



New England Sounding Line



The newsletter of the National Network of Libraries of Medicine, New England Region, Jan- Feb. 2001, Vol. 10 , No. 5

Enough Already!

by John A. Stey, Associate Director

I love New England and have been a Connecticut Yankee since 1979, but I must admit, I've had it with this winter. I want it to be spring even though it is the busiest time of the year in our office. We are already making plans for MLA and the spring round of consortia meetings.

Nancy Putnam will not return from maternity leave. She has chosen to resign. Nancy contributed a great deal to the NER program since 1998 and made many friends in the region. She will be missed by our staff and many network members. We all wish her the best of luck.

The Annual ILL/Document Delivery Meeting, co-sponsored by the NER and NAHSL, is scheduled for April 19, 2001 at the Publick House in Sturbridge, MA. You're invited to share in this unique opportunity for librarians and ILL staff to get together for a day of networking and learning about new technologies. Save the date and send agenda ideas to John Stey at stey@nso.uchc.edu. E-mail Cheryl Sinkler at sinkler@nso.uchc.edu or call the NER office at 800-338-7657, press 1, if you plan on attending. Be sure to include the name of your institution as you want it to appear on your name tag. Keep an eye out on NEHSL-L as the agenda and program evolve.

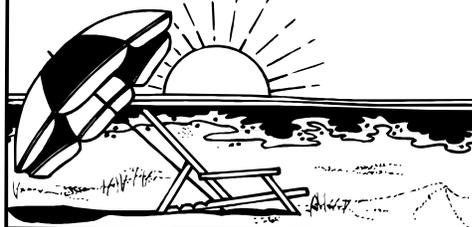
The NER Spring Outreach RFP will be posted and mailed out soon. Proposals will be due April 16, 2001. Since we are in the midst of contract renegotiation, proposals will be reviewed and funded pending contract renewal and funding from NLM™. The RFP will also be posted on the NER home page at <http://www.nnlm.nlm.nih.gov/ner>. Don't hesitate to call if you have questions about the RFP.

Jeannine Gluck and Jo-Anne Aspri inquired about the possibility of creating a web resource page with electronic presentations and tutorials that are library-related. These tools could be used by librarians to teach others and serve as informal learning environments for continuing education. If you'd like to "recycle" your presentation and have it included in this NER resource, contact Daniel Dollar dollar@nso.uchc.edu. Great suggestion! This could save many of us a lot of time and effort.

I'm off to Sanibel tomorrow morning to soak up some sun and surf, but I'll be back in New England all too soon.

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Connecticut Maine Massachusetts New Hampshire Rhode Island Vermont



Check us out on the World Wide Web at <http://www.nnlm.nlm.nih.gov/ner/>



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Sankaty Head Light graphic used with permission from creator Rose Gonnella
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Give Them What They Need

by the DOCLINE Service Team

Several DOCLINE® users have reported that documents are not always delivered to them in the format requested.

In the most common situation, a borrower will ask for email delivery in a PDF document (Portable Document Format; an image of a document with the exact, uneditable layout intended by the author) but will receive an email with a TIFF document attached (Tagged Image File Format; widely-used graphics file format that provides a way of storing and exchanging digital image data).

Lenders should make every effort to take note of the delivery method requested by the patron. If a lender is unable to provide a document in the format requested, it should be updated as not filled with the reason code OTH, so that the request can route to another lender.

When a borrower receives an email attachment in a format other than that which was requested, they may consider using NLM's DocMorph® Server (<http://DocMorph.nlm.nih.gov/docmorph/>), which allows users from any place on the Internet to upload scanned image files (such as TIFFs) for conversion to alternative formats (such as PDFs). Questions about this service can be sent to Frank Walker at walker@nlm.nih.gov.

Receipt That Loan

by the DOCLINE Service Team

NLM has become aware that some institutions are not receipting requests until after the item is either filled or verified as owned. We recommend receipting requests as soon as they are successfully printed.

Receipting requests will keep the DOCLINE transaction records current. This benefits all users of the system since borrowers will have an accurate status of their request. Potential lenders will also have an accurate account of their requests. (Timely receipting also prevents unnecessary re-routing of requests via Time Triggered Actions after 1 business day.)

NLM receives messages daily from libraries who have filled and mailed requests, but who cannot update them, because the request was not receipted, but was rerouted. This can cause another lender to perform duplicate and unnecessary work, since they may also complete the request. [If there is a charge involved, this can complicate matters even more.]

In addition, as new requests are routed to institutions throughout the day, potential lenders can easily become confused regarding which requests are 'new' and which are ones already being processed.

A True Heroine

by Nancy Putnam, Outreach Coordinator

There is a song by a 1980's rock band Warrant entitled *Heaven*. There is a line in it that for the past year and a half has summed up my feelings about life and my daughter: "I don't need to be the King of the world, as long as I'm the hero of this little girl." Soon a brother or sister will join my little girl in being the most incredible and important existence in my life. Having bored you with all this mush, I do have a point. By the time you read this newsletter I will no longer be working at the RML. After the birth of my second child I will remain at home.



I would like to thank all of the wonderful people I have met and worked with along the way. The New England Community was very welcoming to me when I first began my position here and has remained a pleasure to work for throughout my three years. I will miss the interaction with you at conferences, classes, and other events but will treasure the memories created.

A most sincere and heartfelt thank you also goes to my coworkers at the RML, John Stey, Ed Donald, Daniel Dollar, Cheryl Sinkler, Elizabeth Clark, and Pam White for an absolutely wonderful work experience. I have grown and learned different things from each of you and will always cherish the time we spent together.

SPECIAL DELIVERY

Nancy gave birth on February 27th to a beautiful 7lb. 2oz. - 20 1/4" long girl. Both Nancy and Kelsi Lynn Putnam are doing fine.

Video Tape for Loan

by Daniel M. Dollar, Education Coordinator

The NN/LM® New England Region office has copies of the MLA Teleconference on E-Journals "The Effects of Electronic Publishing on Your Library" available for interlibrary loan. The teleconference aired on November 17, 2000 and provides an excellent discussion of the major issues, plus creative ideas, involved with electronic journals.



If you wish to receive this 90 minute video on loan, contact Cheryl Sinkler at sinkler@nso.uchc.edu. There is currently a waiting list, however the NER has more copies on order. If you wish to own this video, go to the MLA website for ordering information, http://www.mlahq.org/education/telecon/myth_telecon.html.

Don't Cross Your Wires

When working with DOCLINE, please be careful not to log in to more than one institution/LIBID at one time from a single workstation. If it is necessary to complete tasks for two institutions, be sure to logoff after finishing in the first account, before logging in as the other institution.

Logging into the system as more than one library at the same time can cause DOCLINE to behave unpredictably. For example, users may see one institution's data on the other institution's page and inadvertently perform actions for the incorrect institution.

Subcontract News

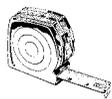
ARCH: Access to Resources for Community Health, a project sponsored by the National Library of Medicine through the National Network of Libraries of Medicine®, New England Region, held its Grand Opening celebration on December 5, 2000. The reception was well-attended and included opening statements from Thomas Ambrosino, Mayor of Revere, and Luis Prado, Director of Chelsea Health & Human Services.

Representatives spoke from each of the center's four partners: Massachusetts General Hospital (MGH) Treadwell Library, City of Chelsea Health Department, MGH Community Health Associates, and Massachusetts Prevention Center, Boston Region. Elizabeth Schneider, Director of the MGH Treadwell Library, provided a demonstration of ARCH's new web site, <http://www.mgh.harvard.edu/library/arch/arch.asp>. Ming Sun is the center's coordinator. She may be reached at (781) 485-6477, msun@partners.org.

Measure the Difference

by Cathy Burroughs
Planning and Evaluation Specialist
NN/LM PNR

For a resource about planning outreach you may be interested in a free publication called *Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach*. The guide has lots of tips and examples regarding program development and evaluation, especially outreach targeting health providers or the public who are unaffiliated or underserved. It also features theories about ways to motivate/facilitate changes in information seeking behaviors.



To receive free copies, send an email request for "evaluation guide" to nnlm@u.washington.edu. Include your name, mailing address, and number of copies needed. Or, a PDF version is available at <http://www.nnlm.nlm.nih.gov/evaluation/guide/>.

The guide is new, produced as part of a collaborative study about outreach evaluation by the Pacific Northwest Regional Medical Library and the National Library of Medicine. White papers from other fields were commissioned for the project (see <http://www.nnlm.nlm.nih.gov/pnr/eval/reviews.html>).

MEDLINE^{plus}® Interactive Health Tutorials

MEDLINE^{plus} has a new feature called Interactive Health Tutorials from the Patient Education Institute. Naomi Miller from NLM describes them like this.

These tutorials take users through information on a disease, diagnostic test, or surgical procedure. Information is presented in short sentences, with simple illustrations, and medical terminology is defined when appropriate. In addition, each tutorial is fully narrated and has an option for printing out a PDF version of the material presented.

To view the entire list of tutorials, go to <http://www.nlm.nih.gov/medlineplus/tutorials.html>.

CAM Subset

by Marion Levine, Assistant Director

NLM has announced the new subset of PubMed®, CAM (Complementary and Alternative Medicine). This subset comprises 220,000 citations so far, and is created using a comprehensive search strategy covering all PubMed journals. There isn't a special CAM journal list, like there is with the Dental subset. Read the press release and the FAQ at http://www.nlm.nih.gov/news/press_releases/cam_pr01.html.

FAQ Frequently Asked Questions

Did you know that NLM maintains a list of FAQs? Point your browser to <http://www.nlm.nih.gov/services/faq.html> and then bookmark it for future reference. You can find common answers under the following categories.

General NLM Information

Hours, Using the Library

Finding Consumer Health Information

Searching for Disease, Drug, and Therapy Information in MEDLINE^{plus} and Other Resources

Getting Articles, Borrowing Books

Loansome Doc® Article Ordering Service, ILL

MEDLINE and Other Databases

Searching the Medical Literature, Using PubMed and Internet Grateful Med®, MEDLINE® Journal Selection and Indexing

Reference Questions

Finding Statistics, Images, Psychological Tests; Other Research Questions

Searching ClinicalTrials.gov

Easy access to information on clinical trials

History of Medicine Division (HMD)

Using HMD's Reading Room, Historical Materials

Searching the Library Catalog (LOCATOR^{plus})

Searching for Books, Journals, and Audiovisuals Owned by NLM

Cataloging and Bibliographic Questions

NLM Classification, CIP, Authority Records, Indexing Questions

DOCLINE

General Information, Requests, DOCUSER®, SERHOLD®, LD Patron Administration

NLM's Extramural Programs

Grants, Fellowships, Contracts

NCBI Sequence Databases

National Center for Biotechnology Information's BLAST™, Entrez, and Sequin

The Other Guy is Just as Busy

by Ed Donald, Network Coordinator

We are all working harder, expected to do more with less and still maintain a quality ILL Department. I would like to ask that everyone take a moment and reflect on the ripples that spread out across the pond as we drop a single pebble into the water.



In lieu of personal contact and the ability to clarify or reinforce our desires, we are utilizing a given set of fields and data allowed in the DOCLINE system. We dutifully fill in the comments and try to tell any one of a diverse pool of potential lenders how we'd like this request handled. Of course the major areas are the amount willing to be paid and the delivery method.

But then it's out of our control and we are hoping, even expecting that whoever gets the privilege of providing the needed ILL will abide by our requests. This is where I want to implore those lenders to carefully take note of those details on the incoming loan. If the small PAL put FREE or \$0 in the Max Cost field and you would have to charge them, reject the request with CST and allow them to decide whether to pay or not. In the olden days, it was much easier to just toss an errant invoice into the circular file, but with EFTS, it becomes an unwelcome hassle for the charged library to followup and monitor for the credit on a future EFTS statement. Your excuse of being "too busy to notice" has now cost another Network Member precious time from their work.

The problem isn't only limited to financial issues. It disturbs me to hear of Network Members refusing to provide the request by the indicated method of Fax as they feel that the Borrower really didn't mean that or that as a Lender, they know better. Assume that the Borrower has put considered thought into it's request details and is depending upon you to abide by them.

That apparent insignificant act of missing a detail or altering the request has rippling effects on other Network Members and the patrons they serve. Let's take a moment and remember that we're all proud members of the NN/LM and on the same team of Information Professionals promoting access to biomedical information.

Deceiving DOCUSER Data?

by Ed Donald, Network Coordinator

The NN/LM offices have received some calls from Network Members trying to utilize DOCUSER data on other libraries when making their ILL decisions. The source of their frustration comes when a potential lender's ILL policies and pricing information are blank or incomplete.

The easy and convenient access to data in DOCUSER, as well as SERHOLD, has provided additional tools for ILL departments. Please take a few minutes from your busy day to review your complete DOCUSER record and provide complete and up-to-date information on your lending policies and the services your library offers.

If you have any problems or a question, please contact Ed Donald at (860) 679-4793 or donald@nso.uchc.edu.

New Look to LOCATORplus

A new version of LOCATORplus was recently released. NLM was listening and has added several user requested enhancements. These include:

- the ability to select the sort order of the retrieval
- the ability to jump to a specific page of the results
- the ability to quickly set limits
- the ability to perform a Journal Title Search from the initial search screen

The "new look" of LOCATORplus presents the **Simple Search** screen with a tab for an **Advanced Menu Search**.

If you're not familiar or comfortable with LOCATORplus, then it would be to your benefit to check out the following:

- Tutorial - http://www.nlm.nih.gov/psd/ref/tutorials/locatorplus/table_of_contents.html
- FAQ - <http://www.nlm.nih.gov/services/faqlp.html>.

Education Notes: Current Awareness Searches in PubMed

The Cubby and URL button

by Daniel Dollar, Education Coordinator

As librarians we must often update on-going searches for our customers or patrons. Managing these current awareness searches can be a challenge. SDILINE via Internet Grateful Med for current awareness, or selective dissemination of information searches of MEDLINE will no longer be available in 2001. However, PubMed has current awareness tools to assist you in keeping your customers updated with the latest biomedical information of interest to them. These tools are the Cubby and URL button.

The Cubby

PubMed introduced its Cubby service in fall of 2000. The Cubby allows you to store search strategies and update those searches as needed. To use the Cubby, you first must register. Start by clicking on the Cubby link found under PubMed Services on the blue sidebar. You will be prompted to enter a User ID and Password. To create one, click on the registration link for a quick, simple and free registration. In a matter of seconds you have your Cubby.

The Cubby page will open to the stored search section, but you will note on the blue sidebar other Cubby features to customize your Link Out preferences. (Consult the Help screens for more information on these features.) Your login lasts for 12 hours with a Log Out button on the blue sidebar.

Run a PubMed search to begin the Cubby storage process, once you have search results click on the Cubby link found on the blue sidebar. Your most recent search will follow you in. On the Cubby page (see Figure 1) your search strategy will appear as the default name for the search, you can edit this box for a cubby search name of your choosing. Then click on the Store in Cubby button directly below the search name box. The new search will appear in a numbered list with a date and time stamp. Please note, you can store up to 100 search strategies per User ID.

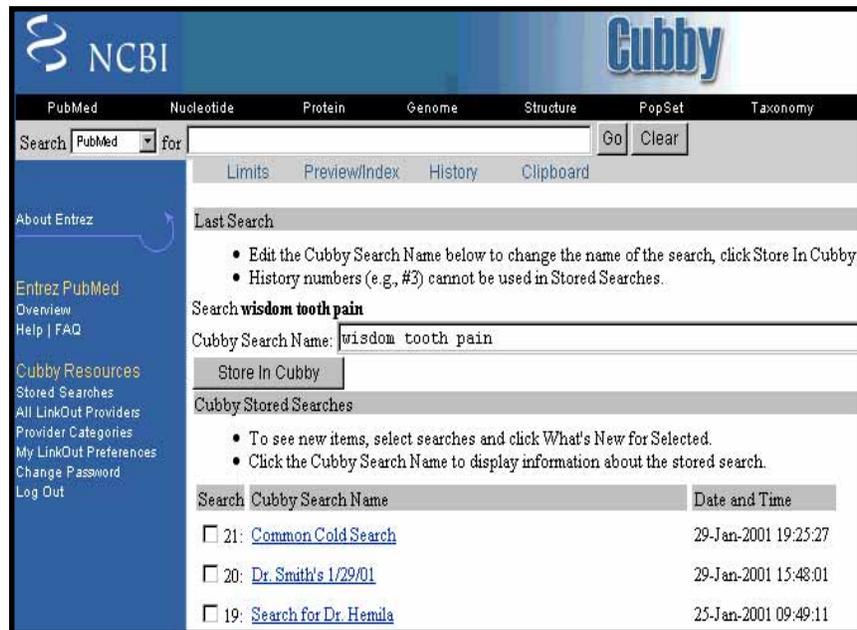


Figure 1.

What's New for Selected Searches

Now the fun can begin. With your search stored you can run an update at anytime to see if new citations have been added to PubMed or existing citations have been updated with MeSH Terms relevant to your search. Enter your Cubby and select search(es) for updating by clicking in the checkbox beside the search name. There is a select all checkbox at the bottom of the page. There is also a delete button to remove stored searches from your Cubby.

Click on the What's New button (see Figure 2 on page 7) to identify any new citations for your selected searches. In moments your page will redisplay with just the selected searches and a new column titled "What's New". A hyperlinked number will appear if any new citations were retrieved. (A zero will be posted if no new citations are

Continued on page 7

Education Notes
Continued from page 6

identified.) You may note that the date and time stamp for the search has not changed at this point. If you have new citations to view, click on the hyperlink and view those new results, doing this will automatically update your stored search results and change the date and time stamp. If you wish to view all of the search results, return to the Cubby page and click on the search name. You will be taken to a page with your search strategy and a Search button. Clicking on that button will run a new live search.

The What's New function is using the Entrez Date, or EDAT, (date the citation was added to PubMed) and the MeSH Date, or MHDA, (date the citation was indexed with MeSH Terms). This assures you that you will not miss any citations because they were not indexed at the time you ran the initial search.

Search	Cubby Search Name	Date and Time	What's New
<input type="checkbox"/> 3:	Daniel's Colon Cancer Search	20-Sep-2000 09:31:55	2 new
<input type="checkbox"/> 2:	aids	13-Nov-2000 12:51:55	546 new
<input type="checkbox"/> 1:	causes death united states	08-Sep-2000 10:12:16	0 new

Delete Selected Searches

Figure 2.

Keep in mind that you cannot properly store searches using either a Related Articles link or the temporary assigned search numbers from the History function. In addition, it is recommended that you do not store a search limited by dates or date ranges. Your computer must also accept cookies (the electronic variety) for Cubby to function properly.

URL button

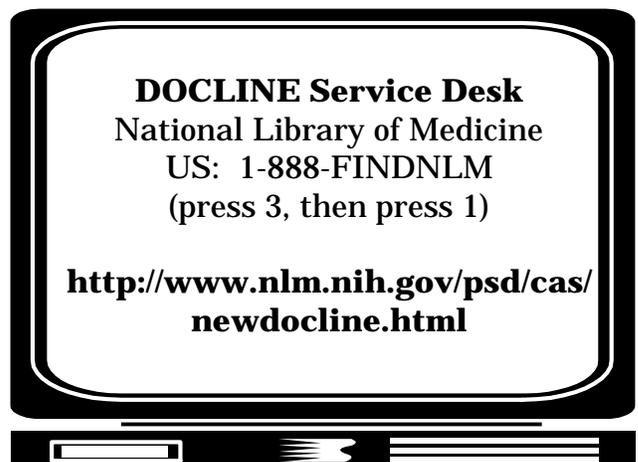
Although this function lacks the updating capabilities of the Cubby, it can still be useful in sending PubMed searches to your customers. Once you have run a PubMed search, click on the Details button, located on each search results page. On the Details page you will find a URL button. Clicking on that button will return you to the results page and convert your search into a Web address that you can bookmark or add as a favorite. You will note the changed Web address in your browser's URL address box.

You can send the URL using the Send or Send Page options under File in either Internet Explorer or Netscape; if your browser is not configured for e-mail then simply cut and paste the address into the text of an e-mail. The recipient only needs to click on the link to open PubMed and run the search live. If you wish to save the bookmark for future use, you must bookmark the address with your Web browser. The bookmark or favorite will be titled "Entrez-PubMed," edit the bookmark to give it a more meaningful name. Please note, the URL feature is available in the new NLM Gateway-. The URL button can be found at the bottom of any Details of Search page, and is accessible via the Results Summary display page. The Gateway also supports e-mail of selected citations with the search strategy attached.

I hope this information will improve your outreach efforts and ability to push vital, current information to your users.

Consumer Health Web Manual
by Pam White, Consumer Health Coordinator

Consumer Health: an Online Manual (<http://www.nlm.nih.gov/scr/conhlth/manualidx.htm>) was developed by a group of librarians from the South Central region. This valuable resource includes resources for video vendors, tips for consumer health library management, information on health literacy, Spanish language links, and suggestions for electronic resources. Consumer Health for Kids, one of my favorite links, is chock full of health information links written for the eyes of a child.



Articles:

• **Changes to PubMed for 2001 -e2**

Describes the changes you will soon be seeing in the display formats and search options of PubMed.

• **Internet Grateful Med to Be Retired; Reminder of NLM Gateway Availability - e3**

Details the scheduled phase-out of the use of Internet Grateful Med.

• **PubRef to be Removed from PubMed - e4**

The story behind the discontinuation of PubRef.

• **NLM Leases CATFILE^{plus} - e5**

Introduction to CATFILE^{plus}, a new product added to NLM's suite of bibliographic records available for ftp in the MARC 21 format.

• **Next Generation TOXLINE[®] - e6**

Details the changes to TOXLINE and the new means of accessing this information.

• **Complementary Medicine - New PubMed Subset - e7**

A joint project between NLM and the National Center for Complementary and Alternative Medicine (NCCAM) has produced a new PubMed subset, Complementary Medicine.

• **Technical Notes - e1**

- PubMed Status
- 2001 MeSH[®] in LOCATOR^{plus}
- Revision to NLM's License Agreement to Lease NLM Databases in Machine-Readable Form
- PubMed Status Update
- Small Number of PubMed Citations Receive New Entrez Date (EDAT)
- New Version of the NLM Gateway Released
- Expanded Access to MeSH

One More To Go

The next issue of the New England Sounding Line will be the last one to be printed. Beginning in May 2001, it will only be available in electronic format on the NN/LM NER website.
<http://www.nlm.nih.gov/ner>.



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Return Address Correction Requested

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