



CHRONICLE

CINCINNATI AREA HEALTH SCIENCES LIBRARY ASSOCIATION

<http://cahsla.org>

December 2002-March 2003

No. 82-83

President's Page

January-a cold and snowy month this year for us in Cincinnati. We have a lot of uncertainty about the future, both nationally and locally. War and rumors of war cloud our outlook. For some, with family members who may be affected by outright hostilities, it is a time of watchfulness and unease. For us professionally, the uncertain nature of the economy brings its own worries. The changing nature of library work is brought home to us every day. Are we making the right decisions? Where will we be in one year's time? Will anyone besides us notice??

Before you crumple up this paper in disgust and despair, hang on-all of these feelings of uncertainty and gloom have been expressed by writers from earlier times. Robert Southwell wrote in 1595, "Times go by turns, and chances change by course. / From foul to fair, from better hap to worse." And Robert Herrick, another English poet declaims, "Praise they that will times past, I joy to see / My self now live: this age best pleaseth me." So, take the best from what we have: advances in technology, easy communications, wonderful web resources, opportunities for closer collaboration with faculty to help them assimilate these technologies and information sources, and don't forget the aspirin to help you when times get tough and the server is down. And it is still snowing. . . .

--Jane Thompson

Thought for the Day

"I have always imagined that paradise will be a kind of library."
- Jorge Luis Borges



Mark Your Calendar

On March 28 CAHSLA will tour Music Hall! Our tour guide will give us some history of Music Hall while taking us backstage and behind the scenes. We should come away with an idea of the preparation that goes into each performance; not only on the part of the performers but by all the people who help make these performances possible. Don't miss this opportunity to see this beautiful building up close; to learn its history and see how it functions. Keep your eyes open for the flyer coming in February!

Minutes of CAHSLA Meeting

Tuesday, October 29, 2002, 8:30-10:30 a.m., Lloyd Library & Museum.

Present: Erika Anderson, Kathy Connick, Lisa Graham (Rittenhouse representative), Regina Hartman, Barbarie Hill, Janet Keith, Carol Maxwell, Lisa McCormick, Tom Morris, Shelly Paden, Mary Piper, Cecil Rahe, Emily Rahe, and John Thieret.

Sponsor: Rittenhouse Books, www.Rittenhouse.com
The program was a presentation by Dr. John Thieret, botanist and board member of the Lloyd Library and Museum, entitled "Poisonous Plants in the Garden". Dr. Thieret talked about poisonous plants and showed slides to illustrate the plants he was discussing.

Following the presentation there was a brief business meeting. Our next meeting will be the Holiday Party at the home of Mary Piper, 1000 Avondale, on December 16, at 5:30 p.m. It was announced that the Chronicle had been mailed yesterday.

Lisa Graham, of Rittenhouse Books, presented information about their CoreCollection Service. The company will check for the latest edition of books in special subjects at no charge. The list of books to be checked can be faxed, emailed, or sent to them by other means. During their Octoberfest, which lasts until the end of the year, they are giving a 20% discount on a one time order, and a 30% discount on

Lippincott titles. She held a drawing for free books, and the winners were Janet Keith, Carol Maxwell, Lisa McCormick, Barbarie Hill, Shelley Paden, Kathy Connick, and Erika Anderson.

Minutes of CAHSLA Meeting

Monday, December 16, 2002, 5:30-7:30 p.m., Mary Piper's home, 1000 Avondale Avenue

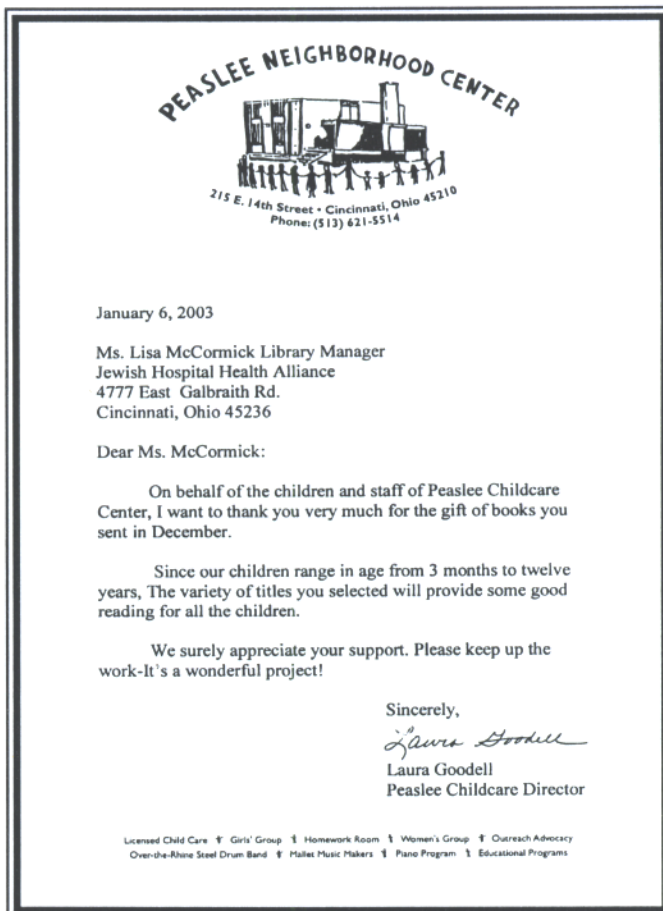
Present: Sharon Bressert, Billie Broaddus, Kathy Connick, Cathy Constance, Mike Douglas, Stephen Harmon, Regina Hartman, Barbarie Hill, Nonnie Klein, Margie Lewis, Lisa McCormick, Shelly Paden, Suzanne Phelps, Penny Philpot, Mary Piper, Val Purvis, Cecil Rahe, Emily Rahe, Edith Starbuck, Jane Thompson, Diana Waid, and Rose Zajac.

The food was provided by Village Pantry Catering and Sharon Bressert, who organized the party with Billie Broaddus.

Those attending brought children's books, continuing CAHSLA's tradition of presenting books to a worthy organization that serves children. This year the books will be given to the Peaslee Daycare Center in Over-the-Rhine.

Jane thanked everyone for attending, Mary for hosting the party, and wished all a very happy holidays.

Respectfully submitted, Mary Piper, Secretary



What can Lily Tomlin teach YOU about good customer service?

**Video: The Seven Deadly Sins of Customer Service
Followed by a lively discussion**



Join with
CAHSLA

(Cincinnati Area Health Sciences Libraries Association)

February 19, 2003

Time: 5:00 p.m. – 6:30 p.m.

The Jewish Hospital
4777 E. Galbraith Road
Cincinnati, Ohio

Place. Internal Medicine Conference Room, 3 North

Refreshments Served
Cost: \$5 day of program

RSVP to Lisa McCormick, 513.686.5422

or

mccormli@healthall.com

by February 17, 2003

Description of Video: The Seven Deadly Sins of Customer Service

Lily Tomlin plays all the parts in this video series featuring humorous episodes of poor customer service: I don't know; I don't care; I don't like you; I know it all; We don't want your kind here; Don't come back; and Hurry up and wait.

If you RSVP and don't show, you owe CAHSLA \$5.00

**CAHSLA
COLLEAGUES**

* * * * * **Best Wishes to Billie Broaddus** * * * * *

After 29 years of outstanding service to the University of Cincinnati, Billie Broaddus, Director of the Cincinnati Medical Heritage Center, is retiring. A lovely reception attended by Billie's many admirers and fans was held on Friday January 24, 2003 at the Kingsgate Conference Center at the Marriott. Billie began her career at the University of Kentucky in the company of such library pioneers as Omar Hamlin, Al Brandon, and Dorothy Hill. Billie moved to Cincinnati to accept a position at the UC Health Sciences Libraries. She found her true calling as Director of the History of Medicine library where her knowledge and skills have served so many over the years. Billie's knowledge of the history of medicine, the University of Cincinnati, General Hospital, and the Sabin Archives are just a few of the subject areas that researchers and scholars have reaped the benefits of Billie's outstanding abilities to collect, organize, and preserve.

A host of speakers paid tribute to Billie's knowledge, wisdom, outstanding customer service, and her contributions to the craft of librarianship. She was described as "unparalleled" in her professional activities, including her leadership roles in the Medical Library Association and the Midwest Chapter. It was so evident that Billie has earned deep

respect for her in-depth knowledge of the history of medicine and her abilities to teach others the value of this specialty. She is recognized for the breadth and depth of the collection she has developed and nurtured at the CMHC. As one speaker noted, this collection contains primary source material valued by researchers and scholars. Billie was also recognized for her outstanding efforts at collaborating with the many schools and departments at the University to preserve and promote the historic contributions of the institution.

It was a pleasure to see many colleagues who have been with Billie at various junctures in her career. Former associate director of the HSL, Penny Young, was in attendance. Many of the people who have worked at the CHMC also came to wish Billie well.

CAHSLA has been the recipient of Billie's hospitality over the years. Many informative and fun meetings were held at the CMHC. Billie's leadership in organizing and hosting the two Midwest Chapter meetings held in Cincinnati directly contributed to the success of the meetings. We hope to see Billie at future CAHSLA gatherings.

Welcome to

The Lloyd Library has a new staff member in charge of serials. Shauna Hannibal arrived in December with eight years of library experience from the University of San Francisco and University of California at Berkley. Shauna holds a Master of Fine Arts from the Warren Wilson Program for Writers in Asheville, North Carolina. According to Library Director Kathy Conniek, Shauna is on the fast track to straightening out the standing order puzzle and tracking down the more esoteric

subscriptions that have fallen through the cracks, e.g. *Majalla al-Misriyah lil-'ulum al-saiyd* (Egyptian Journal of Pharmaceutical Science.)

Staff News

Janet Keith (The Lloyd) has taken over interlibrary loan responsibilities in addition to her role in book acquisitions and used book sales. Of note is a great web site for libraries to sell duplicates and discards, www.librarybooksales.org. The Lloyd has had a great deal of success using this site.

Etc.

A recent email from Dorothy Gilroy (retired, CCDD) indicates that she will be visiting Cincinnati in the spring. Note to Dorothy: leave rain, fog, and overcast skies in the Emerald City. Thank you.

Don Smith (St. Elizabeth) supplied this information from Newsweek: "She can do anything better than you." AmlAnnoying.com, on why the 1.4 million voters on its site chose embattled domestic goddess and businesswoman Martha Stewart as their most annoying person in 2002.

The Jewish Hospital Library, The Pratt Library, and the UC Health Sciences Library each received a visit from Molly Cahall, a National Library of Medicine Associate Fellow. Molly is a native of the Georgetown, Ohio area and previously had experience at several area hospitals before enrolling in a graduate library science program at the University of North Carolina at Chapel Hill. Upon graduation, she applied for the NLM fellowship program and was one of about a dozen applicants selected for the intensive learning experience. While on holiday break, Molly took the opportunity to visit some libraries. In a follow up email, Molly wrote, "All three libraries (yours, UC's, and Children's) are so different due to your different constituencies and missions, so the three visits exposed me to a variety of ways in which health sciences libraries function."

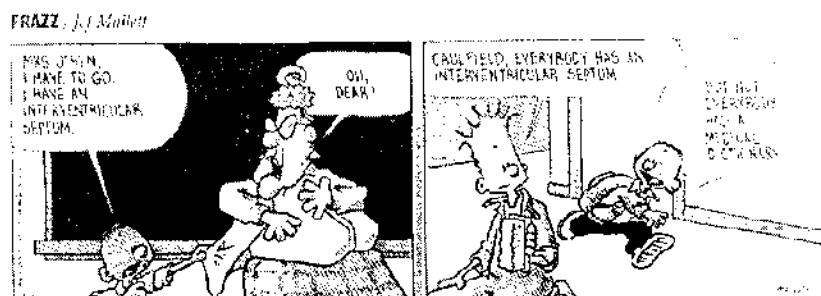
The Public Library of Cincinnati and Hamilton County is sporting a banner on their website commemorating their 150th birthday.

Kudos

Our colleagues at Tri-Health sure have the right stuff! Rose Zajac submitted the following: TriHealth Library Services, aka Bethesda and Good Samaritan, collected 526 pairs of glasses during National Medical Librarians Month. We choose the week of October 27th and were pleased with the contributions at the two hospitals and four off-site locations of old prescription and non-prescription adult and child glasses and sunglasses. We worked in collaboration with LensCrafters and the Lions Club.

Volunteers and doctors provide eye exams and recycle the glasses in developing countries such as Tunisia, Albania, Uganda, Thailand and Mexico. We're not sure when we will do this again, but already people have brought about 30 more pairs!

Jeezers! Creepers! What a super idea! Maybe some colleagues will want to 'borrow' this idea for their next National Medical Librarians Month celebration.



Our condolences

We offer our condolences to Idella Hampton (The Jewish) and her family on the loss of Idella's father.

Nancy Lorenzi, Ph.D., former director of the Medical Center Libraries, lost her husband Dr. Robert T. Riley. We extend our condolences to Nancy and family and friends of Dr. Riley. If anyone would like to contact Nancy directly to express condolences her mailing address is: 307 St. James Park, Nashville, Tennessee 37215.

Tidbits – In case you missed it

A disturbing "Editor's Note" in the January 16, 2003 email edition of the AHA News from editor Craig Webb: "Because of flooding and a subsequent electrical failure at AHA's Chicago office, we are unable to deliver AHA News Now to you in the usual manner. As a result, you are getting this report through a different manner." Despite the message, the contents looked like they always do, arrived in the in-box at its usual time; they were doing something right!

Gary Price, Guest Editor, Search Engine Watch did an extensive report on "No charge: Public libraries provide full-text access to databases" in the January 15, 2003 issue of the daily newsletter, SearchDay (Number 443). He did offer the caveat that many of the libraries will require being a registered library user.

It is being called the "Enron of the library world," a fast-developing financial crisis affecting hundreds of medical, hospital, academic, and special libraries. Estimates are flying that libraries could be facing losses of \$100 million dollars in subscription fees that were never placed with publishers. Divine Inc., parent company of Faxon/RoweCom, is suspected of "siphoning off all of Faxon's assets to support its other businesses." (*Publishers Weekly* <http://publishersweekly.reviews.com> January 13, 2003) Librarian listserves provide up-to-the-minute reports of developments in the debacle. National Public Radio and other media outlets have provided coverage, including interviewing librarians on the long-range impact these events will cause in libraries and upon library customers. Some recent discussions on MEDLIB-L listserve have encouraged libraries to submit lists of 2002-2003 journal duplicates to BACKMED. For those who worry about being overwhelmed with daily postings, BACKMED offers a digest version. If you want to investigate BACKMED, here is the URL: <http://lists.swetsblackwell.com/mailman/listinfo/backmed>

Cheri Smith, Johns Hopkins Bayview Medical Center, Baltimore, has volunteered to act as an additional clearinghouse for 2003 journals for those libraries impacted by the Faxon/Divine meltdown. She is encouraging librarians to make appeals to their medical staff to collect issues of journals for this clearinghouse. All inquiries about this project should be directed to Tillie Horak, thorak@jhmi.edu

Breaking News!! Swets Blackwell announced on January 24, 2003 that it has withdrawn its bid for a potential acquisition of Divine Information Services' global business.

The Department of Library and Information Science at the University of Pittsburgh will admit up to 10 students who wish to begin study this summer in the FastTrack (distance education) MLIS program and who wish to specialize in Medical Librarianship. Ellen Detlefsen, Associate Professor of Library and Information Science, UPitt, and the 2002 recipient of the Medical Library Association's Lucretia W. McClure Award for Excellence in Education will be the advisor.

Applications will be due by February 14th. For additional information, contact: Sue Webreck Alman, PhD, Coordinator of Professional Development, School of Information Sciences, 505 IS Building, Pittsburgh, PA 15260. Phone: 412.624.5142; fax 412.624.5231. Email: salman@mail.sis.pitt.edu

A recent MEDLIB-L discussion alerted readers to the FUTON bias. Individuals were discussing the declining usage of print journals and the reduction in interlibrary loan requests. Speculation is that library customers are accepting what is available online and not going any further with traditional library methods. Patricia J. Erwin of the Mayo Medical Library shared the citation for "Visibility of research: FUTON bias." Wentz, R. *The Lancet* 2002; 360:1256. As Reinhard Wentz describes it, "This bias I propose to call FUTON (Full Text On the Net) bias. It will not affect researchers who are used to comprehensive searches of published medical studies, but it does affect staff and students with limited experience in doing searches. This bias may have the same effect in daily clinical practice as publication bias or language bias when doing systematic reviews of published studies. I also believe that the FUTON bias will affect the standing of medical journals.

since full-text journals on the internet are more visible and may be cited more frequently in the future than traditional print journals."

The Bathtub Collection at NLM

Nonnie Klein reports that she came across this location for an item at NLM while searching a monograph on OCLC. Intrigued, she wrote a colleague in NLM Cataloging asking what (and if) that collection was. The colleague referred Nonnie to the following record on OCLC: "Boxes 1-7 contain 548 groupings of primarily printed and manuscript material removed from early bindings of pre-18th century volumes in the collection of the History of Medicine Division. Each grouping consists of 1 or more groups of parchment or paper manuscript or printed fragments used to construct the early binding of a particular volume and saved by librarian Dorothy Schullian during a major repair and rebinding project undertaken by the Army Medical Library in the 1940s. Schullian organized the salvaged fragments into groupings according to originating volume and soaked them apart in her bathtub, thus preserving evidence of the originating volume's provenance and providing the collection's name."

In the Literature

BMJ 2003;326:11 (4 January): "Free" medical publishing venture gets under way by Lynn Eaton

"The Public Library of Science, which has been campaigning to produce free access scientific research via the web, rather than conventional print publication, has obtained a \$9m grant over five years from the Gordon and Betty Moore Foundation, enabling it to publish two peer reviewed online journals---on biology and medicine.

The online journals will be funded through payments made by authors of the papers, rather than the current subscription based financing of medical publications. Authors will be asked to pay about \$1500 (£936; €1460) per article, a cost that the scientists are hoping will be met by those funding the research in the first place. Viewing or reproducing the information will be free."

BMJ 2003;326:182 (25 January): The market for medical journals is anticompetitive, says expert by Richard Smith

"The market for scientific and medical journals is suffering from "true market failure," says Mark McCabe, an economist who worked for the US Department of Justice's antitrust division for seven years. The result, said McCabe ... is that prices for journals have risen around 200% in the past 10 years, but the number of journals has fallen by only 5-10% ... Libraries have met the increases by cutting other parts of their budgets, including the purchase of books.

McCabe was assigned by the Department of Justice to look at the merger between Wolters Kluwer and Reed Elsevier in 1998. Traditional economic models suggested that the merger was not troublesome, but McCabe was struck by the vociferous protests from scientists and librarians. The answer, he concludes, is to understand that libraries purchase not individual titles but portfolios, collections of journals. Then it becomes clear that the market is anticompetitive."

The problem, says McCabe, is going to get worse as publishers sell not individual titles but bundles of electronic journals. Reed Elsevier's bundle, Science Direct, includes over 1700 journals. If a publisher managed to reach more than 50% of the market then it would have "super market power." ... The shift to digital bundles is likely to "precipitate the exit of smaller publishers."

"Billions of dollars," says McCabe, "are spent on these journals, most of which is going into shareholders' pockets ... This is a bad thing for society [which funds most of the research published in the journals.]"

"Antitrust enforcement alone is not going to fix the market," says McCabe. Instead, organisations like the National Science Foundation ought to invest some of their funds in a new journal initiative. "Unlike most markets the non-profit sector does a better job than commercial publishers in almost all dimensions of performance."

CALENDAR

- Feb. 17 CAHSLA meeting at Jewish Hospital. Video: The Seven Deadly Sins of Customer Service. 5:00 - 6:30
- March 7 Midwest Chapter/MLA spring board meeting. Chicago.
- March 28 CAHSLA tour of Music Hall. Watch for special announcement flyer in your mail.
- March 31 OHSLA spring meeting. MLA CE Course: "Finding the Best Evidence to Meet Nursing Information Needs" presented by Margaret (Peg) Allen. Medical Heritage Center. Prior Health Sciences Library, Ohio State University
- May 2-7 MLA Annual Meeting. "Catch the Wave." San Diego.
- June 7-12 SLA Annual Meeting. "Putting Knowledge to Work." New York.
- Sept 19-23 Midwest Chapter/MLA Annual Meeting. Indianapolis.

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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