



## President's Page

It's fall and a new association year has begun for CAHSLA. I am pleased to be serving as President this year with a very able Executive Committee: Vice President, Shelley Paden; Secretary, Penny Philpot; Treasurer, Cathy Constance; and Past-President, Lisa McCormick. Committee chairs include: Archives, Jane Thompson; Chronicle Editors, Barbarie Hill and Lisa McCormick; Program Committee, Shelley Paden; Membership Committee, Cathy Constance, and COCLS Coordinator, Don Smith.

We have met once for a transition meeting where we discussed, among other things, goals for the coming year. Several goals are ongoing from previous years, and include, increasing membership, co-sponsoring programs with GCLC and SLA when possible, and developing a vendor support list to be used in future years. Jane Thompson and Lisa McCormick are leading the effort to update and revise the Procedures Manual.

Increasing membership is a priority, and we brainstormed potential strategies to achieve this goal. Some of the ideas that we discussed include gift certificate drawings both for renewing members and at a meeting with new or prospective members; actively reaching out to University of Kentucky and Kent State library school students in our area; offering a

student membership rate; and developing a list of potential members to personally invite to CAHSLA programs. When you receive your membership renewal forms you'll see that we decided on \$8.00 for the student membership rate. We can each reach out to prospective members as well. If you become aware of someone who might be a prospective member, take the initiative to invite him or her to upcoming meetings. Working together on this, we will be able to increase our membership significantly.

Pursuing vendor sponsorship for programs is another priority. Last year, I put together vendor sponsorship guidelines and a sample letter that was approved, after some discussion and revision, by the Executive Committee. This year, creating a list of vendors who have supported us in the past or may support us in the future is the goal. In the near future, I will be looking for CAHSLA members with vendor contacts to serve on an ad hoc committee and help me meet this objective.

Thanks to  
**RefWorks**  
for sponsoring  
our September meeting

Shelley and the program committee have come up with a great list of programs for the coming year. You can read more about the programs in Shelley's article in this issue. The organization year kicked off with a membership

meeting at the National Underground Railroad Freedom Center. The museum looks not only at

slavery in the United States but also at other fights for freedom around the world. The use of multiple mediums (print, objects, and interactive multi-media) does a powerful job of presenting information and increasing awareness. A group of us toured the museum and then retired to the Lloyd Library for a brief meeting and refreshments. Many thanks go to RefWorks for helping to sponsor the membership meeting.

I am looking forward to a good and productive CAHSLA year. I plan to make the most of it! Please feel free to contact me at any time with questions, suggestions or comments at 558-1433 or edlith.starbuck@uc.edu.

*Edith Starbuck*

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### **CAHSLA Programs 2004-2005**

Dr. Gretchen Stone will share her exciting experience working on the Sudan Tuberculosis Project on October 19<sup>th</sup> at Children's Hospital.

If you've wanted to know more about our organization's history, Jane Thompson, CAHSLA archivist, knows all there is to know, and will entertain us with stories on November 9th. The meeting will be at Mary Piper's house.

We will have our holiday meeting in early December. Maggie Heran, Lloyd Library, is working on arrangements.

On February 3rd, Tammy Mays is scheduled to give a workshop at Cincinnati State Community and Technical College on Consumer Health on the Internet. GCLC and CAHSLA will co-sponsor.

We are working on a meeting with SLA on finding health statistics. It will be held in mid-March. Plans for the business meeting and the final meeting are also still in the works. Stay tuned for more information. We have a good selection of topics and should have a great year.

*Shelley Paulen, Program Chair*

### **Financial Report 10/5/2004**

#### Checking Account

Balance as of 8/18/2004 \$3230.94

#### Deposits

RefWorks meeting sponsorship \$300.00

Total \$ 300.00

#### Withdrawals

Service charges - 1 month \$ 12.00

Sep meeting - Freedom Ctr & catering \$217.00

Total -\$ 229.00

Balance as of 10/5/2004 \$3301.94

#### Cash

Balance as of 8/18/2004 \$ 51.23

Balance as of 10/5/2004 \$ 51.23

Total Assets \$3353.17

*Submitted by Cathy Constance, Treasurer*

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### **Lois Ann Colaianni Award for Excellence and Achievement in Hospital Librarianship Available**

Do YOU know a hospital librarian  
with these attributes?

*Outstanding service in hospital librarianship*

*A dynamic and exceptional librarian*

*A visionary!*

Application Deadline: November 1, 2004

## **OHSLA Fall Meeting**

Barbarie Hill, Lisa McCormick, and Jane Thompson attended the fall meeting of OHSLA held in Wooster, Ohio at the Shisler Conference Center. The day was organized with a presentation by Eric Schnell, Head Information Technology, John A. Prior Health Sciences Library (OSU) in the morning, the luncheon/business meeting, followed by a panel presentation and discussion on open access journals.

Eric's presentation was on "docMD: DOCUMENT Mediated Delivery." With support from NLM, Eric was able to pilot a model of a "mediated direct-to-consumer document delivery service for hospital libraries." This model overcomes the barriers hospital libraries encounter in developing such a service because of limited financial, human, and computer resources. In addition, and probably most importantly, docMD overcomes the firewall barrier of the hospital environment. The project was exceedingly successful and had few barriers to implementation and operation. Piloted with hospital libraries in the Cleveland area, the project was cost-effective and efficient. An unexpected "glitch" in the plan to widen the participation of libraries in docMD has occurred because of the sale of the Ariel software to a for-profit company, Infotrieve. Some hospital librarians who participated were in the audience and affirmed the positive nature of the DocMD. We can hope that the problems posed by the sale of Ariel will be resolved so that this useful service can be expanded throughout the state.

The afternoon session avoided the curse of the post-lunch drowsies by delivering a lively presentation and discussion on open access journals. Panelists included Lynda Hartel, OSU, who addressed collection development and technical service issues; Marlene Porter, Medical College of Ohio, who spoke to marketing open access journals; and Thomas Atwood, NEUCOM, who gave an overview of open access journals in the academic environment. The audience felt free to jump in to raise issues that are still open to

debate on this publishing development that is evolving with controversy in a variety of sectors.

The meeting was very informative and well-organized, achieving the goal of providing content of interest to both academic and hospital librarians. Cincinnati is lucky to have OHSLA's current program chair, Barbarie Hill, close at-hand.

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## **Getting Started with LinkOut**

I signed up for this class when it was announced on the web, even though it was billed as a beginner's class and I have been submitting to LinkOut since 2002. The class was taught by Denise O'Shea, Technology Coordinator, Middle Atlantic Region, NN/LM and Susan Barnes, Resource Sharing Coordinator, Pacific Northwest Region, NN/LM. The class was led through the process of registering for a LinkOut account, including a quick run-through of what LinkOut is and is not, reasons to link, and how it works. The seven steps to success were: familiarize, organize, register, customize, enter holdings, activate, and publicize. In my case we created the icon (customize), entered holdings, and are working on the organizing. Since we had done it by the seat of our pants, the class served to fill in some gaps. Specifically, I was reminded that we can also supply our print holdings to LinkOut, via Serhold, and that we can link to free journals. IN fact, LinkOut now has a list of Free journals at the web site. In development is a transfer from OCLC records to Serhold, due perhaps in 2005. This will be a quarterly upload. There was a quick glide over Cubby. It was pointed out that you can see other libraries' holdings by substituting their institutional abbreviation for your own, which would be useful for physicians who have privileges at multiple institutions. We were shown how to limit a search to free full text, and how to access usage statistics. We were reminded of links to other Linkout resources: PubMed databases such as consumer health and practice guidelines; Nucleotide and Protein databases, the OMIM database; Taxonomy database, and MedlinePlus.

*Jane Thompson*

## Midwest Chapter/MLA Annual Conference, Springfield, IL



The first plenary at the conference this year was a very entertaining and eye-opening presentation titled "From Wedding Rings To Nose Rings: Generational Differences at Work"

by Faith Roberts, Community Parish Nurse Program Coordinator at Carle Foundation Hospital, Urbana, Illinois. Here are Denise Britigan's notes (augmented with some of my own) which will give you a flavor of the subject:

### Generational Differences at Work

" Gender science: When listening, women nod and men smile. Women nod to indicate they've heard, men only nod in agreement. This can lead to misunderstanding or miscommunication.

" "When I hear raised voices, it means someone isn't being heard..."

" "Then and now about Loyalty": Used to be a worker was honored for 25 years on the job. Now a typical worker will change jobs 9 times before the age of 32.

" United way---various interpretations of "giving and community service": Gen X see community service as a punishment

### Pre-Boomer descriptions:

- Born before 1945
- Rules of work= 1. show up, 2. smile, 3. come 15 min. early --"I worked in utero."
- Values: Honor, respect, conformity, follow rules, SACRIFICE
- "My God! She can make a casserole out of what is left in that sink strainer everyday."
- Living within their means

- 14% of the population and 9% of the workforce
  - Remember: Depression, Pearl Harbor, Hitler, Veteran, when disposables began
  - Magnet Hospitals have 4-6 hr shifts which are well suited to pre-boomers
  - While growing up, counted on religion & government
  - Stable, loyal, hardworking
  - NOT touchy-feely
  - Reluctant to buck the system
- Boomer descriptions:
- Born 1946-1959
  - 40% of the population and 40% of the workforce (more than 70% in library science, nursing and social science)
  - Success-oriented, driven, relationships important
  - NOT cost-oriented, highly judgmental, sensitive to feedback, don't like conflict
  - Remember: Vietnam, Civil Rights, NOW, Kent State, assassinations
  - Majority of healthcare administration and most CEOs are white males; often use sports terms for motivation such as "win-win situation", team effort, full-court press...
  - Last generation to know freedom from fear, insecurity
  - Motivation, "you're supposed to..."
  - Values; team-oriented, personal gratification (What's in it for me?), get involved

### Cusper descriptions:

- Born in 1960-1968
- 11% of the population and 11% of the workforce
- peacekeeper at work -- understand both boomers and Gen X
- Fiscally conservative; understand money
- Socially liberal

### Gen X descriptions (actually stands for the tenth generation of work force documentation by anthropologists & sociologists):

- Born in 1969-1978
- 20% population and 18% workforce
- Also known as Busters (busts through the paradigms of baby boomers)

- Adaptable, flexible, independent, NOT intimidated by authority, impatient, cynical (realistic)
- Remember: Watergate, Challenger, Desert Storm, Berlin Wall
- Grew up under the following conditions: Divorce rate was 50%; During the ages of 11-17, no parent home from 2:30-5:30; 24x7 global TV, more than just cable TV
- Disappointments, Disasters, Diminished expectations = Realists
- Values: Self-reliance, change, think globally

#### Millennial/Netster:

- Born after 1979
- Grew up with the internet
- 11% of the population and 2% of the workforce
- Tolerance... "whatever"
- Heroic spirit, highly technical, multi-taskers, NOT good with structure
- Experienced changes in economy, government, religion
- Remember: "Busy", violence, Columbine, Lewinsky, Anita Hill
- FEAR: raised with 'stranger danger', Columbine, 9-11, etc.
- Values: very social, street smart
- Most compacted childhood

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### Midwest Chapter/MLA Panel on Collaboration

There were four speakers on the Collaboration Panel including Carol Galganski from OSF Saint Francis Medical Center in Peoria, Ruth Holst from the Greater Midwest Region office of the National Network of Libraries in Medicine, Jim Shedlock from Northwestern University's Feinberg School of Medicine, and Susan Singleton from the Committee on Institutional Cooperation (CIC).

Each spoke about their collaborative work, beginning with Carol Galganski's description of how the Library and Resource Center worked with Saint Francis Patient Care Services department to

develop a coordinated patient education service. The process of developing patient education material that each department could buy into was challenging but the eventual result was that patient education pieces were developed, cataloged and stored on a searchable website where they could be easily accessed by medical staff.

Ruth Holst talked about ways health sciences librarians can partner with community-based organizations to promote improved access to health information resources within the community while contributing to the outreach mission of the parent institution. The GMR/NNLM offers grants to enable this type of partnership. Suggested community partners were public libraries, disease based organizations, or neighborhood community centers. Several examples of these partnerships around the Midwest region were mentioned.

Jim Shedlock described the successful collaboration among information professionals that developed and now maintain HealthWeb: a website where the best of the web's health information is organized for the health care professional. Librarians from various organizations and universities search the web for health information on a chosen topic and organize that information. The history, accomplishments, current operations and goals of HealthWeb were covered.

Susan Singleton described the consortium composed of the thirteen large research universities in the Midwest. The Committee on Institutional Cooperation (CIC) coordinates the joint activities of the universities including sharing electronic resources costs, sharing expertise and resources.

Unfortunately this panel was one of the last sessions of the conference so although the speakers did a good job, people were exiting after each one spoke. By the end of the session, about a quarter of the original audience remained.

*Edith Starbuck*

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## **The Collaboration Imperative: Librarians and the Information Policy Agenda**

The speaker, James Neal, is currently Dean of University Libraries at Johns Hopkins University and has been appointed Vice President for Information Services and University Librarian at Columbia University. His presentation covered themes of privacy, copyright, scholarly publishing and communication

### References

- Revolution : a history of the idea edited by David Close & Carl Bridge. Totowa, N.J. : Barnes & Noble Books, 1985
- " The Structure of Scientific Revolutions, Thomas Kuhn. Chicago: University of Chicago Press, 2nd ed., 1962/1970
- " Karl Marx on the Theory of Epistemology/Theory of Ideas

### Trends

- " Personal Computing Revolution
- " Electronic Revolution
- " Network Revolution
- " Cellular Revolution
- " MTV/Video Games Revolution
- " Authorship Revolution
- " ATM Revolution
- " Information as a Commodity Revolution
- " New Majority Student Revolution
- " User Expectation Revolution
- " Digital Preservation Revolution
- " Mutability Revolution

### Revolutionary Change

- " Napster Revolution
- " Security/Authentication Revolution
- " Hypertext Revolution
- " Push Revolution (linked navigation)
- " Customization Revolution
- " Open Revolution

### Expectations for Technology

- " Content
- " Access

- " Convenience
- " New Capabilities
- " Cost Reduction
- " Productivity

### Shifting Vision of the Library (how we are seen)

- " Legacy
- " Infrastructure
- " Repository
- " Portal
- " Enterprise

### Changing Roles of the Library

- " Consumers
- " Intermediaries & Aggregators
- " Publishers
- " Educators
- " Research & Design Organizations
- " Entrepreneurs
- " Policy Advocates

### Network Development-What is needed?

- " Connectivity
- " Interoperability
- " Reliability
- " Capacity/Bandwidth
- " Performance
- " Massive Private Sector Investment
- " Strategic Public Sector Involvement
- " New Applications

### Intellectual Freedom Issues

- " Free Speech Rights
- " Pornographic/Violent Content
- " Filtering Tools/Policies
- " Internet as Public Forum
- " Acceptable Use / Access Policies ("free love" at Columbia)
- " Internet as Global Tool

### Legislative Advocacy Issues (Imperatives)

- " Copyright & Intellectual Property
- " Appropriations
- " Intellectual Freedom
- " Privacy
- " Civil Liberties
- " Educational Programs & Policies

<ul style="list-style-type: none"> <li>Research Programs &amp; Policies</li> <li>Internet Development</li> <li>Telecommunications Policies</li> <li>Government Information</li> <li>Workforce Policy</li> <li>International Trade Treaties</li> <li>Scholarly Communication Internet 2 Movement</li> <li>Robust Broadband Networks</li> </ul>	<ul style="list-style-type: none"> <li>Circulation: Billing records</li> <li>Database search logs</li> <li>Archives/ Special Collections logs</li> <li>Caches on microcomputers</li> <li>"My Library" portal system</li> <li>Hardware repair/Disposal of drives/discs</li> <li>Disposal of paper/magnetic tapes/other media with patron records</li> </ul>
<ul style="list-style-type: none"> <li>Telecommunication Policy &amp; Regulations <ul style="list-style-type: none"> <li>Balance Competition and Public Interest</li> </ul> </li> <li>Spectrum Management</li> <li>Universal Service</li> <li>Universal Design</li> <li>Global Telecommunications</li> </ul>	<ul style="list-style-type: none"> <li>Key Copyright Developments <ul style="list-style-type: none"> <li>International Agreements</li> <li>Laws &amp; Legislation</li> <li>Court cases</li> <li>Trade Agreements</li> <li>Licensing Agreements</li> <li>Use guidelines (instead of floors, they became ceilings)</li> <li>Technological Contents/Digital rights management</li> <li>Ownership of copyright</li> <li>Communication</li> <li>Academic culture</li> <li>Preservation of Ideas</li> <li>Prestige &amp; (Tenure) Recognition</li> <li>Profit</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Privacy Issues <ul style="list-style-type: none"> <li>Technology &amp; Internet Impact</li> <li>Risks to Personal Privacy</li> <li>Encryption &amp; Law Enforcement</li> <li>Encryption &amp; National Security</li> <li>E-Commerce/ Electronic payments</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Copyright Issues in the Digital Environment <ul style="list-style-type: none"> <li>Term limitation &amp; commercial exploitation</li> <li>Learning &amp; Internet</li> <li>Maintenance of Public Domain</li> <li>New Licensing Regime for Facts</li> <li>Importance of Contract Negotiations</li> <li>Digital &amp; Network Distribution &amp; Copying</li> <li>International Harmonization</li> <li>Fair Use &amp; Access Prohibitions</li> <li>Online Service Provider Liability</li> <li>Copyright Management Systems/ Anti-circumvention</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Employer Interests (work: e-mail) <ul style="list-style-type: none"> <li>Medical Records/ Patient Information</li> <li>Network Security</li> <li>Digital Rights Management Systems</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>International Copyright <ul style="list-style-type: none"> <li>British/US Common Law Tradition</li> <li>French/Euro Rights of Author Tradition</li> <li>Hague Convention</li> <li>Berne Convention , 1986</li> <li>WPO Diplomatic Conference of 1996</li> <li>World Trade Organization/ GATS</li> <li>Euro Union Directive</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>USA Patriot Act &amp; Regulated Legislation <ul style="list-style-type: none"> <li>Privacy of Student Records (Family Educational Rights and Privacy Act)</li> <li>Definition of Business records</li> <li>Interception of electronic communication</li> <li>Biological agents &amp; research</li> <li>Expansion of surveillance, warrants, subpoenas</li> <li>Domestic terrorism &amp; legitimate protest activity</li> <li>Foreign Intelligence &amp; US Courts</li> <li>Confidentiality of Library &amp; Internet use</li> <li>Harassment of individuals from selected world areas</li> <li>Expansive &amp; burdensome record-keeping</li> <li>Government Information</li> <li>Chilling of International Freedom</li> <li>New definition of sensitive Research</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>Institutional Privacy Policy <ul style="list-style-type: none"> <li>Circulation: records of checked-out items</li> </ul> </li> </ul>	

## New GCLC Director

The Greater Cincinnati Library Consortium (GCLC) announced that Anne K. Abate has been named its executive director. Prior to this, Anne was director of marketing for a government contractor and director of a law firm library. She has also held positions in academic, public, and corporate libraries. Currently, Anne is an adjunct faculty member at the University of Kentucky School of Communications and Information Studies and at the Xavier University department of information systems. She is a member of SLA and the American Association of Law Libraries and is the chair of the Ohio Council of Libraries and Information Services. Anne holds an MLS and a doctorate in computer technology in education.

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## Living in 2004

You know you're living in 2004 when....

1. You accidentally enter your password on the microwave.
2. You haven't played solitaire with real cards in years.
3. You have a list of 15 phone numbers to reach your family of three.
4. You e-mail the person who works at the desk next to you.
5. Your reason for not staying in touch with friends and family is that they don't have e-mail addresses.
6. You go home after a long day at work and answer your home phone with "\_\_\_\_\_ Library. \_\_\_\_\_ speaking."
7. You make phone calls from home, you accidentally dial "9" to get an outside line
8. You pull up in your own driveway and use your cell phone to see if anyone is home.
9. Every commercial on television has a website at the bottom of the screen.
10. Leaving the house without your cell phone, which you didn't have the first 20 or 30 (or 60) years of your life, is now a cause for panic and you turn around to go and get it.
11. You get up in the morning and go online before getting your coffee.
12. You start tilting your head sideways to smile.
13. You're reading this and nodding and laughing.



# CAHSLA COLLEAGUES

## Welcome

We extend a warm welcome to Denise Britigan who has joined the staff of the UC Health Sciences Library. Denise joined the library in August and was formerly a librarian at Hardin Library for the Health Sciences at the University of Iowa.

We are also happy to welcome Andy Foley who has joined the staff of the James N. Gamble Medical Library at The Christ Hospital. Most recently, the Public Library of Cincinnati and Hamilton County employed Andy. Andy has an extensive background and interest in computers and technology.

## Farewell

We are sorry to see Emily Kean (The Christ Hospital) leave the Cincinnati area, but it is for a higher purpose. Emily is pursuing a graduate degree in Chicago. Her experience at TCH landed her a job at a private military library. Emily shared the URL of the library's website if you want to check it out: [www.pritzkermilitarylibrary.org](http://www.pritzkermilitarylibrary.org).

## Travels

Barbarie (Children's) and Tom Hill ventured to England and Wales in September. While there they enjoyed several Premier League football (soccer) matches and one hair-raising day with a rented car in north Wales.

Regina Hartman (TCH) and family traveled to San Francisco in September. They took a tour of the Napa Valley and enjoyed the diverse scenery and wines of the Valley.

Denise Britigan, Shelley Paden, Leslie Schick, and Edith Starbuck (UC HSL) attended the Midwest Chapter Meeting in Springfield, IL. Barbarie Hill and Val Purvis (Children's) also attended the Chapter Meeting.

## Miscellaneous

Dear CAHSLA Colleagues:

May I ask a personal favor? Would you be willing to send holiday cards to my son Gabe, who is in the Army and stationed in Baghdad, Iraq? (Remember, Halloween is later this month). His address is:

SPC Gabriel J. Smith  
14 POB, CPSE  
SOUTH CAMP  
VICTORY  
APO AE09342

I am sure that these postal missives will cheer him up. God willing, he will be back with us in June 2005. Thanks. Don  
(Cards take about a week to get there and require only a regular first-class stamp)

## **In the literature (and on the Net) ...**

### **Dean of UC's Medical School Resigns**

Andrea Tortora, *Campus Courier*

Dr. William Martin, dean of the University of Cincinnati College of Medicine, is stepping down after two years on the job.

In an Aug. 26 letter to "colleagues and friends," Martin said his resignation is immediate and comes after Dr. Jane Henney, senior vice president and provost for Health Affairs at UC "informed me of her desire to take the College of Medicine in a new direction."

In a separate statement, Henney said an interim dean will be named and an international search for a new dean will be conducted. Henney noted that Martin will join the faculty of the Department of Internal Medicine to pursue his research interests in respiratory diseases.

In his memo, Martin wrote that UC President Nancy Zimpher and Henney offered him the position of vice president for research at UC, a new post that would coordinate all of the University's research endeavors.

"While this new position offers much potential, its parameters are still being defined. For that reason, I have decided that it is not wise for me to accept this opportunity at this time," Martin wrote in his statement.

Martin plans to remain at UC as a full-time tenured professor with an endowed chair in the College of Medicine, and to continue working in his research lab, which is funded by three grants from the National Institutes of Health totaling \$972,000 a year. Martin says he also will continue his work with the NIH as appointed chairman of the Data Safety and Monitoring Board for the Asthma Clinical Research Network. He also will be the chairman for an upcoming scientific review at NIH on the fatal lung disease idiopathic pulmonary fibrosis ...

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### **Posted by Lisa McCormick, The Jewish Hospital, to the MEDLIB-L listserv:**

Her story clearly demonstrates the difference medical librarians make in respect to patient care. Consider posting this story on your library bulletin board.

Since it is National Medical Librarians Month, I would like to share this "thank you" I received with the community of professional medical librarians and our well-developed system of delivery of critical health information that garnered this thank you.

The library received an urgent call from the stem cell transplant office one Tuesday morning that the office had less than 48 hours to provide an insurer with peer-reviewed, standard of care validation that ONE drug in a combination chemotherapy regimen that a young woman was scheduled to begin was indeed necessary. If the office could not provide the documentation in the required amount of time, the woman's treatment coverage would be denied by the insurer. The manager had a list of about 20 articles (some older), and asked if we could obtain them. Some we had, but many were from specialty journals beyond our collection. My staff immediately got on DOCLINE, and placed the requests. Meanwhile, I started searching for more current articles that would support the appeal. The majority of these newer articles were placed on DOCLINE as urgent requests, too. Soon, the fax machine and the emails were pouring in with the documents; within 4

hours we had the majority of the articles we requested! By the next morning, all articles were received. The stem cell staff had ample evidence to launch the appeal on behalf of the patient.

Today, our library received the hospital's "Customer 1st" award, nominated by the stem cell staff. The patient's appeal was approved, and she began her treatment on the day she was scheduled to do so.

To all those librarians, library assistants, and library staff who filled those urgent DOCLINE requests not knowing the circumstances, this thank you belongs to you. Your commitment to providing health information at times of critical need has a very real and very personal impact.

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**Posted by Marjorie Anderson, Mercy Hospital, Portland, Maine on Medlib-L:**

Hi all,

I had the pleasure today of receiving our copy of Lange's Review of Medical Physiology from a man in California who had purchased it on the Web from half.com this spring. He wrote to them and was able to get his money back after calling me to be sure the book had not been discarded. Only the spine label had been removed. This is the second incidence of a Maine book being sold on the Internet this year. I hope other buyers are as honest.

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**Swets at brink of ruin after accounting fault banks demand capital injection**

Gerben Van Der Marel, *Financial Times*, September(?) 2004

Swets & Zeitlinger, Dutch distributors of scientific information, are in trouble. The business needs refinancing after it was found that it made losses in the past years.

As a consequence of the problems Swets no longer meets the credit conditions of the bank. On Friday, shareholders will decide on a capital injection of EUR 45 million.

This is confirmed by Jan-Willem Baud, chairman of the board of supervisory directors. Baud is the director of NPM Capital, which holds 26% of the shares of Swets. Other shareholders are the Swets family (29%), Nesbitt (23%), Paribas (15%), and Alpinvest (7%). The business has approx. 1400 employees in 23 offices.

NPM has promised new money. Baud: "We believe that Swets can go on for another hundred years in spite of the problems." Other shareholders are still hesitant about whether or not they should jump to the rescue, says Baud ...

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**Songs to be performed by a librarian ... also from Medlib-L**

"I Still Haven't Found What I'm Looking For" by U2

"Library Song" by Tom Chapin

"The Seeker" by The Who

"Love in the Library" by Jimmy Buffett

You may enjoy looking at the following web page of "Library songs" from an Australian Web site called Blisspix at <http://www.blisspix.net/library/songs.html>

## CALENDAR

- Nov 9 CAHSLA meeting featuring Jane Thompson, Archivist. Mary Piper's house.
- Nov 16 Greater Cincinnati Group, MDConsult consortium, meeting. 12:00 noon at Good Samaritan Hospital
- Dec ?? CAHSLA Christmas party. Date and place TBA
- Feb 3 Consumer Health on the Internet. Meeting co-sponsored by GCLC and CAHSLA. Cincinnati State Technical and Community College
- Mar ?? Meeting on finding health statistics, co-sponsored by SLA and CAHSLA. Date and place TBA
- May 14-19 MLA annual meeting. San Antonio, Texas
- June 5-8 SLA annual meeting. Toronto, ON
- Sept 16-20 Midwest Chapter/MLA annual conference. Fargo, ND
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The *CAHSLA Chronicle* is published four times a year in September, December, March, and June. The editors are Lisa McCormick, Jewish Hospital Health Sciences Library, and Barbarie Hill, Cincinnati Children's Hospital Pratt Library.

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### CAHSLA Chronicle

Barbarie Hill, Editor  
Edward L. Pratt Library  
Cincinnati Children's Hospital  
3333 Burnet Avenue  
Cincinnati, OH 45229-3039