



Northwest Notes

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Fixed-Fee Medlars Searching for Physicians?

submitted by Neil Rambo

The Regional Medical Library has recently learned of an agreement made between NLM and the American College of Physicians to pilot test the offering of unlimited, fixed-fee MEDLARS searching. Here are some words from the press release from NLM:

"The immense computerized databases of the National Library of Medicine are being made available under a special arrangement to the 72,000 members of the American College of Physicians. The agreement was signed on January 15, 1992.

For an annual fee of \$200, individual members of the College will have virtually unlimited access to MEDLINE and other major databases of the NLM. ..."

Members of the College who sign up for access to MEDLINE will receive a copy of the Grateful Med software (for either IBM-compatible or Macintosh personal computers), a unique password, a bi-monthly publication titled Gratefully Yours, and toll-free telephone assistance. Training and advice are available from the 3,500-member National Network of Libraries of Medicine. ..."

If you would like a copy of the entire press release, please let us know.

In early February the RML staff will be at a meeting at NLM; we hope to have more information to share with you after that meeting.

Editor's Note: As this issue was about to go to press, a message was received via OnTyme from Bob Pringle, who is the Washington State Representative on the PNC/MLA Governmental Relations Committee. Following are excerpts from the MEDLIB Bulletin Board on the InterNet, commenting on some of the issues surrounding this arrangement. Comments were made by Annanaomi Sams, University of Massachusetts Medical Center; Hannah King, SUNY Health Science Center Library at Syracuse; James Capodagli, SUNY at Syracuse; and Jonathan Lord, University of Virginia Health Sciences Library at Charlottesville. If you have further thoughts, please contact your state's Governmental Relations Liaison; Susan Long, Chair, PNC/MLA Governmental Relations Committee; or RML personnel.

"... [T]he physicians hear it before we ... have any details or documentation. We are ... unprepared for their questions, and cannot give them immediate responses. The environment is established for us to appear quite disorganized."

"Document delivery by computer ... sounds easy and ... free of charge. And that's the catch. We get to deliver ... [the] bad news to the physician."

"[Offering] free online search time to the College [of Physicians] seems particularly subversive when, at the same time, libraries are for the first time being forced to pay licensing fees on

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News From Around the Region

Alaska

Judith Bendersky, M.S. was recently hired as the librarian at the Alaska Native Medical Center (PHS Hospital in Anchorage). She has just completed the ANMC GRATEFUL MED Outreach Grant and will be presenting a paper at MLA in Washington DC on her experiences.

Idaho

From Kootenai Medical Center

Lynn Marcy has decided to return to school full time this semester to complete her degree in computer science at Gonzaga. She will stay on as our SYSOP, but most of her duties will now be up to **Sylvia Manbeck** to carry on. Some of you may remember her from Group Health - Puget Sound.

Also, please note, our phone number is (208) 664-7445. Until recently, the old number still rang in the library; it now rings in another department.

Kootenai recently recieved a grant from the RHEC in Boise to develop a shared collection of Computer Assisted Instructional Software for nursing and allied health. I would appreciate any program recommendations you could make.

Washington

Maryanne Blake is the new Outreach Services Coordinator at the RML, starting February 1, 1992. Maryanne has been the Chief, Library Services, Veterans Administration Medical Center, Seattle, for the past few years. Maryanne's primary focus will be to promote access to information among health professionals through the use of information technologies as well as effective use of the network of health libraries and librarians in the Pacific Northwest. In doing so, Maryanne will be making site visits to work with health professionals and library staff at the time and place of need. If you know of a specific site that could benefit from a visit, please contact Maryanne at the RML (1-800-338-7657). The RML staff is very pleased to have Maryanne as part of the RML!

Philip Army is the new Teaching-Learning Center Coordinator at the UW HSLIC. **Sherry Dodson**, formerly of Providence Medical Center, is the new Clinical Librarian at the UW HSLIC.

Peggy Burt is the new Systems Librarian at Providence Medical Center Library. Peggy is not new to PNC; she was formerly the librarian at Stevens Memorial Hospital in Edmonds, and was more recently working at a firm called Interactive Generation in Seattle.

Kathy Murray, Providence Medical Center, Seattle, was recently elected **Secretary of the Hospital Libraries Section of MLA**. She assumes her duties during the MLA Annual Meeting in Washington, DC in May. Congratulations!

Valerie Schultheiss has moved from Ballard

Community Hospital to Providence Medical Center part-time, as well as continuing half-time at Highline Community Hospital. The new librarian at Ballard is **Kathy Schwanz**. Kathy comes back to Seattle by way of Carroll College Library in Helena, Montana.

Thank You

Dear PNC/MLA Members: I want you to know that I enjoyed "Phantom" very much, as I have many other theatre events in the last few months. Many thanks.

Theatre, opera, symphony, ballet, movies are just some of the hedonistic pursuits that I have been enjoying in retirement. It is great! I go back to visit **Jim Henderson** and "my library" from time to time but come away with the happy thought that "those are not my problems any more!" Best wishes for the year to come. Sincerely, **Bill Fraser**

MEDLARS Classes in the Region

submitted by Linda Milgrom, Pacific Northwest Region, NN/LM

The Fundamentals of MEDLARS Searching class originally scheduled for February 1992 in Seattle has been changed to March 9-11, 1992. This three-day class provides a thorough introduction to searching the NLM databases in native mode, and includes substantial hands-on time. There is no charge for the Fundamentals course. In the past this class extended over a five day period and covered many specialized databases. Since most beginning students were overwhelmed by the amount of material the class was shortened to focus specifically on initial commands, search mechanics, and the MEDLINE database.

"Specialized modules" were developed to cover many of NLM's other databases and databanks. It is recommended that searchers defer taking the modules until they have had some real-world experience with MEDLINE. The two modules which were scheduled for February 6 and 7 have also been changed. The MEDLINE/MeSH/HEALTH Module (full-day) will be March 12, and the CANCERLIT/PDQ module (half-day) will be the morning of March 13. Registration fees for specialized modules are \$65 (full-day) and \$45 (half-day).

All of these classes will be held at the University of Washington Health Sciences Library and Information Center. I will be happy to answer questions about course content or other aspects of MEDLARS. The Western Online Training Center (the RML at UCLA) will handle registration for all courses. You may contact Judy Consales or Geo Takato at UCLA by using the same 800 telephone number you use to reach us in Seattle—1-800-338-7657. If you choose option 1, your call will be connected to Seattle. If you press 2, you will reach the Western Online Center at UCLA.

Another Fundamentals class is scheduled for Seattle August 24-26, 1992. That class will be followed by specialized modules on Chemline and the Toxicology databases, the Aids databases, and a new Biotechnology module. You can get a complete national listing of classes planned for 1992 by typing "explain training" while connected to MEDLARS.

Please let me know if you have additional concerns about searching. Remember, we can schedule special modules at your convenience. If your group is interested, let us hear from you.

Consumer Health Information Fair '92

Seattle has been called the best city in the country in which to have a heart attack because so many of its residents know how to administer CPR. King County might now claim to be the best county in the country in which to seek health information because of the existence of the King County Consumer Health Information Network (KCCHIN). Consumer health information is literally as close as the nearest phone or fax machine.

The Consumer Health Information Fair '92, scheduled for Thursday, April 23, 1992, from 10:00 a.m. to 4:00 p.m., in the Main Auditorium of Seattle Public Library at 1000 Fourth Avenue, Seattle, 98104, has been designed as a free continuing education activity for librarians to raise their consciousness of the King County Consumer Health Information Network, and increase their awareness of new print, electronic, and people resources which provide access to health information.

Four speakers will make presentations, beginning at 10:30 a.m. and repeating at 1:30 p.m. **Kathy Murray**, Director, Library Services, Providence Medical Center, will discuss the hospital libraries in the network, pointing out their collection strengths and role as referral resources. **Sylvia MacWilliams**, Director, Library

PNC/MLA Committee Chairs for 1992

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

Susan Long

Library Automation & Technology: Peggy Burrell
Membership: Leilani St. Anna
Program: Jim Henderson
PPublications: Valerie Schultheiss
Research: Marcie Horner
Nominating: Jeri van den Top

Services, Southwest Washington Medical Center, Vancouver, Washington, will relate how she started a consumer health collection in her area and how cooperative health information service evolved in that part of the State. Barbara Mitchell, Public Service Librarian, Seattle Public Library, and Maureen Carleton, Medical Reference Specialist, King County Library System, will discuss the services provided by public libraries, their respective collection strengths, and referral mechanisms for handling consumer health information questions which go beyond the resources of the public library.

Book and database vendors who have developed systems and lists in the areas of consumer health and patient education have been invited to exhibit their programs and collections from 10:00 a.m. to 3:00 p.m. Representatives of BRS, Micromedex, SilverPlatter, Information Access Company (IAC) which produces both InfoTrac and Health Reference Center, and Login Brothers Book Company will be present to discuss their new products and services.

Participants will have the opportunity to attend scheduled tours of Seattle Public Library. Snack food and drinks will be provided. Pamphlet information from organizations dealing with current health problems will also be on display. Attendance is free and open to anyone interested in learning more about consumer health information resources.

Since its formation in 1986, KCCHIN has been a model network of library cooperation serving the health information needs of consumers located throughout the 2,134 square miles which comprise King County. The network includes two public library systems, Seattle Public, serving 22 libraries within the metropolitan Seattle area, and King County, serving 37 communities outside the city of Seattle; one academic health sciences library, the University of Washington's Health Sciences Library and Information Center, with its research level collection of books and journals in the areas of biomedicine and health sciences; and 18 hospital libraries with specialized collections ranging from children's health to cancer information.

Continuing Education Opportunities

by Kathy Nelson, Chair, CE committee

Continuing education opportunities for all members is the primary goal of the PNC/MLA CE committee. A needs assessment was sent to all of the PNC/MLA mailing list. Your participation in this survey helps direct us in offering CE courses at the annual meeting and recommending items for purchase in the PNC/MLA lending library. Last years survey reaffirmed that most of the members prefer the traditional workshop format with lectures, discussion and planned exercises as the most useful method of obtaining continuing education. This really makes the choice of workshops available at the annual meeting an important decision. Joan Andrews is putting together the courses for the 1992 meeting now, and Vancouver BC will offer you a wonderful opportunity to learn with your peers.

But there are others who find independent study

is the best method for their learning needs to be met. And a one time a year CE workshop is not enough for our membership. State and local library groups may be offering you workshop opportunities, but have you considered some of the alternatives to traditional workshops? What about a journal club? The MLA has recognized the problem of travel and isolation in rural areas of our region and has options to use the journal club method with electronic mail.

An MLA Journal Club can be started with 2 - 9 interested librarians, who will read selected articles of mutual interest (six 90 minute sessions, earn 4 CE credits) and discuss what they have read, sharing insights and relevant experiences. Topics are chosen by the group, some topics other librarians have selected are; Medical Informatics, Standards of Reference Service, Total Quality Management. A very brief registration and attendance record and session evaluation forms are the documentation required. The clubs membership may change and start dates are up to the members. The focus of the group is chosen by the members, so it will vary from club to club. A journal club is a great way to keep abreast of the literature, and share a wealth of information with your colleagues without leaving your worksite. What manager will object to that?

If you want more information on the MLA journal club write for a startup packet, or more information to MLA JOURNAL CLUB, Medical Library Association Professional Development Department, Suite 300, Six North Michigan Avenue, Chicago, IL 60602.

Maybe that approach sounds too "organized" to you. You may be the truly independent type who prefers to choose your own topics and learn by watching a video in private or reading a self paced manual. MLA is also looking at a pilot program with a few good members, in independent study. They are planning to purchase some management materials from the American Management Association (the other AMA), and will have programs available for members to check out and complete on their own. The programs will have a certain number of CE credits depending on the time requirements. If this interests you contact JoAnn Froman at MLA (312) 419-9094 ext 322 to participate in the pilot study.

Remember that the PNC/MLA CE committee does have a desire to find programs that the

membership wants to have brought to them, and there are many ways to meet your CE needs, not only the traditional annual meeting but local cosponsorship and independent study with our own lending library!

Fixed-Fee - Continued from Page 1

NLM databases."

"If NLM is going to start offering unlimited access to physicians, they need to [start] paying for support services we have been providing for free."

"... [I]f NLM can make an agreement with a private organization like the American College of Physicians, we would like to know if NLM would consider a similar arrangement with another private, professional organization -- say, the Medical Library Association?"

"Without knowing how much money the ACP is paying NLM, ... it is hard to say how upset we librarians should be. If NLM is receiving a large amount of money, up front, from the ACP ... there should be little cause for concern on the part of medical librarians. On the other hand, if NLM is grossly undercharging the ACP ... then we all have a legitimate reason for concern (outrage?) since, in essence, we are being overcharged so that NLM can subsidize the cost of access for a select group. ... [A]re the ACP or NLM going to monitor the ... access codes to be sure the physicians themselves are using them? ... With NLM being a public institution, shouldn't the details of this deal be public knowledge as well?"

"Why is discussion focused on physician training when the problem is the economic burden libraries are bearing so that NLM can make a heroic effort to promote itself and its products? We are 100% behind training users, any users, of our information systems and services. That was never a question. And whether we call users "patrons" or "clients" seems to be the least of our problems when we are dealing with shrinking budgets, increased serials prices, short staffs, increased need for access because we can't afford to own, and the loss of the support of what used to be called 'the Library's Library'."

Legislative Information Needed!

The PNC Governmental Relations Committee is compiling lists of its members' congressional representatives. Please provide me with the following information. If your home and institutional districts are different please include the names for both sets.

MLA MEMBER'S NAME: _____

INSTITUTION'S NAME: _____

U.S. CONGRESSIONAL DISTRICT (INSTITUTION): _____

REPRESENTATIVE'S NAME: _____

U.S. CONGRESSIONAL DISTRICT (HOME): _____

REPRESENTATIVE'S NAME: _____

Return this information to Susan Long, Medical Librarian, Kalispell Regional Hospital, 310 Sunny View Lane, Kalispell, MT 59901.

OnTyme Tips and Tricks

by Pia Fish, Harrison Memorial Hospital, Bremerton, Washington

Those of us who have access to the electronic-mail system Ontyme are fortunate to have this wonderful resource. Ontyme provides a widespread means of communicating with one another efficiently and effectively. As the sender, think of the endless phone calls you'd have to make around the region to try to find an answer to a problem, or to spread the word about an event or a duplicate list. On the receiving end, you don't necessarily have to be put on the spot and respond to something immediately; you can deal with the e-mail on your own schedule. And yet all the while answers do get found and the word does get spread.

One of the real drawbacks of Ontyme, however, is a cumbersome (sometimes, non-existent) manual. If you get lucky in the index and are led to an example, you will often find that it doesn't match the problem you have. This article is one librarian's attempt to give a thumbnail reference to using Ontyme in typical library settings and applications. Hopefully it will assist the neophyte, refresh the old-timer, and give us all clean and clear communications.

First, some courtesies to observe: We are probably all familiar with our own region's e-mail codes, but much less so with the codes from further afield. It takes just a second to identify your institution and who you are—for the benefit of all, it makes sense to do this. Indeed there was a message several months ago from a fill-in librarian who asked just this, since without any identification the codes were often cryptic. Another nicety is to identify who the message is going to. I have received messages that say "Do you have..." and I have to wonder if it's a message aimed at me specifically or if it's general. When the message is preceded by a banner (To: PNC/Codes, or, To: Harrison), then there's no guessing involved. Also, remember that the biggest cost in the daily use of Ontyme is the charge per character as it is displayed on the screen. Those long duplicate lists (or other long messages) should be stored, so that libraries who don't make use of them don't have to pay for them. And finally, those "Thanks" messages attached to the end of most messages are great.

Regarding the nitty-grittys of working in Ontyme, one thing you don't have to do anymore is backspace with control-h (you can just use the backspace key normally)—hopefully you've known that for a while. The other #1 nitty-gritty command to remember is `:erase`. We have all seen messages like the following:

```
MSG#:Q16523
IN#: 2972
TO: HMH
FROM: CLASS XXXXX
SENT: 18 NOV 91 14:25:56
READ: 18 NOV 91 14:54:41
SUBJ: N/A
```

```
MSG#:Q16531
IN#: 2973
TO: HMH
FROM: CLASS XXXXX
SENT: 18 NOV 91 14:27:42
READ: 18 NOV 91 14:54:44
SUBJ: DOES ANYONE HAVE AN
EXTRA ISSUE OF THE APRIL-JUNE
1990, JOURNAL OF
```

```
MSG#:Q16534
IN#: 2975
TO: HMH
FROM: CLASS XXXXX
SENT: 18 NOV 91 14:32:59
READ: 18 NOV 91 14:54:51
SUBJ: DOES ANYONE HAVE AN
EXTRA ISSUE OF THE APRIL-JUNE
1990, JOURNAL OF OCCUION
OCCUPATIONAL MEDICINE? :REA A
```

Notice the sequencing of the messages—three attempts and seven minutes later, the message was still not very clear. An `:erase` command probably could have saved some work. Likewise when line noise interferes with the message, `:erase` comes to the rescue. One time a message I had sent out reappeared several weeks later attached to someone else's message, and I got another round of responses. Since I'd actually gotten the answer the first time around, some colleagues had wasted their energy for naught. If the receiving library had remembered to `:erase` my message first, this would not have happened.

You will notice at the end of this exchange above the command `:rea a`. This is the short form of the command to read all messages. Some libraries like to use the `:in` command before reading, which shows the sender, the messages, dates and length:

```
MSG#  SENDER SENT
LENGTH
SUBJECT
Q28550 CLASS.NRMC 13 JAN 92
```

```
12:49 436
book gift
Q28573 CLASS.PMC 13 JAN 92
13:30 827
QuickDoc Virus (maybe)
Q2859 CLASS.SWWVMH 13 JAN 92
14:37 412
FREE BOOK
Q28713 CLASS.UWHS/DK 14 JAN 92
08:10 3674
SRS & HSLIC update
```

If for example you print your messages (rather than read them online or download them), knowing the length could be valuable—is your paper set right, do you have enough to feed through, etc. Or, if you download selectively, this list can show you the subjects of the messages and you can be prepared to download only those you want.

The reading commands are `:read` or `:read all`. A `:read` displays the messages one at a time from the top of the list (the oldest message); the `:read all` scrolls them all by. Other commands that can be used in displaying messages are the `:get` and `:type` commands. These commands shift messages into the "workspace", a temporary holding area. For example, if you'd read the above messages on the screen, and then thought you'd like to reread one, you can say, `:read q28573`. Alternatively, you could retrieve that message by typing `:get q28573`, (echo PLACED IN WORKSPACE), `:type`. The retrieved message will then display and you can capture it to your printer or disk. What's the difference? The `:read` command shows all the message, including q-number, when it was sent/read, subject, etc. The `:get` and `:type` routine retrieves only the text of the message. You might want to `:get` a message that was delivered to your e-mail code and then re-ship it to a friend in Oregon, for example. By putting it into the workspace you save yourself having to retype the message yourself; you also send a "clean" message of text only. If you're downloading your Ontyme session, this becomes somewhat moot, as you can wordprocess any message. (More on `:get` in a minute.)

If the message you want to reprint was not one from today's group, you can issue the `:in old` command to display old messages in banner format—like the "in" list above. Once you see the q-number you want, you can `:read` it. The old list displays two weeks' worth of messages.

What about sending messages? Depending on your comfort level with your communications programs (SmartCom, Procomm, Crosstalk, Kermit), you can do your messages either by uploading them

or "live" (sit at the terminal logged into Ontyme and start typing). Once the message is typed, you ship it with the **:send** command. If your message is going to more than one address, you can just append the additional addresses with no commas or other punctuation— **:send hmh kabkh kalis**. If you send a message and then want to reread it, you can't use the **:read** command here, you must **:get** the q-number and then **:type** it. This is because the message is not in your in-box; it's an outgoing message.

Uploaded messages are basically small text files stored on your computer that you send automatically. On the receiving end they look no different from a message typed live, but you pay less in the communications time. Either way, the best way to start any message is by identifying yourself. You don't have to type this in each time. Rather, you can store your address and **:get** it with a command. Here's how—

```
:erase (echo ACCEPTED)
then start typing—
General Hospital Library
123 Main Street
City, ST 12345
:file * address.ill
```

You may name the file whatever you like, but it's a good idea to make it logical—for example, my e-mail code is HMH, so I have my address stored under **hmhaddress.ill**. The **.ill** extension indicates to me that's the file for interlibrary loans. When you get ready to send a message, you then type **:get * address.ill** (or whatever name you've chosen) and the text will be dropped into the body of the message. You can have blank lines—for example, putting a space between the city/state line and then have the hospital phone number, or a contact person.

The meaning of the asterisk seems to scare people, but it's really very easy. Any file stored with one asterisk means it's a private file; only your e-mail code has access to it. To create a file that you want to share, use two asterisks. A duplicate list could be stored under **:file ** hmhdups.list** for example. You send a message saying "There's a duplicate list filed under **** hmhdups.list**" and someone receiving this message who was interested in it would say, **:read ** hmhdups.list**. At that point the text displays.

Another way these asterisked files are used is with stored, shared mailing lists. Each Ontyme participant has an individual e-mail code, but sometimes you want

to send your message to more than one person. There are stored files that have the mailing codes of specific groups. For example, **:send ** pnc/codes** will distribute your message to Pacific Northwest health libraries. Other lists like this include: **** wahosp**, **** idhosp**, **** ohsla** [Oregon], **** mtlib**; Seattle and Portland both have city-wide lists; and then there are others who've created their own lists—for example, PNC committees—which will e-mail only addresses they've named in the files. By the way, if you are sending something to **pnc/codes**, you don't also need to send it to **wahosp** or **idhosp**; those addresses are all subsumed under the **pnc/codes** rubric. Finally, one other thing to remember about both ***** and ****** files: don't forget to purge them as necessary. You can check to see what you've filed with the **:list *** command. (You can also do **:list **** to see what shared files are there, but remember that it's a huge list and you'll pay for every character.) You might want to purge a file if, for example, a phone number in your *** address.ill** file changes, or if a stored **** dups.list** has expired. To delete either file, use the **:clear** command, like this— **:clear * address.ill** (then recreate it, if necessary, with the new edits). Just remember that **:clear** does delete the whole file. In the case of the address file example, you'd then have to recreate another one with the new phone number. (There is a way to edit stored files, but it's more complicated; see the manual.)

If you upload text to send messages, rather than doing them live, the commands to use are **:erase**, **:load on**, and **:load off**. Each communications package has its own protocols, which won't be detailed here, but the basic idea is the same. You **:load on** to prepare Ontyme, you get out to the communications package and issue those commands to identify the file to send, you'll be dropped back into Ontyme, then you'll see a response saying the message was sent and a q-number. When you use **:load on**, you will see the echo **ACCEPTED** but if you try to type anything, the screen will be blank. Remember, whatever goes by on the Ontyme screen without being preceded with a **:** will be dropped into the workspace, so if you've loaded on, and you type something by mistake, don't panic. You can always display the workspace using **:type** (command won't display but text will scroll by). Better yet (if it was a mistake), issue an **:erase** (again, it won't display but you will see **ACCEPTED**) before going out to the communications software to actually ship the message. If the message you sent has an Ontyme command in it (such as **:get * address.ill**), you'll see the echo **ADDING**

TEXT TO WORKSPACE before the q-number appears. Be sure to **:erase** between messages, and then repeat the steps above. If you are finished, say **:load off**, and you will be restored to an interactive mode with Ontyme. To check and see if a message you sent has been received yet, you can type **:out** and the messages sent will be displayed. If the message was received but you'd like to know when, the command **:out old** will display those. Again, two weeks' worth will be displayed.

You can also upload text to turn into an online file (private or shared, but probably you're more likely to do it for a shared file, such as a duplicate list). In this case there will probably be no echo since the text probably won't contain any Ontyme commands. This is disconcerting, because it looks as if nothing's happening. Here's the sequence—

```
:erase
:load on (echo ACCEPTED)
go out to communications, identify file to
send, you'll drop back to Ontyme screen;
nothing seems to happen, but give the
system time to load up your text "behind
the scenes" (3-20 seconds should do it)
check that it made it into the workspace
with—
:type (command won't display on the
screen); but text should scroll by
:load off (again, won't display)
(ACCEPTED)
:file ** hmhdups.list (or whatever)
Then just remember to send a different
message saying you've uploaded a file
named such-and-such.
```

Ready to logoff? Undoubtedly you know the commands, **:quit** or **:exit**. If you've put any text into the workspace, you'll get a message before quitting that it's there, but otherwise you'll be dropped straight back to Tymnet and ready to go from there where you wish.

Our access to Ontyme is negotiated through CLASS and University of Washington's State Resource Service. UW-SRS has a contract with CLASS which entitles us to discounted Ontyme access; CLASS has its own arrangement to do this with Ontyme. The net result of this is that the first line of contact for questions, billing, and so forth is Ardis Dull at the UW. For example, if you need documentation for Ontyme, she might be able to muster some up for you (for a price of course, and depending on availability). She can also provide a list of all the Ontyme users' addresses, which can be useful when you need to deal with non-PNC institutions. This 10-page list is updated periodically;

Please See **OnTyme**, Page 7

1992 PNC/MLA CE Survey Results

This questionnaire was mailed out the first week in January to everyone on the PNC/MLA mailing list, which includes ex-members and other interested people; 121 completed questionnaires were returned. The survey was conducted by Nancy Press as a member of the PNC/MLA Continuing Education Committee.

1. LIBRARY RELATED EDUCATION:

M.L.S.	100
college courses	21
trained on the job	17

2. TYPE OF LIBRARY:

academic health sciences library	19
academic library	8
large hospital (200+ beds) library	46
medium hospital (75 to 199 beds) library	18
small hospital (1 to 74 beds) library	11
other	9

3. COURSE TOPICS: (Respondents were asked to check five topics they would find most useful.)

Library Related Topics

using the Internet	60
CD-ROM products--comparisons and evaluations	54
total quality management	48
statistical sources for health libraries	43
business sources for health libraries	36
budgeting for the small library	34
teaching skills	33
writing and editing user documentation	27
writing and editing newsletters--journalistic principles, how to edit, how to format, software to use	25
time management	25
toxicology sources	21
writing proposals for funding	21
how an isolated health librarian can talk with NLM (to be team-taught by an NLM staffer)	15
health librarianship in the multi-institutional corporation	12
personnel management	10

Clinical Topics

biotechnology databases	35
the Human Genome Project	24
complications of pregnancy	8

4. COURSE FORMAT: Which kind of presentation do you find most instructive and useful?

course with lecture/discussion/exercises	99
small group sharing session	12
independent study with videotape or software	3
independent study with self-paced manual	7

5. COURSE LENGTH: Which of the following do you most prefer?

half day	71
full day	34

6. FEES: For a course on a subject of high interest, what is the maximum fee you would pay?

\$ 25	4
\$ 50	65
\$100	46
\$200+	3

7. CREDIT: Is MLA credit for a CE course an important factor for you?

yes	51
no	68

you might want a new one every year or two. Ardis can be reached at (206) 543-1878; e-mail uwlrsp. After Ardis, the next level of contact would be Rose Sebastian at CLASS, (800) 488-4559; e-mail classhq. Ardis mentioned that Ontyme does have a customer service number, and they would be the people to help you with system problems, for example, but she would prefer to direct people to that number on an individual basis.

One benefit of this arrangement is that since we are contracted through CLASS, we are therefore members of CLASS. This membership provides discounts to library supply vendors. Every request for a library-item that I send through my purchasing department goes with a note, "We are CLASS members and entitled to a discount." I'm not sure how it works when my purchasing person places the order, but I've never had to muster up a membership number or anything, so I guess our word is enough, because the invoices come through with the discount. Every little bit helps with those tight budgets!

The aim of this article was to promote easy, quick and fearless communications. I'm no expert (I've been using Ontyme for less than two years), but hopefully you have found this article useful. If you have questions, comments, tips or disputes, please feel free to contact me at any time—and don't feel like you have to use e-mail, either! My telephone number is (206) 792 6500, e-mail hnh.

Happy communicating!

Did You Know?

MLA provides modest support for continuing education opportunities by its members. These awards provide MLA members with opportunities to increase their competence in various aspects of health sciences librarianship. Awards range from \$100 to \$500; more than one award may be granted in a year. The CE Award Jury (3 MLA members) evaluates all applications and makes recommendations on funding of the award(s). The awards are granted twice a year. Applications must be submitted to the CE Jury Chair by October 1 or February 1 each year on the MLA Continuing Education Form, which can be obtained from MLA Headquarters (312/419-9094). The jury chair this year is Mary Fran Prottzman, Medical Library, U.S. Army Aeromedical Center, Bldg. 201, Ft. Rucker, AL 36362-5000. Phone 205/255-7350.

Calendar of Events

1992

- March 9-11 **Fundamentals of MEDLARS Searching**, Seattle, WA.*
- March 12 **MEDLINE/MeSH/HEALTH**, Seattle, WA. \$65.*
- March 13 **CANCERLIT/PDQ**, Seattle, WA. \$45. (Morning)*
- May 15-21 **Choose to Make a Difference**, MLA 92nd Annual Meeting, Sheraton Washington Hotel, Washington, DC.
- July 16-19 **Animal Health Information: Planning for the 21st Century**. First International Conference of Animal Health Information Specialists, Reading, England. Contact Mitsuko Williams, 217/333-2598.
- August 27 **CHEMLINE/CHEMID/TOXLINE/TOXLIT**, Seattle, WA. \$65*
- August 28 Morning - **AIDSLINE/AIDSDRUG/AIDSTRIAL** \$45*
Afternoon - **BIOTECHNOLOGY** module \$45*
- September 30-October 2 **The Pacific Spirit: Information Without Boundaries**. 1992 PNC/MLA Annual Meeting, Vancouver, British Columbia.

* For more information, contact Western Online Training Center at 1-800-338-7657; Press 2 to speak to trainers at UCLA.

GLOSSARY OF ONTYME COMMANDS

Command	Short form	Function
:erase		clears workspace
:read	:rea	displays the first message in your "in-box"
:read all	:rea a	displays all the messages in your "in-box"
:in		lists unread incoming messages
:out		lists unread outgoing messages
:in old	:in o	displays info about previously read in-messages
:out old	:out o	displays info about out-messages that were read
:get q-#	:ge ...	retrieves a message into workspace
:get * filename		retrieves a stored file into workspace
:get ** filename		
:type	:ty	displays workspace contents
:file * filename	:fil ...	stores text as a file
:file ** filename		
:list *		displays all private files you've stored
:list **		displays all shared files within the CLASS group
:clear * filename	:cle ...	deletes a stored file
:clear ** filename		
:load on		prepares Ontyme to accept an uploaded file
:load off		restores Ontyme screen to interactive mode
:quit	:q	disconnects you from Ontyme
:exit	:e	

Northwest Notes
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News and articles are most welcome! Please submit items via OnTyme or send them on 5-1/4" diskette as ASCII files. Short items (under one page) may be submitted to the Editor as typed copy. Please specify clearly that items are for the newsletter. Include your name, library, address, phone, and fax number (if available) with all submissions. Call or write for further details.

The Editor reserves the right to edit submissions as necessary.

Deadlines for Northwest Notes (subject to change) are: March 27, May 29, August 28, October 30, 1992. Articles from *Northwest Notes* may be reprinted without permission; credit would be appreciated. Advertising information is available from the Editor.

To join the Pacific Northwest Chapter, send membership dues to:

Maryanne Blake **DUES: \$15.00 U.S.**
Pacific Northwest Region, NN/LM \$18.00 Canadian
Health Sciences Library & Information Center
University of Washington, SB-55
Seattle, WA 98195

MAKE CHECK PAYABLE TO PNC/MLA

Your Name: _____

Address: _____

(You may use home or work address)

Circle those that apply: **Renewal New Member**

Membership type requested:

Individual Institutional

Are you a member of the Medical Library Association?

Yes No