



# CHRONICLE

CINCINNATI AREA HEALTH SCIENCES LIBRARY ASSOCIATION

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## President's Page

What a difference a year makes! At this time last year, many of us were so involved in planning the 2000 Midwest Chapter/MLA meeting that there seemed to be time for little else, including a fall CAHSLA meeting. What a memorable year it was. Amazingly, it all came together for a great conference. We still managed to get together a few times during the rest of the year and take a break over the summer. Now that things have returned to "normal" and our traditional fall meeting time is approaching, I have given some thought to professional organizations in general, and CAHSLA in particular.

With the daily demands of work, family and other interests occupying most of our time, it often seems there is simply no room left to fit in any more organizations or committees. I know of many groups that have dissolved recently due to lack of interest or member commitment. I am sure you can think of a few yourself. So, why should anyone be interested in this organization? What are the benefits of being a CAHSLA member? There are numerous benefits that come to mind: It provides an opportunity to meet with colleagues and share information and ideas, to find out what's new, to keep informed by the quarterly Chronicle newsletter, and to take advantage of the educational opportunities provided throughout the year. Plus eat and drink! Quite a deal for \$15.00.

CAHSLA has been around for a long time, thanks to the commitment and leadership of our officers and

member support. That leadership continues this year with the following officers: Jane Thompson, President-Elect; Mary Piper, Secretary; and Cathy Constance, Treasurer. And, as always, Barbarie Hill and Lisa McCormick as Chronicle editors. Thanks to all of these people for their willingness to serve and thanks to everyone for your continuing membership.

We should have a great year ahead. I know that Jane Thompson and the Program Committee are planning some interesting and informative events for the coming year.

I hope to see you all at the September meeting.

**Mike Douglas**



## CAHSLA Program Plans for 2001-02

The Program Committee: Kathy Connick (Lloyd Library), Penny Philpot (Good Sam), and Jane Thompson (UC), chair, are working on a group of programs that we hope will intrigue, educate and entertain the membership.

The first meeting of the year is the annual membership meeting, scheduled for Tuesday, September 25, 5:30-7:30 p.m. The location this year is the Lloyd Library, with Kathy Connick as our host. Our new president, Mike Douglas, will introduce the new officers and welcome new and prospective members. Tours of the Lloyd will be available, led by an experienced docent. We encourage all Cahsla members to bring a colleague to the meeting. A light repast will be offered. There are many restaurants of varying prices in the neighborhood, so one could extend the evening. An announcement of the meeting is included with the *Chronicle*.

Our second meeting, scheduled for early November, will be on Diabetes Consumer Health, with a presentation by a professional diabetes educator. Diabetes attracted national attention with the announcement that an estimated 16 million Americans have Type II diabetes. We hope to meet in a location that provides patient education. Details about this meeting will follow soon.

Our Holiday party is scheduled for December 11 from 5:30 to 7:30 p.m. at the Harriet Beecher Stowe House on Gilbert Avenue. The curator will give us a tour and a brief history of the house and its famous inhabitant. More details will follow.

### Future plans:

Business meeting in March. We are looking at the Cincinnati Psychoanalytic Institute, but nothing is in place.

We are also looking at a workshop in April that will be co-sponsored, possibly with SLA and GCLC, on PDAs and other wireless devices to make your life easier, or at least more glamorous.

Our program year will conclude with the annual picnic. If you have a special park, or woodland stream in your backyard, give us a call. If you have any other suggestions about places to meet, people to speak, please call Jane Thompson at 558-8310, or send an email to jane.thompson@uc.edu. We hope to see you at all of our meetings, to share the special companionship with colleagues to be found at CAHSLA.

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## FALL OHSLA MEETING DR. MARSHALL B. KAPP PRESENTS: GERIATRICS

Be sure to mark your calendars for October 19th and join us for the Fall OHSLA meeting. Our keynote speaker will be Marshall B. Kapp, Director of Wright State University Office of Geriatric Medicine and Gerontology. Dr. Kapp attended George Washington University Law School and Harvard University School of Public Health. He is the author of numerous articles, chapters and reviews and currently teaches courses on the legal and ethical aspects of health care. At our fall meeting, Dr. Kapp will be discussing current issues in geriatrics and identify resources available to the elderly and their families along with resources for health professionals. Joining Dr. Kapp will be Ruey Rodman, Head of Access Services at the Ohio State's Health Sciences Library. Ms. Rodman will discuss the librarian's role in a new geriatric distance education program at the Ohio State University. Our host will be Wright State University Nutter Center in Dayton.

Registration is a mere \$35.00 for members, \$50.00 for non-members and includes a continental breakfast and buffet lunch. Don't pass up this opportunity to meet new colleagues, network with old friends and learn about the most current trends in geriatrics and the most authoritative resources, all presented by experts in the field of geriatrics and gerontology. For additional information, please contact Bette Sydelko, (937) 775-3837 or bette.sydelko@wright.edu

## **A Visit from (the dreaded) JCAHO**

Children's Hospital had its triennial visit from the Joint Commission on the Accreditation of Healthcare Organizations in late August. Since we have a new library in a much more visible area, I thought it very likely that we would be visited. Also, we received a constant stream of information and reams of documents from the hospital JCAHO team to help us prepare. I dutifully updated Policies and Procedures, wrote the knowledge-based information sections of the Information Management Plan, memorized the Vision, Mission, and Strategic Initiatives, etc.

When I got the schedule for the visit, I saw that the library was not listed for a tour. However, there was a 3-hour building tour which I thought might include the library. Also, I was listed among the participants (hostages) for the Hospital Department Directors meeting as well as the Information Management meeting.

The day of the building tour came and went, and we saw no JCAHO inspectors in the library. The next day were the two meetings I was "invited" to attend. The Hospital Department Directors met first, and the administrator third of the JCAHO team led the discussion. He also happened to sit down next to me. We first introduced ourselves, and he had no comments until I introduced myself. First he asked about the name of the library, and I told him about Edward L. Pratt. Then he talked about how medical libraries have changed in recent years, how medical librarians were "up in arms" about JCAHO removing the chapter on medical libraries, and how the new Information Management standards actually included libraries in a much broader perspective. He said he didn't remember seeing a library on the building tour, and when I indicated that we had hoped (!) to have them visit our new facility, he asked where it was located and warned me that he might still be able to stop in.

After the introductions, he got down to business by opening his binder of Scope of Service documents and scanning through them. He asked if there was one for the library, and I had to answer that I didn't

think there was. He asked why, and I had to answer that I didn't know. The actual reason was that no one had asked me to prepare one, and I thought they were just for patient care departments, but I wasn't going to say that to him.

The meeting got a little better after that, and I did get a chance to mention that the information relating to the scope of service was included in the Management of Information plan and my Policies and Procedures. I also was able to anticipate where he was going with a discussion of getting things done by suggesting changes based on collected data, so I may have helped to offset my initial gaff.

After the meeting, I went back to my office and the phone rang immediately. It was the head of our JCAHO readiness team, asking me to prepare a Scope of Service Plan for her by the end of the day. I jumped to, of course, and finished it before the Information Management team meeting at 2:30.

The IM meeting was led by the physician and nurse (who arrived late) surveyors. There were no introductions. The physician immediately began chatting about medical records and saying that his colleague was going to lead the discussion. When the nurse arrived, she asked detailed and probing questions about medical records, but there was no indication that there were any other aspects of information management to be considered. After 45 minutes of saying nothing and having no questions directed to us, the Information Services people and I were dismissed so that the team could review specific charts.

That was the extent of my JCAHO experience. Once again, at least for the library, it seemed unpredictable. Individual personalities and experiences of the surveyors seem to govern their approach to the library rather than concern about adherence to published standards.

**Barbarie Hill**

P.S. The hospital was very disappointed to receive four type 1 recommendations and a score of 91 overall.

**ON MEDLIB-L:** The message below was sent to lis-medical in the UK and forwarded to colleagues on medlib-l. Perhaps some points strike a cord and are of interest to colleagues in the US as well ...

Dear Colleagues,

Occupied as we are (are we not?) with electronic databases, information on the Internet, and full-text journals on the web, do we not sometimes overlook the value of information in current textbooks? I have gone through my file of reference enquiries over the last six months and looked at those questions where clients insisted on a search on Medline, other electronic databases, or the Internet. I would think that more than 60% of the questions were actually so general and unspecific that comprehensive and current information could have been found with ease in a current textbook or other printed source. I refer to questions like 'Where do I find something / everything on

- \* diabetes in pregnancy
- \* sectioning under the Mental Health Act
- \* how to write a research paper
- \* crisis intervention
- \* hepatitis C
- \* screening for prostate cancer
- \* the principles of evidence-based medicine
- \* preceptorship
- \* priority setting in the NHS'



In each case the attempt to get more information from the reader in order to develop a specific, focused question (only those can generally be searched on e.g. Medline or the Internet) failed. Sometimes clients reacted with remarks suggesting that I am prevaricating and preventing access to current information. Sometimes I am told that 'my tutor has said I should do a search on the Web'. Sometimes the suggestion of starting with a book is obviously perceived as an insult to the client's intelligence.

I am aware of the dictum that 'half of what we learn in medical school will be outdated by the time you start practising: we just don't know which half'. I know of studies which indicate that it takes five or more years for new research finding to filter through into medical textbooks(1).

I believe such statements and research-findings are instances of hard cases making bad laws and offer the following observations:

- \* In everyday reality, valid answers to questions like the ones above can best be answered from textbooks, which put the subject in context, investigate background, describe current practice, and highlight problems. Typically, articles on MEDLINE deal with very specialised aspects of a problem; even 'review' articles tend to review a specific aspects which happen to be well documented.
- \* It is also worrying that during facilitated searches clients are unwilling to scan, say, 40 references to pick five which are directly relevant. Even the minor effort to scan and select is considered too time consuming.
- \* Even using my skills(?) as a librarian during a facilitated search tends to test the client's patience. They often do not realise that I use various shortcuts and tricks in order to get quick and focused results. Trying to generalise some of the steps involved meets with little appreciation.
- \* Focusing a database search to retrieve a general overview is difficult: scanning table of contents of a book or the index of a printed source is easy. One can even ignore TOC or index: the introduction to the subject is usually

located, in my experience, at the beginning of a book ... Which of 10 relevant and current Medline records (if any) contains a general introduction to the subject is a matter of inspecting each of them.

\* It appears to me that results of MEDLINE searches tend to confirm that 'scientific medicine deals only with body parts' while books tend to give a 'holistic view' of the disease and patients affected by it. Books on specific topics usually have a 'holistic' feel to them.

\* I am aware that an actual topic search offers an ideal training opportunity to demonstrate the power of using electronic sources. But this is only true if the question is focused.

\* I suspect among reasons for this de-contextualised (sorry) approach to medical information, this reluctance to use books, is EBM's stance that only the most current and validated information should be used. This is only true for focused questions derived from clinical settings where valid information may age quickly.

\* Medicine, an art based of science (sorry), thrives on more than just 'valid information'. It depends on 'knowing', which is characterised 'by the fact that we know more than we can impart' (2). I would claim that 'that what cannot be imparted' is more easily found in a book than a number of articles found on Medline or a site on the Web.

Part of the problem which I am trying to describe may be related to the fact that clients don't want to use the computerised book catalogue. They rely on a cursory scan of books on the shelves. They of course miss books which are out on loan and books on subjects 'scattered' over several shelfmarks. In order to help clients overcome these barriers, I have recently updated our printed 'Subject Index to the Books Section' to incorporate keywords expressing concepts like the ones above, which don't always have a directly equivalent MeSH term or NLM shelfmark. This index mentions, when appropriate, that more books on this subject may be found under other, related subject headings (I don't claim that this is original) and that a comprehensive impression about the range of books on given subjects can only be gleaned from searching the computerised book catalogue. I also promised myself to exercise at least once every week a policy of 'benign refusal' to launch a full MEDLINE etc. / Web search when I do not think it is appropriate, and insist on consulting a relevant printed source first. If the client then uses that source to re-frame and focus a question, so much the better. My subsequent facilitated search or search-tutorial on Medline, PycInfo, WoS or the Web will be more enthusiastically executed, generate more benefits for the client and still highlight the valuable source of medical knowledge: THE PRINTED BOOK



With kind regards,  
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(1) Altman EM et al. A comparison of results of meta-analyses of randomized controlled studies and recommendations of clinical experts. JAMA 1992;268:240-8

(2) Polanyi M. The tacit dimension. Gloucester 1983. Quoted in: Malterud K. The art and science of clinical knowledge: evidence beyond measures and numbers. Lancet 2001;358:397-400 (Malterud uses Polanyi's concept of Tacit Knowledge in the context of qualitative research. The extension to books is mine. RW)

## CAHSLA COLLEAGUES

### *Congratulations*

On September 2<sup>nd</sup> Emily and Cecil Rahe celebrated their 50th wedding anniversary. About seventy family members and friends gathered for a weekend of festivities to mark the occasion.



### *Etc.*

News from Tri-Health Good Samaritan Health Sciences Library. Rose Zajac is working on the Celebration Committee for Good Samaritan's 150<sup>th</sup> anniversary in 2002. Part of Rose's work will be to write a history of the Health Sciences Library. We look forward to Rose sharing her history with CAHSLA.

Rose also let us know that Rose Spirtoff, Library Aide, was involved in a terrible automobile accident on July 29<sup>th</sup>. Rose and her husband, Dan, were on their way to Hilton Head when they encountered a sudden, severe storm near Georgetown, Kentucky. Another car on the road began to hydroplane, so Dan and Rose moved to another lane but hit a hole or bump in the road. Dan and Rose's car careened into the right guard rail, flipped over the rail, and rolled over several times before finally landing on the passenger side of the car. Rose suffered a broken collarbone, some broken ribs, and face and leg lacerations. Dan suffered head and shoulder trauma. After treatment and a short stay at the University of Kentucky Medical Center, Rose and Dan came home to recover. Recovery time for Rose could take two to three months. Our thoughts and concern are sent to Dan and Rose and, we hope that they are mending after such a traumatic experience.

Billie Broaddus (Cincinnati Medical Heritage Center) will be traveling to the Midwest Chapter Meeting in Milwaukee. As President of the Chapter, Billie has a busy schedule of meetings, meetings, and more meetings. We congratulate Billie for her outstanding year as Midwest Chapter President!

Kathy Connick (Lloyd Library) will spend a week in Washington, D.C. attending the 65<sup>th</sup> Annual Meeting of the Society of American Archivists. The theme of the meeting is: 2001: A Global Archival Odyssey. Be sure to ask Kathy about the conference when you attend the CAHLSA Membership meeting at The Lloyd Library on September 25<sup>th</sup>. Kathy will be our host.

Diane Stone (Mercy) reports that the libraries are experiencing budget cuts along with other departments at Mercy. Diane sends her greetings to CAHSLA colleagues.

News from Regina Hartman at The Christ: We went to Sandbridge Beach near Virginia Beach, VA in June. There were 17 of us. We had a really nice time, no shark sightings, just lots of dolphins/porpoises. I also had a few days of R&R at a friend's "cabin" in Tennessee in late July. Just the girls - very relaxing, just reading, playing euchre and enjoying several glasses of wine listening to Emmylou and John Prine!

Edith Starbuck (UC HSL) reports that, along with Sharon Bressert, they presented "MEDLINEplus: Gateway to Authoritative Consumer Health Information" to a small audience at the Northside Branch of the Public Library of Cincinnati and Hamilton County on August 21<sup>st</sup>. The class was so well received that Edith and Sharon have been asked to present it to additional librarians at other libraries in the system. Great job!

Additional news from Sharon Bressert: Sharon will be teaching the Introduction to Technical Services class at Raymond Walters this year. The unique thing about it is it will all be web-based.

In July, the Pratt Library at Children's Hospital was visited by the NKU library school class studying special libraries. The students toured the library, then spent almost two hours asking thoughtful and searching questions. Barbarie Hill, who conducted the tour and fielded the questions, felt challenged to look at her work through these fresh eyes and was impressed with the quality of the people preparing for the profession.

### *News from the Local Library Community*

New Dean and Librarian, Dr. Victoria A. Montavon, will join the University of Cincinnati Libraries in October. Dr. Montavon, currently University Librarian for Wright State University, has been actively involved in the development of OhioLINK.

Cultural Exchange: According to the *Cincinnati Enquirer* (August 22, 2001 p. B3) Linda Behen, St. Ursula Academy librarian will travel to Japan for three weeks in November "under the sponsorship of the Fullbright Memorial Fund and the government of Japan. She and other high school administrators will share an opportunity for cultural exchange and professional development. She plans to compare American schools and educational systems with Japan's." Some of you may recall that Linda was a member of CAHSLA when she was on staff at the Health Sciences Library at the University of Cincinnati.



*"Well, if you're calling from your cellular phone in this library, I suggest, sir, you come up to the reference desk and inquire in person."*

# CALENDAR

- Sept. 25 CAHSLA membership meeting. Lloyd Library, 5:30-7:30 p.m.
- Oct. 5-9 Midwest Chapter/MLA. Milwaukee, WI
- Oct. 19 OHSLA meeting on geriatrics. Nutter Center, Wright State University, Dayton.



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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, Children's Hospital Edward L. Pratt Library.

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