

THLA News

Vol. 13 No.1

Toronto Health Libraries Association

September 1993

President's Message

by Sylvia Newman

Welcome back! The lazy, hazy humid days of Toronto summer 1993 are gone and we begin a new THLA year with a new executive team and new programming which we hope will address your needs. In our effort to provide the best possible service to our patrons, it is always important to put our best foot forward and make a good impression. In our first programme of the year on September 27th, Veronica Fisher, Graphic Artist at the University of Toronto Library, will give us practical tips on how to improve the impression we make and the messages we give in library flyers, brochures and handouts.

In October, UNYOC comes to Toronto and THLA will be sponsoring the Welcome reception on the evening of Wednesday October 6th. If you are attending the conference, please make a point of coming to the reception to greet and welcome colleagues from outside the city and from across the border. Mark your calendar early for the annual THLA holiday party which will be held on Monday, December 6th. This will be a special celebration as it marks the 30th anniversary of an event that has become a real THLA tradition. OCI will once again host us and sadly this may prove to be the last year that we are able to hold our festivities in the charming surroundings of the staff house.

Teresa Helik, President Elect is also arranging other programme meetings with topics that we hope will be of interest and benefit to you. Look for announcements in the newsletter for upcoming meetings dealing with career diversity, the FreeNet and more. We are, of course, always looking for comments and suggestions. Please contact any member of the executive.

Beyond programming, plans for the year call for the subcommittee on the revision of the THLA Constitution, chaired by Madeline Grant, to continue its' work and for the possible development of a proposal to survey THLA libraries in order to facilitate sharing of information regarding operating policies, procedures and practices.

I look forward to greeting both old and new members at our meetings during the year. 1993-1994 hold promise of being another good year for THLA. We have an enthusiastic executive and newsletter team who are willing to work with you to keep THLA as relevant as possible and in touch with your needs.

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THLA, P.O.Box 94056, 3332 Yonge Street, Toronto, ONT. M4N 3R1

Editor's Message

Rebecca Strange

It seems like only a couple of months ago I started my stint as Associate Editor of the THLA NEWS, and I can hardly believe that a full year has past. Although I am relatively new to the health sciences field (almost 2 years), I have learned a great deal and believe that the health sciences or medical information area is perhaps one of the most fascinating areas of information management. I am excited about producing the newsletter this year and I am looking forward to keeping you informed about events, news and professional development as it relates to information management in the health sciences.

I would like to thank all contributors to this issue and to encourage all members to contact myself at 420-4991 or my associate editor, Cathy Lindsey King at 630-6331 with any news, courses, events or anything that relates to our field!

THLA Executive 1993-1994	Newsletter Team
Past President: Madeline Grant	Editor: Rebecca Strange
President: Sylvia Newman	Associate Editor: Cathy Lindsey- King
President Elect: Teresa Helig	Mailing List: Dorothy Davey
Secretary: Helen Michael	
Treasurer: Valda Poplak	

UNYOC '93
FOCUS ON THE CUSTOMER
October 6-9, 1993

You are cordially invited to attend a Welcome Reception sponsored by
Toronto Health Libraries Association
and UNYOC

Date: Wednesday, October 6, 1993
Time: 6:00 p.m. - 7:30 p.m.
Place: Toronto Hilton Hotel
145 Richmond Street West
Tom Thomson Room (take escalator
down one floor to Convention Level)
R.S.V.P. Nancy Young, 978-4828
by Wednesday, September 29, 1993

Light refreshments will be served.

THLA members please note:
You do not have to be registered for the
UNYOC conference to attend this reception.
Everyone is welcome!

THLA PROGRAMME OF EVENTS

1993-1994

- | | |
|-------------------------------|---|
| Monday Sept. 27, 1993 | Practical Hints on Designing Library Brochures, Flyers et. |
| Wednesday Oct. 6, 1993 | THLA/UNYOC Welcome Reception |
| Monday Dec. 6, 1993 | 30th Annual THLA Holiday Party |
| Monday Feb. 7, 1994 | The Toronto Freenet |
| Monday March 21, 1994 | Career Diversity in Health Sciences Librarianship |
| Monday May 9, 1994 | THLA Annual Dinner Meeting |

Awards

Cathy Lindsey-King

MLA Research Grant Awarded

The libraries at the six hospitals affiliated with the University of Toronto: Mt. Sinai, St. Michael's, Sunnybrook, The Toronto Hospital, Wellesley Hospital and Women's College Hospital, are involved in a three year research project to measure the impact of the new, problem-based medical curriculum on the use of the University's affiliated teaching hospital libraries. Recently, this project was awarded the Medical Library Association's Research, Development, and Demonstration Grant for 1993. **Joan Leishman**, Executive Director of the Health Science Information Consortium of Toronto and **Jennifer Bayne**, Library Director at the Toronto Hospital, are directing the research and accepted the award at a luncheon ceremony on May 19th at the MLA Annual Meeting in Chicago.

Awards...Cont.

Cathy Lindsey-King

Joanne Marshall Receives Not One Award, But Two!

Joanne Marshall has recently received awards from both the MLA and from SLA Toronto. The Ida and George Eliot Prize was awarded by the Medical Library Association for her article entitled "The impact of the hospital library on clinical decision-making: the Rochester Study". The article appeared in the Bulletin of the Medical Library Association, 1992 80(2): 169-178. The Toronto Chapter of the Special Libraries Association honoured her with the Member of the Year Award for 1993. This award was based on two significant achievements: the founding of the SLA Student Group at the University of Toronto, and for her study "The impact of the special library on corporate decision-making". The final report has been published as a monograph by the Special Libraries Association, 1700 Eighteenth Street NW, Washington, D.C., 20009-2508. The cost is \$22.50 U.S. for SLA members and \$28.00 for non-members. Our congratulations to Joanne on her accomplishments!

<i>Calendar Of Events</i>

<i>Rebecca Strange</i>

- | | |
|----------------------------------|---|
| September 23, 1993
5:30-? | Standing in the Future: Harnessing Technology Together
SLA-Toronto Chapter
Speaker: Stephen E. Arnold
Contact: Leslie Peel 536-0876 |
| September 24, 1993
9:00-12:30 | Changing Workflow, the Process, the Analysis and Managing the Change
FLIS CE Course
Instructors: Cyndie Tamaki and Linda Teather |
| October 1, 1993
9:00-4:30 | Preservation Planning
FLIS CE Course
Instructor: Karen Turko |
| October 1, 1993
9:00-4:30 | Thesaurus Construction
FLIS CE Course
Instructor: Michele Hudon |
| October 2, 1993*
Saturday | The Internet - Do You Cruise It, Surf It, Mine It, or All of the Above?
FLIS CE Course
Instructors: Michael Gold and Laine Ruus |

Calendar Of Events...Cont.

Rebecca Strange

***Note:** The October 2 workshop is currently full, but this workshop will also be held on the following dates: October 23, 1993, November 20, 1993 and December 11, 1993. If your application is post-marked, received or delivered at least 2 weeks before each workshop, there is a reduced fee!! (\$130 vs \$155)

- | | |
|-------------------------------|--|
| October 6-9, 1993 | ***UNYOC '93 - FOCUS ON THE CUSTOMER***
Toronto Hilton |
| October 8, 1993
9:00-4:30 | Budgeting for Libraries: An Overview
FLIS CE Course
Instructor: Ronald Gilardi |
| October 15, 1993
9:00-4:30 | Communicating with Management and Clients in Uncertain Times: Are They Hearing What You are Saying?
FLIS CE Course
Instructors: Jane Dysart and Rebecca Jones |
| October 21, 1993
5:30-? | How To Have Your Steak and Sizzle Too: Adding Value Through Effective Communications
SLA-Toronto Chapter
Speaker: Anne McKague |
| October 22, 1993
9:00-4:00 | Campus Wide Information Systems (CWIS) and Community Freenets: Exploring Library Roles in Design, Implementation and Management
FLIS CE Course
Instructor: Michael Ridley |
| October 22, 1993
9:00-4:30 | Simplified Cataloguing
FLIS CE Course
Instructor: Jean Weihs |
| October 23, 1993
Saturday | The Internet (See Above) |
| October 29, 1993
9:00-4:00 | How to Get Your Money's Worth from Library Consultants
FLIS CE Course
Instructor: Margaret Beckman |
| November 5, 1993
9:00-4:30 | Marketing Your Information Service
FLIS CE Course
Instructor: Maggie Weaver |

THLA Programme Focus

First Printed Impressions

Practical Hints on designing Library Brochures, Flyers etc.
with Veronica Fisher, Graphic Artist

We hear again and again about the importance of marketing, public relations and promoting our libraries and information centres, but theory is often widely separated from practice because this is not something we know a lot about or have a lot of time to do. This session will focus on practical hints to take that first step, and get those brochures and flyers designed, so that they can be printed and put into the hands of the patrons. Veronica Fisher is the graphic artist who designs the brochures and other promotional materials for the University of Toronto Libraries. So bring along your examples of brochures both good and bad, for "show and tell", and any questions you may have and Veronica will help us all to get those promotional materials ready.

We look forward to seeing you at our first meeting of the THLA year! Our thanks to Helen Michael for hosting this meeting.

DATE: Monday Sept 7, 1993

TIME: Refreshments 6:30
Speaker 7:00

LOCATION: Queen Elizabeth Hospital

Faces and Places

Rebecca Strange

This column is for **your** news to THLA members. Please, contact Rebecca Strange at 420-4991 or Cathy Lindsey King at 630-6331 regarding any information you have about changes or new faces in your library!!

Jan Greenwood has become the first (and only) woman Director of the Ontario Medical Association. She continues to have responsibilities for Corporate Records and Library Services. Jan may now be reached on Internet at jgreenwo@life.jsc.nasa.gov. or send inter-library loans and other library information to omalib.

Sandra Allan, a 1990 graduate of the Faculty of Library and Information Science, University of Toronto, became the Information Services Associate at **Searle Canada Inc.** (a pharmaceutical company) replacing Alison Ball who moved to Ottawa. Sandra was formerly an Information Specialist at Royal Trust and Northern Telecom.

Deidre Green, formerly Director of the Health Sciences Library at the Hospital for Sick Children, has moved to Ottawa where she is taking up a career in landscape architecture; for the next two years she will be enrolled in the landscape program at Algonquin College.

Faces and Places... Cont

Rebecca Strange

Elizabeth Uleryk, formerly of The University of Toronto Science and Medicine library will replace Deidre Green October 12, 1993, as Director of the library at the Hospital for Sick Children.

OHLA Annual Conference

The OHLA Annual Conference, in conjunction with the Ontario Hospital Association's Convention, is scheduled for November 8. The theme this year is "Thriving on Change". The outline of the program is as follows:

OHLA PRELIMINARY PROGRAM

9:00 - 9:15

Welcome Remarks

Pat Johnston, MLS, OHLA President
Jan Greenwood, MLS, Annual Conference Chair

9:15 - 10:15

Keynote Address:
Using Continuous Quality Improvement to Manage Change Effectively

Keith Christopher, Ph.D.
Director of Quality Management
The Civic Hospital, Ottawa

10:15 - 10:45

Coffee Break / Exhibits

10:45 - 11:30

Panel: Managing Change in the Library

Liz Bayley, MLS, Head of Cataloguing and Systems
McMaster University Health Sciences Library, Hamilton

Linda Wilcox, MLS, Director, Shared Library Services
South Huron Hospital, Exeter

OHLA Annual Conference

- 11:30 - 12:30 **Annual General Meeting**
- 12:30 - 2:00 **Networking Lunch**, Caledon Room, L'Hotel
(Admission by ticket only)
- 2:00 - 4:00 **Workshop:**
Humour in the Workplace: The Lighter Side of Stress Management
- Maureen Forsyth, Director of Education Services
Children's Hospital of Eastern Ontario, Ottawa

In addition to the plenary program, OHLA is offering two continuing education courses. On Sunday, November 7, McGill Darnley will answer the question "What's new in multimedia, DOS, WordPerfect, laptop/notebook and communications software in a half-day workshop tentatively entitled **Update Your Computer Knowledge**.

Liz Bayley and Ann McKibbin of McMaster University have developed a new course for presentation on Tuesday, November 9. The course title is **Quality Filtering of Health Sciences Information: Principles and Practice**.

For addition program information, please contact Jan Greenwood, OHLA President-Elect and Annual Conference Chair at: Tel: (416) 340 - 2914
Fax: (416) 599 - 9309

The Ontario Medical Association
525 University Avenue, Suite 300
Toronto, Ontario
M5G 2K7

Market Place

This column is for various types of announcements including job ads, journal issue duplicate lists, books and journals to give away, etc. If you wish to advertise, please contact Rebecca Strange at 420-4991 or Cathy Lindsey-King at 630-6331.

The Institute for Clinical Evaluative Sciences (ICES) has a two (2) year contract position for a dynamic Library Technician. The Institute which is housed on the campus of Sunnybrook Health Science Centre is an independent research organization which has a mandate to evaluate health services and the outcomes of medial care in Ontario. ICES has a small, but highly specialized resource centre to meet the information needs of its scientists, clinical researchers, and technical staff. The Library Technician is responsible for acquiring, organizing and co-ordinating resource centre materials and services. The successful candidate should have a background in health sciences and have experience working in technical and public services. A working knowledge of the health sciences literature and the Medline database will be an asset.

Market Place

To apply for the position at ICES, please submit your resume in confidence to:

Nora Paradis
Human Resources
Sunnybrook Health Science Centre
2075 Bayview Avenue
Toronto, Ontario
M4N 3M5

Only those candidates selected for an interview will receive a reply to their application.

UNYOC 1993

FOCUS ON THE CUSTOMER, October 6-9, 1993, Toronto:

Important events in Toronto in 1993 include...

- the 200th anniversary of the founding of York
(an earlier name for Toronto)
- the likely victory of the Toronto Blue Jays
- the opening of "Miss Saigon"
- the 1993 UNYOC conference!

As our "real" summer limps to a finish, the UNYOC Conference Planning Committee is feverishly putting the finishing touches to what we hope will be an exciting experience for delegates.

The preliminary program was included in the last THLA News, but we now have more information on the keynote session, contributed papers, poster session topics, special updates and receptions, etc.

The keynote address will be delivered by Richard Schabas, M.D., Chief Medical Officer of Health of the Province of Ontario & Director of the Public Health Branch of the Ontario Ministry of Health. It is entitled: "Public health: the next decade."

Dianne Pammett, Canada Institute for Scientific & Technical Information (CISTI), will be the instructor for the Grateful Med preconference continuing education course on October 6th. Mary Mylenki and Dianne Pammett will be presenting the NN/LM / CISTI updates on October 8th. There will also be a CD Plus update on October 5th from 7:00 p.m.-8:00 p.m. in the Carmichael Room at the Toronto Hilton.

UNYOC 1993

Here are details of the contributed paper sessions:

Flat-pricing for MEDLINE: evaluation of a pilot project.
Dorothy Fitzgerald, Director, Health Sciences Library,
Faculty of Health Sciences, McMaster University.

This paper will describe the only Canadian pilot project in this National Library of Medicine study to determine the most cost effective approach to providing institutional access to MEDLINE.

Reasons will be given for use of the service being less than anticipated.

Full text databases as institutional sources of information.
Roderick Hamilton, College of Physicians and Surgeons of Ontario.

Rod Hamilton will describe how Folio Views, a full-text database management package, will be used to provide ready access to a large volume on non-indexed publications, policies and guidelines. Distributed on a LAN, the software permits advanced hypertext linking to other media and computer applications.

Investigating the future of the health sciences library.
Julia Sollenberger, Assistant Director for Public and Computing Services, Edward G. Miner Library, University of Rochester School of Medicine and Dentistry.

A computer-generated, graphical slide show will be used to help us "look into the future" of the medical library in an academic setting and, more specifically, to answer such questions as who will be served, what information and services will be needed, and where, and which technological factors will affect libraries.

Submissions for poster sessions are still being accepted. Tentative topics are: Free-Net, the Consumer Health Information Service (at the Metropolitan Toronto Reference Library and the Central West Library Network (a public health network operating out of Hamilton). Confirmed so far is:

Response to a need: institutional implementation of a consortium/network concept in a large multi-library setting.
Susanne Tabur, Assistant Head, Science and Medicine Library,
University of Toronto

The theme of this year's conference - **FOCUS ON THE CUSTOMER** - is most timely. Provocative sessions include "Who ultimately defines customer service?" and a debate on the status of the intermediary. CE courses explore various aspects of building quality: running a customer-focused service, making effective library presentations and benchmarking (N.B.: the summer 1993 issue of Special Libraries is devoted to "Benchmarking, total quality management & the learning organization").

Twenty-two exhibitors are confirmed to display and demonstrate the latest products. Approximately thirty libraries are opening their doors to delegates for tours. And to combine work with pleasure, Jane Cooney has graciously offered to host a continental breakfast reception at her store Books for Business from 7:00 a.m.-8:00 a.m. on October 8th.

UNYOC 1993

The Conference Planning Committee has included a number of social events. The Toronto Health Libraries Association and UNYOC are sponsoring a welcome reception on October 6th from 6:00 p.m. - 7:30 p.m. in the Tom Thomson Room at the Toronto Hilton. A "fun" topic lunch will be offered on October 7th: in lieu of discussing CD-ROM products ad nauseam, you can choose from such neat topics as film and wine-making. For jazz enthusiasts, the banquet on October 7th will feature pianist Richard Whiteman and the Maureen Kennedy Trio.

The Toronto Hilton Hotel is located in the heart of downtown Toronto, conveniently situated to shopping, entertainment and public transportation. It offers comfortable, commodious meeting facilities - many of the meeting rooms are named for famous Canadian artists. Hotel facilities include a health club with heated indoor/outdoor swimming pool, sauna and whirlpool. Anyone staying at the hotel until October 30th will become automatically eligible to win a trip for two to Paris! - ask for the Paris adventure ballot when you check in. It could be from the CN Tower to the Eiffel Tower...

The Hospitality Committee has compiled extensive information on "what's on" and "where to eat" (available at the Hospitality Desk). A few suggestions on what to see are:

Theatre:

"Showboat" - North York Performing Arts Centre
"Miss Saigon" - Princess of Wales Theatre
"Five guys named Moe" - Royal Alexandra Theatre

Music:

Roy Thomson Hall/Toronto Symphony
October 4-6: Erich Kunzel, conductor; Marc Andre Savoie, violin:
"Favourite pops: the Spanish way!"
October 7: Great performances - Piano series, Peter Serkin

Art/Culture:

Art Gallery of Ontario (AGO)
- "Perspectives '93" (contemporary Canadian art)
- "Talented intruder" (works by Wyndham Lewis)
N.B. the AGO is free on Wednesday evening and open until 10 p.m.

Royal Ontario Museum (ROM)
- "Floral photographica" (photographs of flowers)
- "Thoughtful gifts" (Chinese artifacts)
- "Tibetan sand mandala" (this one sounds intriguing: Buddhist monks make a religious mural out of grains of sand - they start on September 28th and complete and then dismantle the mural on October 10th)
N.B. the ROM is free on Tuesdays from 4:30-8

UNYOC 1993

George R. Gardiner Museum of Ceramic Art

- this gallery is affiliated with the ROM, but has different hours and free times: a same-day admission provides admission to both the ROM and Gardiner; the Gardiner is free from 4-5 p.m. from Tuesday-Sunday
 - "The grace and finesse of Japanese incense boxes: kogo from the Montreal Museum of Fine Arts" (kogo are incense boxes used in tea ceremonies)

Please ask your colleagues and friends from Toronto for other suggestions to explore our fair city.

UNYOC 1993

Dates: October 6-9, 1993 (Wednesday-Saturday)

Location: Toronto, Toronto Hilton
 145 Richmond Street West at University Avenue

Theme: **FOCUS ON THE CUSTOMER**

Contact: Elizabeth Reid
 R.C. Laird Health Sciences Library
 The Toronto Hospital, Toronto Western Division
 399 Bathurst Street
 Toronto, Ontario
 M5T 2S8
 TEL: (416) 369-5750; FAX (416) 369-5326

See you in October!

- Susan Murray
 Public Relations Chair

Directory Changes

Dorothy Davey

Personal List:

Add:

An, Mrs. Jeannie
Health Science Information Consortium
of Toronto
c/o Science and Medicine Library
University of Toronto
7 King's College Circle
Toronto, ON M5S 1A5
TEL: 978-6359
FAX: 978-7666
INT: an@vax.library.utoronto.ca

MacIntosh, Ms. Judy
Hospital Library
Peterborough Civic Hospital
One Hospital Drive
Peterborough, ON K9J 7C6
TEL: (705) 876-5005
FAX: 705-743-0188

Change:

Carito, Ms. Angela
226 Codsell Avenue
Downsview ON M3H 3W9
TEL: 398-8461

Institutional List:

Add:

Hospital Library
Peterborough Civic Hospital
One Hospital Drive
Peterborough, ON K9J 7C6
TEL: (705) 876-5005
FAX: 705-743-0188
MacIntosh, Ms. Judy

Health Science Information Consortium
of Toronto
An, Mrs. Jeannie

Delete:

R.C. Laird Health Sciences Library
Toronto Western Division
Toronto Hospital
Carito, Ms. Angela

Software Survey Update

Please note the following changes to the 1993 Software Survey published in THLA News 1993 (Jun) ; 12 (5):

Library Acronyms - add *WH - Wellesley Hospital
- add asterisk before UTD

BILL - add WH - Interlibrary loans

Biblio-Links - add SHS - Download searches to Pro-Cite

Bitfax/Bitcom - add WH - Computer fax messages

CD Plus (CD ROM) - add WH - MEDLINE searches

Cross Talk - add SHS - Telecommunications

Current Contents - add SHS

Eloquent Librarian - add WH - Cataloguing

Grateful Med - add SHS - NLM searching

Librarian's Helper - add UTD - Catalogue cards and labels

Lotus 1-2-3 - add SHS

Norton Utilities - add SHS

PC-Talk - add WH - Telecommunications - ENVOY, MEDLARS

Pro-Cite - add SHS

ProComm - add SHS
- add UTD - Telecommunications
- add WH - Telecommunications - UTLINK

Reference Manager - delete UTD

Windows 3.1 - add SHS