

Northwest Notes

Newsletter of the
Pacific Northwest Chapter of the Medical Library Association

Volume 12, Number 1

January-February 1991

All About Eve

By Eve M. Ruff, TELE Project Librarian, Pacific Northwest Regional Health Sciences Library Service

Those of you who have heard me speak have surely noticed how much pleasure I take in relating my TELE project adventures, particularly the horror stories which are often very funny. At times, an account of my activities for any given road trip may sound a bit like a Chamber of Commerce tourist promotional campaign for the natural wonders of the Pacific Northwest, but there's more to my agenda than that. In relating accomplishments, programs, and pitfalls of the TELE Project, I hope that you may find an idea which catches your interest, a program which you may wish to investigate, or a solution to an obstacle which you may now be able to overcome. I also hope that whether you are an "urban" or "rural" librarian you will identify reasons to call upon the services of the project to assist you within your own institutions.

The TELE Project has evolved over the last 2-1/2 years as a discrete project of the Pacific Northwest Regional Health Sciences Library Service (PNRHSLs). The outreach programs and services which have come to be associated with the TELE project will continue as part of the new RML project that is planned to begin next May. This is a logical time to step back and analyze the project as a whole, to consider what has been accomplished and learned that is transferable, what tangible products resulting from this model are of value to the region, and to ask what should come in the next phase. I am looking to the PNC membership to help plan a slightly adjusted course.

As a result of extensive travel over the last 2-1/2 years, I think that I have come to know a great deal more about the political, economic, and social factors affecting the delivery of health care throughout the region. My understanding of the vital role of library services and professional librarians within these environments continues to evolve as I learn.

My comments broadly concern 1) a brief review of recent TELE Project activities throughout the region; 2) some personal observations based on those programs and services; and 3) an outline of several present and near-future options for extending the impact of the TELE Project resources and products.

SITE VISITS

In 1990 alone, I made seventeen visits to more than twenty sites to offer basic information sessions to health professionals in communities from Seward, Alaska to Mile City, Montana. During these visits, I provided GRATEFUL MED demonstrations and hands-on training; consulted with hospital committees that were investigating the use of technology for access to the literature; and showcased local library and information resources. I have worked not only with physicians but pharmacists, nurses, mental health counselors, physician assistants, and midwives.

Many of my programs have been offered together with local hospital librarians. In most communities, I make every effort to include library staff from community college or public libraries. In the absence of a local hospital librarian, these other librarians are the primary document-delivery link to the health care professionals. One community college library director commented to me that her "perceived status" had been

See TELE Project, page 6

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Chair

The PNC/MLA 1990-1991 Joint Board Meeting was held in Vancouver, B.C., November 30. On November 29, several of the board members OnTyme in a panel discussion of issues in the delivery of health care information in our respective locations/institutions at HLABC (Health Library Association of British Columbia) meeting. It was a wonderful opportunity to share ideas and experiences.

At the OnTyme board meeting, PNC/MLA goals for 1991 were approved. The goals established by the Executive Board for 1991 include:

1. Foster professionalism within the membership.
Executive Board, Members Responsibility
2. Maintain a current computerized membership list for compliance status and new member recruitment.
Membership Committee Responsibility
3. Provide quality continuing education programs for members.
Education Committee Responsibility
4. Continue publication of a timely, relevant bimonthly newsletter for the members.
Chair-Elect, Publications Chair, Committee Chairs and Member Responsibility
5. Advise members of current legislative issues. Communicate via a column in Northwest Notes at least twice a year.
Governmental Relations Committee Responsibility
6. Present an informative and educational chapter meeting.
Program Committee Responsibility
1991 - Boise, Idaho (Idaho)
1992 - Vancouver BC (Canada/Alaska)
7. Continue joint ventures with other professional groups.
Executive Board Responsibility
8. Implement 1991 objectives of the Chapter MAP and update as needed.
Executive Board Responsibility
9. Investigate board liability insurance.
Executive Board Responsibility

With the help and support of all of you, I am sure that we will be able to meet these goals in a worthy fashion!

The Memo Pad

Treasurer

Submitted by **Maryanne Blake**
VA Medical Center, Seattle WA

The following is a summary of finances for PNC/MLA in 1990:

Beginning balance October 13, 1989	\$9,833.55
Income for 1990	\$8,454.70
Expenses for 1990	\$11,734.12
Balance as of December 31, 1990	\$6,554.13

Last year PNC/MLA had greater expenses than income and the organization used some of its reserves to supplement income. That practice is only acceptable when we can project earning money in some way other than dues. At the present time, the \$5.00 that we each pay for dues does not even cover the cost of printing and mailing six issues of the newsletter, let alone provide for other reasonable expenses incurred by the board in order to carry out their charges for the organization (such as ballot mailings, printing membership forms and stationery, board travel, etc.) In the past the annual meetings have made money for us, but it was never the intention of the organization for it to be thus.

We have tried to keep classes and annual meetings at a reasonable cost so that those of us whose employers do not pay for these functions can afford to attend. We also want to keep dues at an affordable amount for the same reason. Many of us must pay dues for MLA, MLA section dues, and PNC/MLA dues out of our own pockets.

Based on all of the above reasons, it is obvious that we must raise our dues. Our chapter has one of the lowest chapter dues in MLA. I could be proud of that fact were it not a detriment to our functioning as a healthy and forward-moving group. We must also consider whether we want to make money from our annual meetings and continuing education. We must find innovative ways to bring enough money into our treasury each year to carry out our goals for the year.

This year the budget has been slashed drastically so that we will not operate with a deficit. However, if PNC/MLA does not earn money this year we will be able to do even less next year. It is the responsibility of the Board members and the membership to consider this matter carefully. I challenge each of you to bring forward your ideas, write your opinions and suggestions and send them to the newsletter in the months to come. Let's have an open forum so that at the annual meeting in Boise we can come

together to decide the financial direction of PNC/MLA in the decade ahead.

A detailed Treasurer's Report for 1990 is available from Maryanne Blake, PNC/MLA Treasurer, Medical Library 142D, VA Medical Center, 1660 South Columbian Way, Seattle WA 98108.

Chapter Council Representative

Submitted by **Mary Campbell**, MLA Chapter Council Representative

At the MLA Midwinter Board Meeting the Ad Hoc Committee on the Position of Hospital Libraries was changed from an ad hoc committee to a standing committee of the Board, effective after the 1991 Annual Meeting.

The Board also approved an increase in the Academy of Health Information Professionals membership fee. Beginning April 1, 1991 the fee will be \$125. This increase was approved to make the Academy a cost-recovery program of the Association.

In response to the Membership Committee's recommendations regarding changes in MLA dues structure, the Board moved that an open forum on membership categories and dues structures, coordinated by the Membership Committee and Headquarters, be held at the 1991 Annual Meeting. An open forum will be held in San Francisco on Sunday evening from 8-9 pm, immediately following the Welcome Reception. Among the items to be discussed are the Board's plan to implement a pilot program offering introductory rates for first-time members. Please plan to attend the forum if you can.

For additional information, contact Mary Campbell, Chapter Rep., at 206/684-6648 (OnTyme KCLS) or Sylvia MacWilliams, Alternate Rep., at 206/256-2045 (OnTyme SSWVMH).

Staff Box

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Calendar/Bulletin Board

Coming Events

- March 7-8 The Conference for Education, Information and Research Networks. Oakland, CA. Contact Meckler Conference Management, 11 Ferry Lane West, Westport, CT 06880. 800-635-5537. Fax: 203-454-5840.
- March 11-13 Computers in Libraries, Oakland, CA. Contact Meckler, above.
- March 22 Management of Information Technologies. A Special Libraries Association course. Portland, OR. Contact Professional Growth Section, 1700 18th St. NW, Washington DC 20009.
- April 1-5 Fundamentals of MEDLARS Searching. Los Angeles, CA. Taught by PSRLS Staff. Contact MEDLARS Management at 800-638-8480.
- April 15-19 Follow-up to the Fundamentals, Los Angeles, CA. Taught by PSRLS Staff. Contact MEDLARS Management at 800-638-8480.
- April 18 The Copyright Balancing Act, Seattle, WA. Article elsewhere in this issue.
- April 19 The Copyright Balancing Act, Portland, OR. Article elsewhere in this issue.
- April 19 WMLA Annual Meeting, Seattle, WA. Contact Valerie Schultheiss, 206/244-9970 ext. 533.
- May 17 Mainstreaming the Special Library. A Special Libraries Association course. Vancouver, BC. Contact Professional Growth Section, address above.
- May 31-June 1 Medical Library Association 91st Annual Meeting. San Francisco, CA.

October 9-12

PNC/MLA Annual Meeting
Owyhee Plaza Hotel
Boise, Idaho
(Article elsewhere in this issue)

Copyright

"Copyright 1991, the Copyright Balancing Act" will be held on April 18, 1991 in Seattle, WA and on April 19, 1991 in Portland, OR. Co-sponsored by Washington Medical

Librarians Association, Oregon Health Sciences Libraries Association, PNC/MLA, and the Pacific Northwest Chapter and Oregon Chapter of Special Libraries Association, the course is designed to address practical aspects of copyright questions, focusing on problems confronted daily by librarians and information professionals. Speakers include William Patry, Attorney, Library of Congress; Carol Risher, Director of Copyright and New Technology, Association of American Publishers; and Charles Vleck, Coordinator, Media Library, Central Washington University. For further details and registration information, contact Sherry Dodson, 206/320-2423; Linda Milgrom, 206-543-8262; or Natalie Norcross, 503/681-1121.

Lending Library at Children's

The PNC/MLA Lending Library has been moved from the RML, and is now housed at Children's Hospital, Seattle, WA. This collection is intended for use by library staff members, and contains books and videos on a variety of library-related subjects.

COMPUTERS:

How to Use Your IBM PC in 10 Easy Video Lessons (AV)
Learning DOS - version 4.0 (Book + disk)
Learning DOS - older version (Book + disk)
DS Tutor (DOS and system tutor) (Book + disk)

SOFTWARE PACKAGES:

Individual Training for Lotus 1-2-3 (Book + disk)
Teach Yourself dBase III Plus (Book + disk)

ONLINE SEARCHING:

BRS After Dark CAI Simulation Program (Book + disk)
BRS Colleague: introduction to searching (AV)
Dialog Training Videos: introduction to searching (Book + AV)
Online Searching on Your Microcomputer (AV)

CHEMLEARN (Disks)

TOXLEARN (Disks)

PROFESSIONAL DEVELOPMENT:

MLA DocKit #1: position descriptions in health sciences libraries (Book)
MLA DocKit #2: evaluation instruments for health sciences libraries (Book)
Review of Medical Monograph Cataloging (AV + syllabus)
Rx for Success: effective organizational communication (AV)
Standards for Canadian Health Care Facility Libraries, 1989 (Book)

Time Management in the Small Library (Book + disk)

This list represents what is in the collection now; more items are added from time to time, so feel free to call if you want to find something! To borrow any of these items, contact Kathleen McCrory at Children's Hospital. Requests can be made by phone (206-526-2098), FAX (206-527-3838), OnTyme (code: COHMC), Decline, or U.S. Mail. The mailing address at Children's is: Children's Hospital & Medical Center, Hospital Library, P.O. Box C-5371, 4800 Sand Point Way NE, Seattle, WA 98105. The loan period is one month.

WMLA Union List

The 1991 Washington Medical Library Association (WMLA) Union List of Serials, representing the serials holdings of almost 60 Washington State medical libraries, will be available in the spring. It is produced in both paper and microfiche editions and may be purchased by anyone who is interested in having it. For further information, or to place an order, please contact Susan Klawansky, Children's Hospital and Medical Center, Seattle, Washington; phone: 206/526-2098; fax: 206/527-3838; OnTyme: COHMC.

October Meeting in Boise

The planning process for the 1991 PNC/MLA annual meeting is well underway. The theme this year is "Soaring to New Heights - Health Information in the 90's". The dates are October 9-12, 1991 and the meeting will be held at the Owyhee Plaza Hotel in Boise, Idaho. The keynote speaker this year is Herbert White; he will also be facilitating a workshop on Saturday afternoon. Other speakers are David Baines, M.D., speaking about cross-cultural and traditional Indian medicine, and Ronald Dorn, M.D. This promises to be a fun-filled meeting in a beautiful setting, so put it on your calendars and plan to be there!

We will also be hosting a "Great Idea Exchange" at the annual meeting. It will combine posters, displays, and round table discussions in an informal sharing session. We need creative people with great ideas to share. If you would like to participate, or facilitate, please let me know!! Topics suggested to date include: computer networks, outreach, marketing, space planning and design, consortium activities. Any and all suggestions are welcome; contact Marcy Horner at (208) 664-7405.

Around the Region

British Columbia

Submitted by Jim Henderson,
Canadian Bacterial Diseases
Network

Ann Nelson has retired from her position as the Librarian at Hamber Library, the UBC Health Sciences Network branch in the Children's Hospital serving the Shaughnessy, Grace, and Children's complex. **Pat Lysyk** has left the UBC Woodward Library to replace Ann on an 18 month appointment. **Janet Heekin**, last of the University of Illinois at Chicago Library of the Health Sciences, is temporarily filling in at Woodward.

Andy Stefanelli has left the Registered Nurses Association of B.C. Library to study computer technology at the B.C. Institute of Technology with an eye to trying his hand at systems librarianship. **Carol Breeden** has left Justice Institute to take up Andy's position. **Christine Babec**, formerly with B.C. Hydro's Records and Microforms Division, has been hired by the Justice Institute to replace Carol.

UBC staff at Woodward and in the Health Sciences Network have been busy lately contributing to the strategic planning initiatives of the new (August 1990) University Librarian, **Ruth Patrick**. A review of the Health Sciences Network programme is being undertaken on top of planning for new buildings, services, and systems. Woodward is also investigating with prairie university libraries the possibility of assigning each library regional responsibility for particular new titles, with reduced interlibrary loan charges and rapid delivery for these titles.

Bill Fraser has been elected a Fellow of MLA. **CONGRATULATIONS, BILL!** [We hope to have an on-the-spot interview for a later edition of Northwest Notes! -ed.] **Jim Henderson** will be leaving UBC Woodward Library to replace Bill, who is retiring from the B.C. Medical Library Service later this year.

Kim Isaac, who worked in the Prince George Regional Hospital Library a few years ago, has taken up a half time, 1 year appointment at the Chilliwack General Hospital. She also teaches in the library technician programme at Fraser Valley College in Abbotsford.

Beth Morrison has returned to B.C. from a stint in North Carolina to take up a position in the Library at the B.C. Cancer Agency.

On Saturday, April 6, 1991, the Health Libraries Association of B.C. will present "Winning with words." **Bonnie Stableford**, Head

of Science Division, UBC Library will present a half-day workshop on the art of persuasive written communication with management. Contact **Pat Lysyk**, Hamber Library, Children's Hospital, 4480 Oak Street, Vancouver, B.C., Canada V6H 3V4 (Phone 604/875-2154; fax 604/875-2195) if you need details.

Montana

Submitted by John Thomas, Carroll College Library, and Jane Schafer.

John Thomas of Carroll College in Helena has been elected as incoming chair of the Health Sciences Interest Group of the Montana Library Association.

Shodair Hospital and **Kalispell Regional Hospital** have been awarded Purchase Order grants from NLM. These funds will be used to promote outreach services. [See related story elsewhere in this issue!]

Eve Ruff and **Linda Milgrom** represented the RML at the Montana Hospital Association meeting in Billings. Eve gave a Grateful Med presentation entitled "Remote Is Not Removed: Access to Health Information in Rural Montana."

Janice Bacino is the Assistant Librarian at Shodair Children's Hospital in Helena. She also provides professional information services to St. Peter's Community Hospital as part of a contract between Shodair and St. Peter's.

Jane Schafer resigned her position as Director of the Health Sciences Library at St. Vincent Hospital, Billings, in November 1990.

Suzy Holt, Shodair Children's Hospital, served as a member of a Blue Ribbon Panel on Libraries at Risk, which recently concluded a series of meetings with a final report to the State Library Commission. Specific recommendations of the panel included more coordination of services and materials among libraries, formation of library endowments and foundations, and more emphasis on computer networking among libraries.

The Governor's Conference convened January 6-8, 1991 in Helena with 59 delegates in attendance. **Leza Hamby**, director of the Rocky Mountain Laboratories Library in Hamilton, was a delegate to the conference. **Susan Long** of Kalispell Regional Hospital served as a resource person for the conference. The delegates drafted forty-three resolutions to be passed along to The White House Conference on Library and Information Services to be held in July. Among the resolutions passed was one that addresses the problems of access to and coordination of health sciences information in the state.

The Montana Library Association will hold its annual conference in Missoula, April 24-27. **Nancy Press** of the RML will present a Loansome Doc-DOCLINE workshop, sponsored by the Health Sciences Interest Group. **Neil Rambo** of the RML is also scheduled to present an update on the RML contract with NLM.

Oregon

Isabel McDonald retired from the Oregon Regional Primate Research Center (ORPRC) last fall after nearly thirty years of service. The Center honored her by naming the library in her honor. Isabel came to the Center as its first "visiting scientist" in October of 1961. She was born in Vancouver, B.C. and spent most of her growing up years in British Columbia, receiving her bachelor's degree from University of British Columbia and her degree in library science from University of Toronto. Before coming to the Center, she had held positions in five other libraries, including those at Reed College and Stanford University Medical School.

Isabel's mission when she came to the center was to establish a primate library. In this she has succeeded admirably! She leaves behind a collection of over 19,000 volumes, 200 scientific journals, access to the holdings of 6,000 other libraries, and a reputation of thorough, friendly, interested service. According to Dr. Henner Fahrenbach, chair of the ORPRC Library Committee, Isabel "... singlehandedly converted the Primate Center library from a dragon's lair, to be entered at considerable risk and to be used only after intensive grilling as to the purpose of such an invasion, to a cheerful village store, where the basic provision for a new excursion can be acquired or the most esoteric tastes can be catered to." What more can any of us hope for? Well done, Isabel! And we wish you all the best in your new adventures!

Mara Wilhelm, Chief of Library Service at VA in Portland, was injured in an auto accident and will be on extended leave for an indefinite period of time. Due to this and their already short staff, Portland VA has had to discontinue Docline service from their daily routine. They will still try to fill emergency requests in a timely manner. Get well wishes may be sent to Mara c/o Portland VA.

According to a memo from MLA, **Carol Willman** of Oregon Health Sciences University was recently named a Distinguished Member of the Academy of Health Information Professionals! Congratulations, Carol!

Washington

Onward to new and better things....**Selma Kannel** at Harrison Memorial Hospital (Bremerton, WA) retired at the end of January. She started the library there more than 10 years ago. Before starting the Harrison library, Selma ran a pair of bookstores. One was in Bellevue ("Bell, Book and Candle") and the other was in Edmonds ("Selma's Booktique"). Before coming to the Seattle area in 1964, Selma had started another health sciences library, at Olive View medical center in the San Fernando Valley. Prior to that she was in engineering libraries, also in the greater L.A. area. Many of her colleagues can guess she's from New York originally (the Bronx), and indeed she did her undergraduate work at Brooklyn College. She headed west and did grad work at UCLA before pursuing library school at USC; she has been a librarian for almost 40 years! Her plans for retirement don't sound very retiring, as she will be setting up a consulting business to do online searches in healthcare (referrals welcome!). She also will be available to fill in for people out on vacations, maternity leave, long-term sick leave etc. So get your "on-call" paperwork to her! For that, and to stay in touch, she can be reached at 672-7463 in Lynnwood.

Selma's replacement at Harrison is **Pia Fish**. Pia moved to Seattle from Washington D.C. last summer with her husband, who is attending graduate school at University of Washington. Though she spent her growing up years in Europe, she is a fourth-generation Seattleite, as her family has been here since about 1908, and she spent many vacations and summers here. She received her library degree from University of Maryland and has worked in hospital and health sciences libraries in the D.C. area. Welcome, Pia!

Jackie Gagne (Group Health Hospital, Seattle) and **Sylvia MacWilliams** (Southwest Washington Medical Center, Vancouver, WA) have been appointed as delegates to the Washington Governor's Conference on Libraries and Information Services, to be held in Spokane on February 28-March 1, 1991. The conference is designed to bring together library users, elected officials, library volunteers and professionals to discuss the future of libraries and information services. We look forward to hearing more about that from Jackie and Sylvia in the next issue!

Linda Lindsley is the new Health Information Clerk at Southwest Washington Medical Center Library.

Susan Meyers is the new Washington State Resource Services Program Assistant.

Valerie Schultheiss is the new librarian at Ballard Community Hospital in Seattle, as well as continuing her position at Highline Community Hospital in Seattle.

Skagit Valley Hospital and **United General Hospital** (Sedro Wooley, Washington) have affiliated under an agreement that took effect January 1, 1991. **Nancy Dickison** is the library coordinator in charge of both libraries.

Eastside Medical Laboratory (EML) now has a library. **Bea Dickerson** has been working with EML to develop the library service; a permanent librarian position is open and EML is in the process of filling it. The directory listing for EML is: Library, Eastside Medical Laboratory, 15304 N.E. 40th St., Redmond, WA 98052; Phone: 206/882-3400, ext. 324; FAX: 206/885-0131; OnTyme: REDEML; LIBID: 98052D

Northwest Hospital's (Seattle) post office zip code has been changed slightly. The last four digits of their nine-digit number are now 9733. The full zip is 98133-9733.

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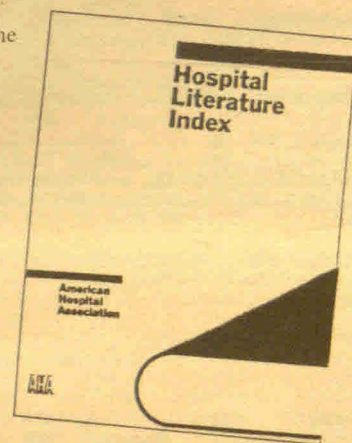
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Questions about the *Index*? Call the American Hospital Association Resource Center at 312/280-6266.

American Hospital Association



MLA to meet by the Bay

The 91st Annual Meeting of the Medical Library Association will be held in San Francisco, California, May 31, 1991 to June 6, 1991, at the San Francisco Hilton Hotel. Featured speakers include **Stephen P. Lock, M.D.**, editor of the *British Medical Journal*; **George D. Lundberg, M.D.**, editor of the *Journal of the American Medical Association*; **Joshua Lederberg, Ph.D.**, president of Rockefeller University; and **Lois Ann Colaianni**, associate director of the National Library of Medicine.

Lock and Lundberg will each discuss "The Future of Biomedical Information," and then engage in discussion with a panel of distinguished medical librarians. Lederberg's lecture will be titled "Scientists' Needs and Opportunities for Communication." Colaianni will present the twenty-fourth annual Janet Doe Lecture.

The meeting promises to be an exciting one, as we will be in a gorgeous city (on the West Coast, no less!), with some exceptional speakers and activities!

Places to stay

These are moderately-priced, "boutique" style hotels within walking distance of the San Francisco Hilton. 800 phone numbers are included where available. Not all accommodations have private baths. Rates are projected for May/June 1991 but ALL ARE SUBJECT TO CHANGE.

ASTONIA HOTEL, 800/221-6470; 415/673-2670. Single \$52 up; double \$62 up.

AMSTERDAM, 800/637-3444; 415/673-3287. Single \$58 up; double \$62 up.

ADELAIDE INN, 415/441-2261. Single \$38 up, double \$46 up.

BEDFORD, 800/277-5642; 415/673-6040. \$94; \$99 "deluxe view."

BERESFORD ARMS, 800/533-6533; 415/673-2600. Single \$74 up; double \$84 up.

BERESFORD HOTEL, 800/533-6533; 415/673-9900. Single \$74 up; double \$84 up.

BERESFORD MANOR, 800/533-6533; 415/673-3330. Single \$55, double \$65.

CARTWRIGHT HOTEL, 800/277-3844; 415/421-2865. Single \$85 up, double \$95 up.

HOTEL CALIFORNIAN, 800/277-3346; 415/885-2500. Single \$89, double \$99.

HOTEL DAVID, 800/524-1888; 415/771-1600. Single \$79 up, double \$89 up.

KING GEORGE, 800/288-6005; 415/781-5055. Single \$88 up, double \$97 up.

MARK TWAIN, 800/28TWAIN; 415/673-2332. Single or double \$75.

PACIFIC BAY INN, 800/445-2631; 415/673-0234. Single \$55 up, double \$65 up.

SHANNON COURT, 800/821-0493; 415/775-5000. Single \$90 up, double \$100 up.

SHEEHAN HOTEL, 800/848-1529; 415/775-6500. Single \$55, double \$65.

Roundtables

Chapter Council invites members of chapters to attend the Chapter Sharing Roundtables in San Francisco on Tuesday, June 4, 1991 from 11:30 a.m. to 1:00 p.m. This popular annual event offers members an opportunity to share experiences and expertise informally with members of other chapters. All members of chapters, committee members and chapter officers are invited to participate. A box lunch will be available for \$15.00 for those who wish to purchase one (not required to participate). Chapter Council encourages everybody to attend this valuable networking opportunity. For further information, contact Debbie Rand, Long Island Jewish Medical Center, Health Sciences Library, 270-05 76th Avenue, New Hyde Park, NY 11042. Phone 718/470-7070; fax 718/470-6150.

TELE Project

Continued from page 1

positively affected now the many of the physicians recognized her expertise with microcomputers, online searching, and electronic information resources. In cases such as this, where the TELE Project has served as a catalyst in a community I think it has its most significant and far-reaching impact.

At each site, I am conscientious in learning more about the local issues likely to affect the delivery of health care. In Sitka, Alaska it is important to feel comfortable discussing the Comprehensive Office Laboratory Act and how the regulations affect small rural family practice clinics. When consulting in Republic, Washington, it is vital to at least be familiar with Medicaid reimbursement inequities in rural areas and about the Health Care Financing Administration's attempts to remedy the problems. While the duty to keep abreast adds to the complexity of our role as librarians, understanding healthcare issues enables me to

communicate with our constituency from a more credible position. I am also able to provide a much more effective program -- one that is tailored to the needs of individual communities, an that is delivered in a style compatible with them.

At least once during every presentation to librarians, I am asked how I promote and publicize TELE Project services and educational offerings. I have a good "textbook" answer but it is not one I have ever had the chance to employ. It goes something like this: begin by targeting hospitals that have fewer than fifty beds and the health professional communities which they support; prepare and distribute fact sheets, flyers, and brochures, as well as tailored letters of introduction to hospital administrators, physicians, and other allied health professionals. Just when I think that to be really successful I need to be more systematic or methodical in identifying sites and attracting attendees to presentations, there is invariably a surge of phone calls and letters from the very people I want to reach! Word of mouth from satisfied beneficiaries of our services has been more than enough promotion. I am often amazed at the connections that resulted in this physician contacting that administrator, and so on down the line. Prospective sites and contacts are also identified through activities with regional agencies such as AHECs and partnerships with University of Washington departments such as Family Medicine.

I do not know for sure whether any significant pockets of the region have been neglected by the foregoing method. According to my professional definition of service, it is not possible that any area could be the beneficiary of an unwarranted amount of TELE Project resources; merely the expression of a need guarantees reaction and response. There is, however, always the problem of identifying an **unexpressed** need. In the future, it will be important to review carefully where project activities have been centered and to identify additional regional agencies to assist in identification of areas as yet unaddressed.

While I do not have to expend an unreasonable amount of time or energy locating communities to work with, I do spend a significant amount of time scheduling and preparing for the travel, programs, and consultation that will be offered, and in attending individual meetings. Most of what is offered is finely tailored to each individual site. The difficulty (or challenge) of getting around in this region was driven home last spring as I tried to schedule flights for a ten-day trim to Anchorage and southeast Alaska. The airlines had more power to determine my arrangements

than and Medical Staff Chiefs or Directors of Continuing Education!

EXHIBITS

I have represented PNRHSLs, NLM, and several regional libraries and consortia at numerous health professional association conferences. I addressed "Access to Information from the Rural Pacific Northwest" during concurrent general sessions at the 5th Scientific Congress of the Alaska Academy of Family Physicians in Kodiak and at the Annual Convention and Trade Show of the Montana Hospital Association in Billings, Montana. There were exhibits at the Northwest Rural Health Association, Montana Academy of Family Physicians 40th Scientific Meetings. GRATEFUL MED tutorial sessions were well attended at the Wyoming, Montana, and Idaho Scientific Meeting of the American College of Physicians.

Attendance at meetings such as these is well worth the effort because they provide opportunities to learn more about health professional association activities on the regional and national levels. The role that a librarian can play in "non-librarian" settings -- something most of us must cope with on many occasions -- is significant and can be very rewarding and productive. When the numbers are small, manageable, and the clientele well-defined, there is an opportunity to have an impact on the dynamics of a meeting.

Through such meetings, I have learned a great deal about the issues really facing the health communities we have targeted for our program. Attending clinical sessions to follow relevant topics or sitting in on business meetings to learn about professional issues helps you gain a better understanding of the problems faced by those with whom and for whom you work. This background helps us to design effective future services and presentations.

COLLABORATIVE PROJECTS

As we further define our regional role as a partner in health information access, PNRHSLs has continued to seek out related agencies with whom relationships would prove mutually beneficial. The TELE Project has been involved in activities with regional Indian Health Service programs, with the Washington-Alaska-Montana-Idaho (WAMI) Area Health Education Centers, and with University of Washington departments such as Family Medicine.

Recently, the TELE Project has become involved with a training program jointly sponsored by MEDEX Northwest and the Kodiak Area Native Association (KANA). Health care delivery to the native populations of remote Alaskan villages is complicated by extremes of economics, nature, and isolation. KANA and MEDEX

Northwest have established a training program for Alaskan senior Physician Assistant students which includes a 2-week intensive, didactic Bush Medicine course followed by a community clerkship on Kodiak Island. The overriding goal of this program is "to serve as a model and provide support for village community health aide programs by preparing mid-level provider/supervisors who both understand the Alaskan Native health corporations and possess the necessary supervisory and clinical skills."

The TELE Project will support the information access and communications component of the program. Students, health aides, and Kodiak MEDEX staff will learn to use the tools necessary for problem solving in remote settings which include learning to use HEALTH ALASKA, GRATEFUL MED and the NLM files. When funding becomes available, microcomputers and modems will be set up in all six Kodiak villages and in town.

If it sounds as if I am invested in the work we are doing, it's true. I think that as a result of the TELE Project, there is a new understanding of the pride and determination in geographically isolated, small, and rural communities to maintain local healthcare-related services with a standard of practice that compares favorably with other areas. There is an increased awareness on behalf of the PNRHSLs staff concerning the provision of information services in these communities and what we must do to support such activities.

Thus far, we have been very progressive in our endeavors to bring training, service, and continuing education directly to the rural practitioner. This project has expanded the visibility of PNRHSLs, NLM, and many regional library consortia among health professionals in the region. As health professionals increasingly come to identify access to information as a key factor in what attracts them to and keeps them in their communities, our role as educators becomes increasingly more vital.

I think that the project is now reaching a logical point for change and growth, and with that, I think that my role as project coordinator will also evolve. The current model has served the region well, but it is time to take some of what has been learned and move forward.

Six libraries in Region 6 have been awarded NLM contracts for GRATEFUL MED/Library Outreach projects to serve unaffiliated and minority populations. This presents an excellent opportunity for PNRHSLs staff to share our experiences, team up with other regional libraries, and expand upon what the TELE Project has been able to offer. I have already begun to work with several of these libraries on project

implementation timelines and will be assisting with GRATEFUL MED training and curriculum materials and the selection of project equipment.

A seminar for GRATEFUL MED trainers is being developed and was tested this fall with librarians in the Billings Area Health Sciences Information Consortium (BAHSIC) and in the Seattle Area Hospital Library Consortium (SAHLC). We plan to offer such assistance to all interested librarians and expect that much of what is presented in the class will be useful to those who want to provide end-user training programs in other search systems as well.

A GRATEFUL MED Trainer's Resource Package is being prepared for distribution through NLM. Items included will be course promotion and publicity guidelines, suggested techniques for training, course syllabus and objectives, checklists, sample searches and hands-on exercises, slides and/or overheads, and evaluation form suggestions. This kit may be available in the spring, but until then, anyone interested in the raw material is welcome to call me.

As the TELE Project comes to an end and PNRHSLs outreach services continue to evolve, I shall count on all of you to let me know what it is you need to facilitate your roles as educators, what kinds of end-user training tools we can produce that will be helpful to you, what kinds of support you need with microcomputer hardware and software, and what information about rural health care policy we can assist you with. I look forward to continuing to work with you.

Committee Roundup

Committee Chairs for 1991:

Archives: Janet Schnall
Bylaws: Jan Schueller
Education: Kathy Nelson
Governmental Relations:

Susan Long
Library Automation and Technology:
Peggy Burrell
Membership: Leilani St. Anna
Program: Pam Spickelmier
Publications: Valerie Schultheiss
Research: Marcie Horner
Nominating: Kathy Murray

PNC is looking for a few good committee members. Opportunities for serving are available on the following PNC committees (whose chairs are listed above):

Education, Governmental Relations, Library Automation/Technology, Membership, Publications, and Research.

If you are willing and able to work on a PNC Committee, please contact Dolores Judkins, OHSU Dental Library, 811 SW Campus Drive, Portland, OR 97201.

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The Editor reserves the right to edit submissions if necessary.

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