLM's involvement. Consumer health is now one of NLM's strategic initiatives. The conference was most worthwhile attending and much new information was presented. Future conferences are heartily recommended to all HSLANJers. ♦

MLA's Satellite Teleconference a "Smashing" Success

Patricia May
St. Joseph's Hospital & Medical Center

As was mentioned in the January 2001 issue of the **MLA News**, the e-journals teleconference was a great success. Held on Wednesday, November 15, 2000, 212 sites and more than 3,000 viewers participated in this opportunity for professional development. Comments on the evaluation forms attest to the quality of the program.

Topics included:

- the issues, perceptions, experiences, benefits, potential pitfalls and challenges facing librarians as they confront revolutionary changes in knowledge-based information delivery
- potential solutions for issues in cancellation versus duplication, collection and means of access, archiving, aggregators and subscription agents, collection development policies and practices, book and journal budgets, and consortia pricing
- the differences between availability and acceptance of electronic publishing in hospital and academic library settings

Thirteen people attended the conference at St. Joseph's Hospital and Medical Center in Paterson. However, if you were not able to participate, you can still benefit from MLA's insights. The presentation was videotaped and HSLANJ is making it available to all members. There is a \$15.00 fee which is payable to HSLANJ. 1.5 MLA Contact Hours are awarded for the viewing.

For more information, call Patricia May, St. Joseph's Hospital and Medical Center, 973-754-3590. ♦

ePULSE is the electronic newsletter of the Health Sciences Library Association of New Jersey. Issue No. 45, Spring 2001.

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The Effectiveness of a Medical Library Association-Approved CE Activity - Preliminary results

Robb Mackes, Kessler Institute for Rehabilitation,
Barbara Reich, Hackensack University Medical Center,
Michelle Volesko, New Jersey Hospital Association,
JoAn Petersen, Union Hospital

On December 15, 1999, HSLANJ sponsored a three-hour continuing education course on "Career Management." The course was specifically designed by presenter Karen Biernessner of CAM Consulting with our members' self-specified needs in mind. Topics regarding the business aspects of career management, such as negotiating, communicating, projecting a positive self image, understanding change, setting goals, presenting yourself professionally, and advancing your career were covered. Mentoring, one of our organizational goals, was incorporated into the course.

Participants were asked to complete a self-assessment pretest comprised of a revised version of the *SLA Personal Competencies*. The questions covered many of the same skills that our members had identified as suggested continuing education topics. At the conclusion of the course, participants were asked to select one or two goals that could be achieved within the next two months, and to select a "mentor" partner. Partners were asked to consult with one another weekly to check progress towards goals. Two months following the course, the same self-assessment test was distributed to participants. Seventeen participants completed both the pre and posttests. Results were then analyzed by t-test, 2 tailed paired method. For five of the questions, there was no statistically significant improvement: #4. Is willing to partner, #5. Values respect and trust, #10. Understands the value of education and training, #12. Networks, and #13. Manages change. However, in eight of the thirteen questions, respondents did show a statistically significant increase in the mean scores of their responses.

Positive gains were shown to these questions: #1. Commits to service excellence, #2 actively seeks challenges, #3. Sees the big picture, #6. Uses effective communications skills, #7. Understands the value of teamwork, #8. Leads, #9. Plans, #11. Demonstrates business skills. Thus, on these eight points respondents had self perceived increases in ability after this course, showing that actual learning based upon the course objectives did take place. Based upon the design of this study, it could not be determined if mentoring affected the outcome.

A special thank you to Laura Koegel, Union Hospital, Data Analyst, for sharing her statistical expertise. ♦

BENCHMARKING – HOW AND WHY

Madeleine Taylor
St. Joseph's Hospital & Medical Center

The December 6, 2000 meeting of HSLANJ featured a presentation by Annette Gohlke of Library Benchmarking International. The presentation, "Benchmarking in a High-Tech Competitive Environment", was well-attended and well-received by HSLANJ members.

This course was particularly relevant to librarians due to the MLA's benchmarking initiative. Benchmarking is the "continuous process of measuring our products, services, and processes against our . . . competitors or . . . leaders." Benchmarking is a Total Quality Management (TQM) tool, and Ms. Gohlke's presentation explained how benchmarking can be performed for libraries, and why it should be performed.

Ms. Gohlke discussed comparative and process benchmarking, and the advantages of comparative benchmarking for our initial efforts. Utilizing actual examples, the members attending were shown how comparative benchmarking is carried out, and how the results can be translated. How can library A with fewer staff service the same number of users as library B? Are they providing the same services? Are some services outsourced?

This presentation clearly illustrated the comparative benchmarking process for libraries. The results can then be utilized in a number of ways, including performance improvement, and to prove the library's value to management in TQM terms. Benchmarking could also change the way we perform our jobs, by showing us how other libraries "do it" and adopting their best practices.

Ms. Gohlke provided us with a wealth of material, including slides of her presentation, articles, bibliographies and flowcharts to aid in our efforts. This was truly an excellent presentation for HSLANJ, and the Education Committee is to be applauded for their efforts. ♦

KUDOS to Our Members

Patricia May
St. Joseph's Hospital & Medical Center

Eleanor Cohen of St. Joseph's Hospital & Medical Center is now providing library services for Palisades Medical Center in North Bergen.

Rekha Gandhi has joined the staff of Morristown Memorial Hospital as medical librarian.

Anne Grenda is reference librarian at Schering Plough Research Institute, Kenilworth.

Michelle Harmon is library director at Bon Secours New Jersey Health System, Jersey City.

Elisabeth Jacobsen, formerly of Christ Hospital, Jersey City, is now Library Director at Trinitas Hospital, Elizabeth (St. Elizabeth's/Elizabeth General).

Mickie McIntyre, formerly of UMDNJ in Stratford, is now the Healthy New Jersey librarian.

Laurie Neblock is the medical librarian at Underwood Memorial Hospital, Woodbury.

Madeleine Taylor was quoted in the technology column of the January 2001 issue of **American Libraries**.

UMDNJ will be presenting the Healthy NJ website at the NJLA Spring Conference.

Congratulations to all! ♦



Calendar of Upcoming Dates on Next Page! Get your calendar ready!

UPCOMING DATES OF INTEREST

MARCH 21	HSLANJ General Meeting CE: Finding the Best Resources to Answer Nursing Questions
MARCH 21	NY/NJ Chapter MLA : Spring Dinner
MARCH 23	NY/NJ Chapter MLA: CE: Finding the Best Resources to Answer Nursing Questions
MARCH 29	NJ SLA Videoconference
APRIL 5	NJ SLA Annual Dinner & Lecture Meeting
APRIL 11	HSLANJ Board Meeting
APRIL 29-MAY 1	NJLA Spring Conference
MAY 26-30	MLA Annual Conference
SEPTEMBER 19	HSLANJ General Meeting
OCTOBER 14-16	NY/NJ Chapter of MLA Joint Annual Meeting with NAHSL
OCTOBER 24	HSLANJ Board Meeting
DECEMBER 5	HSLANJ General Meeting

FROM THE EDITOR:

Hello to all, and welcome to ePulse! Now that we're living in the new millennium, we thought it might be time to publish our newsletter in an electronic format only. And if you're reading this, it worked!

Publishing electronically saves HSLANJ an enormous amount of money in paper costs, and helps the environment. I'm sure many of us will choose to print this, but that spreads the cost over all our libraries, and you can probably spare 12 sheets of scrap paper to print this on. We are no longer limited in the size of the newsletter; we can put in as much information as people are willing to write.

Also, I ask for your understanding if there are any problems or mistakes included in this edition of Pulse. I signed on for this job late, and can now appreciate what all of the former editors went through. Any mistakes are my own, and I accept responsibility.

My thanks to JoAn Petersen for her faith in me, and for enduring my many phone calls saying, "What do you think of . . .?" Many, many thanks to our article writers who endured either too much, or not enough harassment from me. Thanks to B.J. Swartz and the Web Development team for getting this online. Thanks to Patti, Eleanor and Doris for putting up with me while I worked on this. And thanks to you all for reading the boring note from the editor.

Madeleine Taylor
St. Joseph's Hospital & Medical Center

PDA Bibliography/Webliography

Disclaimer: neither comprehensive, nor even necessarily representative ... just some interesting reading we have come across.

Avantgo

<http://www.avantgo.com>

Mobile Internet service. AvantGo allows you to Web-enable your PDA (or WAP enabled cell phone) to get news, weather, stock quotes, flight schedules, etc.

Briggs, Bill. **Getting around with handhelds.** *Health Data Management*. 2001 Feb.

<http://www.healthdatamanagement.com/html/current/CurrentIssueStory.cfm?PostID=5084>

Nice article about physician use of PDAs.

Brown, Bruce; Brown, Marge. **Expanding possibilities.** *PC Magazine*. 2001 Mar 6; 20(5):188-96, 198, 200. Extensive article about many aspects of PDAs. Explains uses, features, connectivity and accessories. Includes short product reviews, a table summarizing the features of each, and a decision tree to help you choose the best product for your needs. The article is online in a different format at <http://www.pcmag.com/pda>. The online version also contains additional content.

CollectiveMed

www.collectivemed.com

Offers hardware, software and accessories for PDAs, as well as medical textbooks, CD-ROMs and medical equipment.

ePocrates

<http://www.epocrates.com/>

From the website: "From new drugs to prescription solutions, physicians need rapid access to clinical information and services at the point-of-care. ePocrates provides the trusted tools physicians need, in simple and intuitive forms to make their lives more efficient." Offers infectious disease and drug reference guides for PDAs.

handheldmed

<http://www.handheldmed.com>

Software, hardware, articles and features.

Handspring

<http://www.handspring.com>

Visor headquarters. Best place for information specific to Visor hardware and accessories, including future developments. All Visor hardware and accessories are available here for purchase. Tons of software for all general uses. Some medical software as well, but not as comprehensive as the medical sites. Since Visors run the Palm OS, all software will run on a Palm device as well.

Healthy Palmpilot

<http://www.healthypalmpilot.com/>

500+ resources of various types, including documents and commercial, shareware and freeware applications. Divided by such categories as diagnosis, interventions, record tracking, references, and research tools. Many downloadable documents require that you have the appropriate reader application installed first. This is the PDA equivalent of having Microsoft Word to read a .doc file. Healthy Palmpilot has a FAQ (<http://www.healthypalmpilot.com/faq/faq2.html>) that explains how to download such documents and the different applications available.

Medical Piloteer Webring

<http://www.healthypalmpilot.com/webring>

Home page for the Medical Piloteer Webring ... you can also find it by inputting "medical piloteer" into Google or another good search engine. 54 sites that cover some aspect of using PDA's in medicine. Some have hints, some have software, etc.

MemoWare

<http://www.memoware.com>

MemoWare contains thousands of downloadable documents formatted for your PDA. The documents available cover a wide range of topics, from investing to science fiction, and include reference material from categories such as Business, Career, Computers, Entertainment, Law, Medicine and Sports. Most are free. This is a good place to get a few mysteries to read on the plane! Also offers useful links and help files.

Palm Gear HQ

<http://www.palmgear.com>

"The one stop source for your Palm Connected organizer." Hardware, software accessories, Q&A, tips & tricks. Software will run on Visors as well, or any other device that uses the Palm OS.

Palm.net

www.palm.net

MyPalm is a service offered by Palm whereby you create an account and can sync your Palm to this account. This allows you to access your information from any computer with Internet access. In addition, you can create groups of MyPalm users to set up meetings much as you would do with Microsoft Outlook on an exchange server.

pdaMD

<http://www.pdamd.com>

Nice overall medical PDA site. Includes product reviews, articles, columns, buyer's guide, how-tos, hardware, software, documents and discussion forums.

PDA's for Health Care Providers – Arizona Health Sciences Library

<http://www.ahsl.arizona.edu/pda/index.htm> (General page)

<http://educ.ahsl.arizona.edu/pda/hlth.htm> (Health care applications page)

Reviewed in MLA News. Site broken down into Alerts and General Sites, Initiatives, Student Sites, Prescribing and Patient Tracking, Calculators, and Reference Works. Last year before MLA, Mari included a downloadable file that contained the entire schedule for the MLA Annual Meeting lectures, programs and workshops. It was fabulous not to have to enter all that information manually!

Peanut Press

<http://www.peanutpress.com>

Another good place for your travel reading, with recently published books available for purchase. Also available is free MakeBook software, which converts any document to make it readable using the Peanut Reader. This would allow, for example, reading any of the vast number of classics available free from Project Gutenberg (www.promo.net/pg/).

RNPalm

<http://www.rnpalm.com>

"RNPalm is an online journal dedicated to the use of mobile computing in nursing. In association with our independent Software Developers we have developed the first ever nursing specific Palm OS software applications for the Palm computing platform. These applications will have the potential to improve the quality of healthcare, while empowering 11 million nurses world wide. On these pages nurses and all members of the healthcare team, can keep abreast of the changes in Mobile Informatics, and collaborate to advance Mobile Computing in healthcare."

Contains news, editorials, research, reviews, software and links to other sites focusing on the use of PDAs in nursing. Home of the PDAs in Nursing listserv.

Skolnick, Neil S; Cohen, Harris. **Reference guides can go on your Palm.** *AMNews*. 2001 Feb 12.

http://www.ama-assn.org/sci-pubs/amnews/pick_01/teca0212.htm

Articles about downloadable medical references, with links to some popular sites.

Tucows

www.tucows.com

Offers all sorts of software to download. Runs the gamut of freeware, shareware and, for lack of a better term, “payware.”

The 2000 Guide to Handheld and Palmtop Computing Resources for Health Care Professionals.

www.medicalsoftwareforpdas.com

Advertises a downloadable file called “The Guide to Handheld and Palmtop Computing Resources for Health Care Professionals.” According to the table of contents, there are sections including an introduction to PDAs, medical calculators, pharmacopoeias, development software, peripherals, statistics, and EBM.

Vamum, Ken. **Information at Your Fingertips: Porting Library Services to the PDA.** *Online.* 2000; 24(5): 14-17. An interesting look at how the library at the Ford Motor Company used PDA technology to implement a value-added service for their clients.

Vindigo

<http://www.vindigo.com>

A portable guidebook to 19 US cities and London. “Vindigo is a personal navigation tool—tell it where you are or where you’re going and it can find the nearest and best places to eat, shop, and play. Vindigo knows about every great restaurant, bar, movie, and store in your city.”

Compiled by Robb Mackes & Barbara S. Reich. Current as of February 18, 2001. ©2001