

**In this issue:**

- [EFTS – How to Get Approval from the Powers That Be!](#)
- [RML Directors Meeting, May 2, 2003](#)
- [Farewell Elaine Graham](#)
- [Recent PubMed Enhancements](#)
- [New Web Bibliography of Government Information on SARS](#)
- [What is Open Access and Why Should You Care?](#)
- [PSRML Express Outreach Awards Announced](#)
- [Let Us Help You Reach Out](#)
- [DOCLINE Update](#)
- [DOCLINE's 10 Millionth Request was Filled Right Here in the Pacific Southwest Region!](#)
- [What Should I do with an ALA Form?](#)
- [New Network Members in the Region](#)

**In every issue:**

- [Table of Contents for the NLM](#)

## EFTS — How To Get Approval From the Powers That Be!

**By Maryann Zaremska, MLS**  
**Manager, Library Services**  
**Saint Francis Memorial Hospital**  
**San Francisco**  
**415.353.6321**  
[mzaremsk@chw.edu](mailto:mzaremsk@chw.edu)

When I decided to join EFTS and discovered that the Memorandum of Agreement had to be signed by the “institution’s fiscal officer,” I first went to my boss, the Director of Medical Staff Administration. I filled her in on what EFTS would mean to streamlining my interlibrary loan business and got her approval to take the issue directly to the Chief Financial Officer. Saint Francis Memorial Hospital, a medium-sized community hospital, has a relatively flat administrative structure and a lean management team. As part of that team, I have interacted with the CFO and felt comfortable in calling his administrative assistant to set up an appointment. I made it clear that it would require only about 15 minutes. At the appointed time, I handed him the Memorandum which was already filled out except for his signature and date, and then gave him a 5 minute overview of ILL and EFTS (he’s a quick study!). I then justified our participation for the following reasons.

1. The program is sponsored by the National Library of Medicine which has contracted with the University of Connecticut to administer the system. The imprimatur of a federal agency (as opposed to a profit-making corporation) and the cachet of NLM add credibility to the program.
2. The interlibrary loan function is "mission-critical" to my operation. Administrators like this language.
3. The system saves us time and money by facilitating recordkeeping and accounting. If you can find out how much it costs to cut a check in your institution from your financial services people before you meet with the CFO, be sure to use this number. If not, point out that you often authorize checks for \$11.00 invoices – he/she will know that it costs a great deal more than that to make the payment.
4. Proactively address the issue of deposit accounts. No institution wants to give their money upfront to another entity. However, this particular deposit account will only require you-fill-in-the-blank dollars. In my case, it was \$750. This amount of money, whether it’s \$750 or \$1000 in your case, is minor in the greater scheme of hospital finance, which is the picture that this person is looking at. Definitely under the radar!

Some institutions are not as informal as mine and may require different tactics. My colleague Candace Walker at Dominican Santa Cruz sent a one page memo to the two individuals whose authorization she needed and attached it to the Memorandum. Candace is willing to share the memo with anyone who would like some ideas on how to present the proposal succinctly and effectively.

[Technical Bulletin](#)

- [Upcoming Events](#)
- [Publication Information](#)

I believe that attitude has a great deal to do with whether your proposal flies. I never considered that the proposal would be rejected – it makes too much sense. It especially makes “cents” in terms of what a CFO understands: the bottom line. I encourage you to join EFTS and not be put off by what may seem like the onerous task of involving the “higher-ups.” If you regularly fill the information needs of your administrators, call in your markers. If you don’t, use this opportunity to educate a couple of them regarding your business. EFTS will only be as effective as the number of libraries participating. Please join us!

*[Editor’s Note: A special thanks to Maryann for sharing her experience. We are lucky to have such proactive members in our network and grateful that Maryann has shared her tips with us!]*

---

## RML Directors Meeting, May 2, 2003

Regional Medical Library (RML) directors and staff joined National Library of Medicine (NLM) staff for an “all-RML” meeting prior to the Medical Library Association Annual Meeting in San Diego, California. Approximately 70 staff members from the eight RMLs were present to hear an update from NLM, and to discuss DOCLINE future enhancements, ILL costs, electronic journals, the National Online Training Center and Clearinghouse, and outreach evaluation collaboration. Following the general session, smaller breakout discussion groups gathered to consider issues in consumer health information, outreach and education, network services, and NN/LM planning.

### Future of DOCLINE

Since December 2001, the DOCLINE Interface Review Team, comprised of NLM and RML staff members, has worked on the following goals: to identify and resolve user issues with DOCLINE; to improve ease of use; to eliminate inconsistencies; to increase user efficiency; to implement requested enhancements, and to integrate DOCLINE with other NLM systems, whenever feasible and desirable. The comprehensive interface review of DOCLINE has been completed, and a phased project plan has been developed to accomplish DOCUSER redesign, requests redesign, SERHOLD redesign, and Loansome Doc redesign. The consensus at the RML Directors Meeting was that the plan for DOCLINE enhancement should be implemented as presented by the Interface Review Team. In addition, it was agreed that NLM’s phased implementation of the ISO/ILL protocol should continue, due to the importance of the protocol for many of the large lending libraries in the NN/LM network. NLM staff will need to adjust the timeline for DOCLINE enhancements to accommodate the ISO/ILL protocol implementation.

### ILL Questionnaire

A national survey on ILL costs was conducted between March 25 and April 9, 2003, with 866 responses from DOCLINE participants. The average number of items borrowed through

DOCLINE was 1,520, and the average percentage of DOCLINE requests paid for was 37%. The average charge per request of DOCLINE borrow requests paid for was \$9.98; the median as well as the mode charge was \$11.00. (The ILL questionnaire also asked about FreeShare participation and satisfaction; those results are available on the PSRML web site at: <http://nmlm.gov/psr/pres/FreeShare> to the Rescue!)

## **National Maximum ILL Charge**

A number of NN/LM Resource Libraries across the country have reported that the national maximum charge of \$11 for a filled DOCLINE request does not allow them to recover the costs of providing ILL service. The actual costs of providing ILL service can vary greatly from one library to another, reflecting differences due to factors such as volume of requests received and prevailing wage rates. Given these variations, it was decided that an NN/LM ILL cost study is not warranted. However, the data from the NN/LM ILL questionnaire, along with data that will be available from NN/LM Resource Libraries that are contributing to the Association of Research Libraries ILL study, will be useful in deciding an increase in the national maximum ILL charge. It was agreed that the national maximum charge will include electronic delivery; that is, an extra fee cannot be applied for electronic delivery, since it does not cause an interruption in workflow. Fax delivery may in many cases cause an interruption in workflow, and a surcharge is allowable for fax transmission.

## **Electronic Journals**

Cost and access issues surrounding electronic journals continue to be concerns in planning and maintaining NN/LM network services. License agreements that restrict copying for ILLs to libraries or for unaffiliated health professionals are a particular concern. At least one major library has been able to negotiate licensing language that allows copying for requests related to a clinical emergency. RMLs and Resource Libraries that are part of larger systems may find it difficult to influence the content of systemwide licensing agreements. While some license agreements have language limiting disclosure of the pricing terms of the agreement, there was a question as to whether such a non-disclosure clause would be binding in the case of state and public institutions. NLM is studying approaches to improving access and visibility of open access publications; one idea is to have DOCLINE return a message when a request is transmitted for an article that is freely available in electronic form. (Currently, NLM notifies the requesting library when a DOCLINE request is received for an item that can be obtained directly at no cost.)

## **National Online Training Center (NTCC)**

Public health and environmental workers are attending the NTCC courses in growing numbers; these participants are interested in learning about MeSH, as well as about the search interfaces. The number of course materials linked in the Educational Clearinghouse Database - <http://nmlm.gov/train/> - is increasing; the RMLs and the NTCC will be doing additional promotion to raise awareness of this resource and to encourage additional entries. The NTCC expects to announce shortly the schedule for advanced training from the National Center for Biotechnology Information (NCBI); the course to be offered is designed specifically for information specialists who provide support to users of NCBI's molecular biology services.

(PSRML will announce the schedule on the regional listserv.) NTCC is also planning to test a simultaneous videocast of a PubMed course later this year.

## **Outreach Evaluation**

In the current contract year (Year 3), each RML will implement regional projects related to two national plans for outreach, one plan focusing on outreach to the public health workforce and the second plan on outreach to public libraries. The plans were developed as a collaborative effort among the RMLs and NLM; we will announce the web address of these plans as soon as they become available. The national plans are documented in the form of logic models, which outline objectives, activities, milestones, and outcomes. Logic models have been used increasingly as a tool by non-profit organizations to demonstrate the effectiveness of their program activities by initiating and completing outcome-oriented evaluation of projects. [EG](#)

---

## **Farewell Elaine Graham**

Elaine Graham will be departing PSRML at the end of May 2003 to move with her family to Whidbey Island, Washington. Departures are never easy and saying adieu to Elaine will be difficult. Since rejoining the PSRML staff as Associate Director in February, 2000, we've all appreciated Elaine's warm thoughtfulness and many contributions. She arrived with bright ideas and an outlook enhanced by outside experiences that translated successfully into a new contract proposal. Elaine coordinated the effort that once again brought a five year contract renewal to Region 7. It is only fitting that she recently concluded budget negotiations with NLM for Year 3 of this contract and leaves us prepared to continue work for the next budget period. Her efforts in promoting consumer health, EFTS, and outreach shaped new standards for PSRML. Elaine's extensive knowledge and sensitivity to regional needs and interests have been hallmarks of her tenure. Please join us in offering a fond goodbye to Elaine — we will miss her and wish her the very best in all future endeavors! [JC](#)

---

## **Recent PubMed Enhancements**

### **E-Mail Feature Available on PubMed**

An e-mail selection has been added to PubMed's "Send To" pull-down menu, providing users with an easy way to e-mail search results. After reviewing search results, and clicking on specific citations if desired, simply choose the e-mail option from the pull-down menu and then click on "Send To." Results can be mailed in HTML or text format. If results are in HTML format, the email message will include publisher and library LinkOut icons. You can either click through to the full-text from the email message or get a print version of PubMed results that displays LinkOut icons! However, the recipient's e-mail program must be set for HTML view in order to properly view in HTML format. Additional text may also be entered, that will be included with the PubMed search results in the e-mail message. After clicking the Mail button, PubMed will return to the results page, displaying a message which confirms that the e-mail message was sent.

## More Free Articles in PubMed

There is another option for searching free full-text articles in PubMed. This is a very new project – still under development and construction. Nonetheless, you can use this tip right now when searching PubMed. Simply use the following in your search statement – ANDed with appropriate topical or author search terms:

loattrfree full text [filter] **OR** loattrfee full-text [filter]

Watch for more developing news on access to free full text!

## New MeSH Database

A new Entrez database, MeSH, has replaced the PubMed MeSH browser, providing additional search and display features to assist in constructing search strategies. The MeSH database is available from both the Search pull-down menu and the PubMed sidebar. The MeSH database may be searched by MeSH term, entry term, subheading, publication type, or words from a MeSH term scope note. Initial search results are displayed in Summary format, which includes a scope note or definition of the concept. A list of suggested terms also appears on the Summary display, which is particularly useful when a searcher misspells a word.

To run a PubMed search for a MeSH term and any of its indented terms from the Summary format, use the Links pull-down menu and select the "PubMed" option. The Links menu also includes a selection for the NLM MeSH Browser, which provides more information for the MeSH term. Additional information about a term is also available from the full format display in the MeSH database, which can be viewed by clicking on a term in the Summary display. The full display for MeSH terms includes check boxes for subheadings, the major topic restriction, and a "do not explode" option. The full display also shows previous indexing, "see also" terms, and MeSH Tree hierarchies for subject headings. Click the checkbox(es) to make your selection(s).

The MeSH database also provides a Search Box, which can be used to construct a PubMed search strategy. From either display format, after selecting a term and including any specifications such as subheadings, use the "Send To" pull-down menu to select a search instruction, e.g., "Search Box with AND." Then click on the "Send To" button, and your term with any specifications will appear in the Search Box. Then continue searching the database as needed for additional terms, and click on the "Search PubMed" button after completing the search.

## Changes to PubMed's Automatic Term Mapping

Several changes have recently been made to improve PubMed's Automatic Term Mapping (ATM) feature. The phrase list has been removed from PubMed's Automatic Term Mapping, so the ATM feature now works only with: (1) the MeSH Translation Table; (2) the Journals Translation Table; and (3) the Author Index. This change was made because many search queries include embedded MeSH terms, which were not found if PubMed located the entire phrase in its phrase list. It is still possible to search PubMed for phrases, by using double quotes, hyphenated terms, or truncated terms. These formats instruct PubMed to bypass the ATM function, and look in PubMed's entire index of searchable terms.

The MeSH Translation Table has been enhanced to include Publication Types and their entry terms. When a searcher enters a term which is represented by both a Publication Type and a MeSH term, PubMed will first map to the Publication Type, and then the MeSH term. In the past, PubMed searched only for the MeSH term, and often missed most citations indexed to a Publication Type. The new mapping scheme greatly improves citation retrieval by Publication Types.

A further improvement to the MeSH Translation Table is the ability to recognize MeSH concepts when either the British or American spelling is used for entering terms. Also, an unqualified search for a MeSH concept will result in retrieval which includes both the British and American spelling of Text Words.

### **Cancer Subset Added to PubMed**

As of April 4, 2003, the National Cancer Institute (NCI) retired the CANCERLIT database, and began linking users of its website directly to PubMed. NCI and NLM then worked together to improve access to cancer-related literature in PubMed. Those efforts have resulted in a new "Cancer" subject subset in PubMed, which became available from the pull-down menu on the PubMed Limits screen on April 28, 2003. The NCI web site now includes links to PubMed, including Cancer Topic Searches, a collection of pre-formulated searches on various cancer topics. NCI's cancer information page is available at <http://cancer.gov/cancerinfo/>.

### **SARS and PubMed**

Following the World Health Organization's issuance of a global alert for the outbreak of severe acute respiratory syndrome (SARS), the National Library of Medicine's MeSH Section announced a new MeSH descriptor for SARS, with indexing beginning on March 25, 2003. Citations with this descriptor could be retrieved in PubMed beginning March 28, 2003, and seen in *Index Medicus* beginning with the May 2003 issue. In addition, indexing for another new descriptor, SARS virus, for the organism that causes the disease, began on April 22, 2003.

There is also a direct link from the PubMed homepage to a PubMed search for severe acute respiratory syndrome. This link was created to facilitate searching this very timely topic. [AC](#)

---

## **New Web Bibliography of Government Information on SARS**

There is a new bibliography of US and international government web sites about SARS (Severe Acute Respiratory Syndrome) from the City College of New York. The site is called "Government Views of SARS" and can be found at: <http://www.cuny.cuny.edu/library/Divisions/Government/SARS.html>. This site is a useful adjunct to the biomedical literature on SARS that you find in PubMed.

Topics covered include Blood Supply, Case Definitions, Cases Reported, Countries & Governments, General Background, Healthcare Facilities, Healthcare Personnel, Laboratories, Legal Resources, Presidential Communications, Prevention & Precautions, Public Health

Campaigns, Quarantine, Travel Advisories, Travel & Transport, the Virus and the World Health Organization.

The site is produced by Grace-Ellen McCrann, Chief, Government Documents Division of the City College of New York. [KD](#)

*[Editor's Note: This information came to us from [GOVDOC-L@LISTS.PSU.EDU](mailto:GOVDOC-L@LISTS.PSU.EDU)]*

---

## **What is Open Access and Why Should You Care? A Personal View**

**By Julie Kwan  
Library Network Coordinator, PSRML**

"Open access" is used to describe literature 1) that is available to the reader at no cost, and 2) for which the copyright owner allows the material to be freely downloaded, copied, shared, stored, printed, searched, linked, and crawled<sup>1</sup>. The term is gaining use in all disciplines due to new technological possibilities made available via the web.

Does open access affect us in health science libraries? Yes, it does! We already have open access articles – the BioMed Central journals – in PubMed. This is really significant! For us, it is not a matter of finding these articles somewhere on the web – they are already being added to PubMed, and some of the titles are given full indexing in MEDLINE. As librarians, we know that people need to first find out about an article before they can click through to it, and the standard way people find out about new biomedical literature is through PubMed. Once again, we are a step ahead of others.

Although BioMed Central is very new and does not yet include a large number of articles, it will undoubtedly grow. I have had conversations with authors who say that they want to publish their research in places where the reader “can automatically click through to the full-text”. From their own experience, they know that logon screens asking for passwords or credit card numbers are barriers. They tell me that when they see one of these boxes they simply move on to the next article. As open access articles increase in number, people may decide to move past the articles that require payment – they may find enough to which they can simply click through. I predict that BioMed Central – as well as other open access efforts such as the Public Library of Science – will grow quickly because scientists and clinicians want their articles to be read!

How will the economic models change? Libraries will not pay subscription fees, and individual users will not pay-per-view. Open access uses an up-front payment model. The authors, or the author institutions, pay the costs to place articles online. For example, authors submitting papers to BioMed Central pay \$500 per article. Some institutions have signed agreements whereby their authors' costs for submitting articles to BioMed Central are already paid for. In our region, these institutional members include: University of Arizona, University of California, University of Southern California, and the Scripps Research Institute

What should we do now? Personally, I'm trying to learn as much as I can about open access, not just BioMed Central, but other efforts as well (see the links below). I am also talking with as many people as I can about the issues – not just what they think, but their behaviors, both as information seekers and authors. We were surprised with how quickly the web transformed access to information. I wonder if we'll see the same revolution with open access systems. I'd be interested in learning what you think about this. Please feel free to contact me at [jjkwan@library.ucla.edu](mailto:jjkwan@library.ucla.edu).

## Articles on Open Access

Suber, Peter. Open access to the scientific journal literature. *Journal of Biology* 1(1):3, 18 June 2002

<http://www.earlham.edu/~peters/writing/jbiol.htm>

Suber, Peter. Removing barriers to research: An introduction to open access for librarians. *C&RL News* 64(2) February 2003

<http://www.earlham.edu/~peters/writing/acrl.htm>

## Directories & Guides

Directory of Open Access Journals

<http://www.doaj.org/>

Guide to the Free Online Scholarship Movement <http://www.earlham.edu/~peters/fos/guide.htm>

## Meetings and Symposia

Open Access to Scientific and Technical Information: State of the Art and Future Trends. Paris, January 23 – 24, 2003

[http://www.inist.fr/openaccess/index\\_en.php](http://www.inist.fr/openaccess/index_en.php)

- Documents on open access  
<http://www.inist.fr/openaccess/en/openaccess.php>
- The role of libraries and new publishing infrastructures  
[http://www.inist.fr/openaccess/en/comsci\\_impli\\_bibliothecaires.php](http://www.inist.fr/openaccess/en/comsci_impli_bibliothecaires.php)

International Symposium on Open Access and the Public Domain in Digital Data and Information for Science

<http://www.codata.org/03march/>

## Open Access Projects

Budapest Open Access Initiative

<http://www.soros.org/openaccess/>

- Open Access Journal Business Guides  
<http://www.soros.org/openaccess/oajguides/index.shtml>

- What you can do to help  
<http://www.soros.org/openaccess/help.shtml#libraries>

Biomed Central

<http://www.biomedcentral.com>

- Biomed Central Open Access Charter  
<http://www.biomedcentral.com/info/about/charter/>
- Open Access Journals from BioMed Central  
<http://www.biomedcentral.com/info/libraries/oajournals>
- Librarians' Advocacy Kit  
<http://www.biomedcentral.com/info/libraries/advocacy?for=librarians>

Open Archives Initiative

<http://www.openarchives.org/>

Public Library of Science

<http://www.publiclibraryofscience.org/>

---

1. This definition is taken from Peter Suber's article "Removing Barriers to Research: An introduction to open access for librarians" published in the February 2003 issue of *C & R L News*. See complete [article](#).

---

## PSRML Express Outreach Awards Announced

The initial round of PSRML Express Outreach Awards for 2003 has been completed, and two Network members have signed agreements with PSRML. Both projects received \$6,000 in funding, covering the time period from April 1, 2003, to March 31, 2004. The projects strive to improve access to health information for health professionals and health consumers, and to promote the awareness and use of products and services available from the NLM and the NN/LM. Target groups include both urban and rural populations, as well as some medically underserved communities, such as youth on probation or parole, and Spanish-speaking mothers isolated in subsidized housing.

Congratulations to the following people on their successful proposals. Reports on the progress of these projects will appear in future issues of *Latitudes*.

**Patrick Cochran**, Judith Tuttle Memorial Research Library, Periodic Paralysis Association, Monrovia, CA

Project Title: "Model System for Integration of NLM Resources into Internet-Based Information Systems for Rare Disease"

Description: A model web-based information system, focusing on the needs of the periodic paralysis community, will be integrated into the new Periodic Paralysis Association website. The model system will include existing resources specific to the target class of disorders, from such organizations as the National Institutes of Health, the National Library of Medicine, and the

Organization for Rare Disorders, using web-based information management tools and mechanisms, which allow dynamic connectivity with expert advisors and other internal and external information resources. The model is intended to be promoted as applicable to any rare disease community.

**Pat Lawson-North**, Vision Literacy Service, Santa Clara County Library and City of Mountain View Public Library, Milpitas, CA

Project Title: "Basic Health Research for Adult Learners"

Description: This project will involve organizing an Internet-based library of existing websites related to health that are in a low-literacy format. These links will be categorized by medical conditions and health interests of the target audiences. Numerous training sessions will be held to help new adult readers independently find and understand MEDLINEplus health tutorials and other easy-to-read resources. The project will also involve creating a customer satisfaction survey for MEDLINEplus and conducting a field test to evaluate a locally produced health curriculum for its basic literacy level, using three groups of adult learners.

Applications for Express Outreach Awards are accepted on a continuing basis throughout the year. For more information and to apply, please refer to the PSRML Express Outreach Awards page, located at: [http://nnlm.gov/psr/outreach\\_award\\_info.html](http://nnlm.gov/psr/outreach_award_info.html).

Congratulations to our awardees! [AC](#)

---

## Let Us Help You Reach Out!

Outreach activities play a significant role in meeting PSRML's goal of enhancing information access for health professionals and members of the public. Our staff counts on your interest and ability in assisting us with outreach activities in your local communities; we have resources to help you do this.

Money helps! It can buy you time and access (in the form of personnel, equipment, supplies, and travel) to reach your target audience for an outreach project. Getting your project funded can involve a modest investment of your time (about a half day to draft and complete an Express Outreach Award application) or can be a lengthier, more involved process of planning and proposal writing for larger awards and extramural grants.

PSRML staff offer either a 2-hour or 4-hour version of the workshop, "Grants and NN/LM Funding Opportunities." If you are interesting in finding out what funding is available to you, and in developing skills needed to write successful proposals, request this workshop by contacting us at [psr-nnlm@library.ucla.edu](mailto:psr-nnlm@library.ucla.edu). We also provide one-on-one consultation and assistance with award applications and/or grant proposals.

Funding is currently available for:

- NN/LM PSR Outreach Awards (Express, up to \$6,000; Major Subcontracts, up to \$25,000)

- NLM Resource Grants (see the table at <http://www.nlm.nih.gov/ep/resource-table.html> for a comparison of the various resource grants available)

Other funding opportunities are available through our Library Improvement and Internet Connectivity Programs, and our Cooperative Agreement mechanism. If you see a need or have a good outreach "idea" give us a call and let us help you turn it into a proposal! Links to other grant resources are available on the PSRML Funding Opportunities page at [http://nmlm.gov/psr/funding\\_ops.html](http://nmlm.gov/psr/funding_ops.html). [HS](#)

---

## DOCLINE Update

### Mexico (Region 21) joins DOCLINE

During the DOCLINE update at MLA, NLM announced the creation of Region 21, Mexico, following on the success of Region 20, Canada. The NN/LM South Central Region, housed at the Houston Academy of Medicine – Texas Medical Center Library, will serve as Region 21's Regional Medical Library in its initial phases.

A core group of Mexican health sciences libraries received DOCLINE training in May, right after the MLA meeting. These libraries will enter their serials holdings data into SERHOLD, construct routing tables, and join EFTS (their loan charges will be handled in US dollars). We expect that they will be looking for reciprocal borrowing partners; libraries who have a need for Spanish clinical journals might find this an attractive opportunity to join with these libraries. We do not anticipate that they will join FreeShare at this time. To see a list of libraries that have joined, search DOCUSER for 'Region 21' and 'DOCLINE participant'.

### DOCLINE 1.6

The next DOCLINE release, expected by the end of June, will include the following:

- You will be able to order documents from the OLD MEDLINE file using the OLD MEDLINE UI (Unique Identifier). Use the borrower Unique Key for DOCLINE requests; use the Gateway for Loansome Doc.
- Almost 200 libraries have signed up for SERHOLD to OCLC batch update that will automatically transfer SERHOLD holdings data into OCLC. NLM will start pulling data on July 4. More information about batch update, including the NLM FAQ, *What is SERHOLD to OCLC Update?*, is available at <http://www.nlm.nih.gov/services/faqdocline.html#serholdbatchupdate>.

### DOCLINE 2.0

Programming for the next major DOCLINE release is underway. A team of DOCLINE and NN/LM personnel have been working for over a year to redesign DOCUSER. Screen shots showing the redesign were featured at the DOCLINE update at MLA. When this phase is completed, staff will begin work redesigning Requests. That step will consider new ways to route requests, perhaps by delivery or format preference and library group.

## EFTS & NTIS Deposit Accounts

When you sign up for EFTS, your NLM bills will no longer be handled through NTIS. If you have a deposit account with NTIS, you will need to contact NTIS directly for a refund. These funds will not be transferred to EFTS automatically. [JK](#)

---

## DOCLINE's 10 Millionth Request was Filled Right Here in the Pacific Southwest Region!

### Congratulations to the Health Sciences Library of Sharp Memorial Hospital!

During the DOCLINE update at the MLA annual meeting, Maria Collins announced that, in March 2003, the DOCLINE system processed its 10 millionth request since the Web version was released in July 2000. The 10 millionth request was entered by a Loansome Doc patron and filled by the user's hospital library in San Diego in just over 2 hours. We are proud to announce that the library that filled this request was the Health Sciences Library at Sharp Memorial Hospital. Congratulations to Laura Stubblefield and her team! [JK](#)

---

## What Should I do with an ALA Form? Dealing with Yesterday's Technologies in Today's World

Within today's sophisticated interlibrary loan and document delivery environments, it is second nature to expect that any and all interlibrary loan requests will come to your library via DOCLINE (if you work primarily with health sciences libraries) or OCLC (if you work with a broader range of libraries). In fact, electronic transmission is recommended by the *Interlibrary Loan Code of the United States* as stated in the Code's [Explanatory Supplement](#) that states:

"The code recommends electronic communication. For many libraries, sending requests electronically means using the ILL messaging systems associated with DOCLINE, OCLC, RLIN, other products that use the ISO ILL Protocol, or structured email requests."

Thus, you may be surprised if you receive an ALA form for an interlibrary loan. Those of you who are relatively new to interlibrary loans may not even recognize the old paper-based system! Here at PSRML, we occasionally hear about libraries or organizations still using ALA forms. Typically, the staff at these organizations are working with older procedure manuals and do not know about today's technologies or they may be accustomed only to working with commercial document delivery suppliers. So, if you receive an ALA form, please refer the requesting library or organization to PSRML so that we can assist the library to determine if participating in DOCLINE is suitable and appropriate for them.

This is not to suggest that you cannot fill a loan outside of DOCLINE. The Explanatory Supplement also states: "Lacking the ability to transmit [electronically], the requesting library should mail a completed ALA interlibrary loan request form, fax a request using ALA's

[Guidelines and Procedures for Telefacsimile and Electronic Delivery of Interlibrary Loan Requests](#), or otherwise provide the same information via conventional letter or email message." But don't hesitate to refer the requester to PSRML so that we can help sort out the best options ranging from full participatory interlibrary loan to commercial document suppliers. Contact Julie Kwan, PSRML Library Network Coordinator, at 310-825-342 or 800-338-7657 if you have any questions or to make a referral. [JK](#)

---

## New Network Members in the Region

Since the last issue of *Latitudes*, there have been a number of new members added to the National Network of Libraries of Medicine (NN/LM), Pacific Southwest Region.

As a benefit of membership, all members receive:

- Invitations to apply for various funding opportunities (see the "[PSRML Express Outreach Awards Announced](#)" article in this issue of *Latitudes* for examples of funded projects);
- A certificate, which names the institution as a recognized member of the National Network of Libraries of Medicine;
- An invitation, on a periodic basis, to provide input to its RML on the region's programs and services;
- Access to interlibrary loan services available to the Network;
- Special mailings of NLM posters, brochures, and other publications;
- An opportunity for librarians from their institution to be considered for service on the RML's Regional Advisory Committee, and;
- Enrollment on the PSRML (RMLRG7-L) electronic discussion list

Please welcome the following new members of NN/LM:

### New Affiliate Members

An Affiliate Member is a library or information/resource center that is called on for health information by its users. An Affiliate Member might form a cooperative relationship with a Full Member, for example, for reference assistance or document delivery.

LIBID	Institution	Department
CAUJDA	Vision Literacy	Santa Clara County Library
HIUJFT	Pacific Resources for Education and Learning (PREL)	Information Resource Center

### New Full Members

The following libraries are new Full members. A Full member of the NN/LM participates in DOCLINE. Please consider adding them to your library's DOCLINE routing table. We recommend contacting the libraries first before adding them to your routing table.

<b>LIBID</b>	<b>Institution</b>	<b>Department</b>	<b>DOCLINE Active</b>
CAUJFA	Cushman Wellness Center at Sharp Memorial Hospital	Health Library	Not Yet
CAUJFB	Santa Barbara Graduate Institute	Eva Renate Reich Library	Not Yet

Please join us in welcoming our new members. Please look for them in DOCUSER or the online NN/LM member directory at <http://nnlm.gov/members/adv.html>! [AL](#)

---

## **Table of Contents for the *NLM Technical Bulletin***

Table of Contents for the [March - April 2003 issue](#):

[PubMed®: Publication Type Mapping - e1](#)

Enhancements made to include Publication Types (PT) and their Entry Terms

[Change to PubMed's®: Automatic Term Mapping Affects Phrase Searching - e3](#)

Improving PubMed® searches

[The XIV International AIDS Conference Meeting Abstracts Available in the NLM Gateway - e4](#)

Search hints for finding the meeting abstracts in the NLM Gateway

[New MeSH Descriptor: Severe Acute Respiratory Syndrome \(SARS\) - e5](#)

MeSH descriptor added for this new disease

[E-mail Feature Planned for PubMed ® Soon - e6](#)

Valuable new feature. *[Editor's Note: This feature has already been implemented in PubMed]*

[PubMed's® MeSH Mapping Feature to Include More British Spellings - e7](#)

MeSH Translation Table improved with additional British spellings of words

[NLM Gateway Implements Phrase Detection - e8](#)

Improved phrase searching

[CANCERLIT® Retired, NCI and NLM Collaborate to Improve Access to Cancer-Related PubMed Citations - e9](#)

NCI has retired its CANCERLIT database and is linking users directly to PubMed for journal citation

[Implementation of New Guidelines for the Structure and Nomenclature of Protein Concepts in MeSH - e10](#)

Due to the recent increase in published sequence data and the concurrent use of short

acronym names for proteins NLM has revised the MeSH protein thesaurus and developed a new system to accurately index and retrieve protein-related information

[Cancer Subset Added to PubMed® - e11](#)

New subject subset will soon be available in PubMed

[New MeSH Descriptor: SARS Virus - e12](#)

Another new descriptor added for this new disease

[New Entrez Database: MeSH - e13](#)

PubMed® MeSH Browser replaced by new Entrez database, MeSH, enhancing search and display features

[Changes to PubMed® for 2003 - e14](#)

PubMed® revised to reflect NLM's changes to MEDLINE

[MEDLINEplus® Adds New Features for 2003 - e15](#)

Many new enhancements

[Technical Notes - e2:](#)

[New Version of NLM Gateway Released - March 5, 2003](#)

[Merriam-Webster Medical Dictionary on MEDLINEplus](#)

[New Clinical Advisory Issued](#)

[2003 MLA Meeting Reminder and NLM Invitation](#)

[MEDLINE Milestone - 12 Millionth Journal Citation](#)

[More Organisms Added to LocusLink Organisms](#)

[PubMed to Complete Transition to E-Utilities and Manually Constructed URLs](#)

[Partners in Information Access Web Site Redesign](#)

[New Books Added to NCBI's Bookshelf](#)

[DOCLINE 1.5 Released](#)

[DOCLINE: 10 Million Transactions and Counting](#)

[New Version of NLM Gateway Released - April 22, 2003](#)

## Upcoming Events\*

<b>May 2003</b>	
1 – 31	Mental Health Month, <a href="http://www.nmha.org/">http://www.nmha.org/</a>
1 – 31	Older Americans Month, <a href="http://www.aoa.gov/">http://www.aoa.gov/</a>
15 – 16	The Institute for Healthcare Advancement's Second Annual Health Literacy Conference <a href="http://www.ih4health.org/healthlit_conference03.html">http://www.ih4health.org/healthlit_conference03.html</a> , Anaheim, CA
21 – 23	21st National Conference on Health Education and Health Promotion, <i>Emerging Opportunities for Health Promotion and Health Education: Sailing into New Waters</i> , <a href="http://www.astdhppe.org/21national.asp">http://www.astdhppe.org/21national.asp</a> , San Diego, CA (PSRML Exhibit, 5/21-22/2003)
22	BioMed Central mini-forum, UCLA Louise M. Darling Biomedical Library's Media Classroom from 9:30 to 11am. This mini-forum is an opportunity to discuss the open access model of scholarly publishing. Please RSVP to Barbara Schader, head of collection development in the Biomedical Library by email (bschader@library.ucla.edu) or phone (310-825-56498).
27 – 31	Joint Conference on Digital Libraries, <a href="http://www.jcdl.org/">http://www.jcdl.org/</a> , Houston, TX
30 – June 5	American College of Nurse-Midwives, <a href="http://www.midwife.org/meeting/">http://www.midwife.org/meeting/</a> , Palm Desert, CA (PSRML Exhibit, 5/31/2003-6/2/2003)
<b>June 2003</b>	
19 – 25	American Library Association Annual Conference, <a href="http://www.ala.org/events/annual2003/">http://www.ala.org/events/annual2003/</a> , Toronto, Canada (NLM Exhibit, 6/21-24/2003)
<b>September 2003</b>	
9 – 13	National Association of County and City Health Officials (NACCHO), <a href="http://www.naccho.org/">http://www.naccho.org/</a> , Phoenix, AZ (PSRML Exhibit, 9/10-12/2003)
15	NTCC, <i>PubMed</i> (1-day), <a href="http://nnlm.gov/mar/online/description.html">http://nnlm.gov/mar/online/description.html</a> , Los Angeles, CA
16	NTCC, <i>PubMed</i> (1-day), <a href="http://nnlm.gov/mar/online/description.html">http://nnlm.gov/mar/online/description.html</a> , Los Angeles, CA
<b>October 2003</b>	
1 – 31	Health Literacy Month, <a href="http://www.healthliteracymonth.com/">http://www.healthliteracymonth.com/</a>
1 – 31	National Hispanic Heritage Month
1 – 31	National Medical Librarians Month
12-15	American Health Care Association and National Center for Assisted Living Annual Convention & Exposition, <a href="http://www.ahca.org/convention/index.html">http://www.ahca.org/convention/index.html</a> , San Diego, CA (PSRML Exhibit, 10/13-15/2003)
20 – 23	American Society for Information Science and Technology Annual Conference, <a href="http://www.asis.org/Conferences/AM03/">http://www.asis.org/Conferences/AM03/</a> , Long Beach, CA
<b>November 2003</b>	
3 - 5	Internet Librarian 2003, <a href="http://www.infotoday.com/il2003/">http://www.infotoday.com/il2003/</a> , Monterey, CA
3 – 8	Annual PIALA Conference, <a href="http://www.uog.edu/rfk/piala/piala.html">http://www.uog.edu/rfk/piala/piala.html</a> , Pohnpei, Federated States of Micronesia
4	NTCC, <i>PubMed</i> (1-day), <a href="http://nnlm.gov/mar/online/description.html">http://nnlm.gov/mar/online/description.html</a> , Davis, CA
5	NTCC, <i>NLM Gateway &amp; ClinicalTrials.gov</i> (half-day), <a href="http://nnlm.gov/mar/online/description.html">http://nnlm.gov/mar/online/description.html</a> , Davis, CA
5 - 8	American Translators Association, <a href="http://www.atanet.org/">http://www.atanet.org/</a> , Phoenix, AZ (PSRML Exhibit,

	<i>11/5-8/2003)</i>
5 – 8	Nevada Library Association/Mountain Plains Library Association/REFORMA Joint Conference, <a href="http://www.nevadalibraries.org/Conference03/index.html">http://www.nevadalibraries.org/Conference03/index.html</a> , Incline Village, NV
6	NTCC, <i>PubMed</i> (1-day), <a href="http://nnlm.gov/mar/online/description.html">http://nnlm.gov/mar/online/description.html</a> , Davis, CA
7	NTCC, <i>TOXNET</i> (1-day), <a href="http://nnlm.gov/mar/online/description.html">http://nnlm.gov/mar/online/description.html</a> , Davis, CA
14 – 17	California Library Association Conference, <i>8000 Libraries, One Voice</i> , <a href="http://www.cla-net.dreamhost.com/news/confexhibition.php">http://www.cla-net.dreamhost.com/news/confexhibition.php</a> , Ontario, CA
15 – 19	American Public Health Association Annual Meeting, <i>Behavior, Lifestyle and Social Determinants of Health</i> , <a href="http://www.apha.org/meetings/">http://www.apha.org/meetings/</a> , San Francisco, CA ( <i>NLM Exhibit, 11/16-19/2003</i> )
21 - 24	Gerontological Society of America, <a href="http://www.geron.org/AnnualMeeting/annual.htm">http://www.geron.org/AnnualMeeting/annual.htm</a> , San Diego, CA ( <i>PSRML Exhibit, 11/21-24/2003</i> )
<b>December 2003</b>	
8 – 11	AzLA Annual Conference, <a href="http://www.azla.org/conference/programapps.html">http://www.azla.org/conference/programapps.html</a> , Phoenix, AZ
13 – 14	Hawai'i Library Association 2003 Annual Conference, <a href="http://www.hlweb.org/Confer2003/confer2003Index.htm">http://www.hlweb.org/Confer2003/confer2003Index.htm</a> , Lanai City, HI
<b>January 2004</b>	
9 - 14	American Library Association Midwinter Meeting, <a href="http://www.ala.org/Template.cfm?Section=Events1">http://www.ala.org/Template.cfm?Section=Events1</a> , San Diego, CA ( <i>PSRML Exhibit, 1/9-14/2003</i> )
28 - 31	Joint Meeting of NCNMLG and MLGSCA, <a href="http://ncnmlg.stanford.edu/calendar/cal_joint_meetings.htm">http://ncnmlg.stanford.edu/calendar/cal_joint_meetings.htm</a> , Sacramento, CA ( <i>PSRML Exhibit, 1/28-31/2003</i> )

**\*Please visit the [PSRML Library Professional Development Award](#) web page to apply for an award to attend educational events. PSRML will make available awards up to \$1,000 to individuals in Primary Access Libraries in the Pacific Southwest Region. Applications may be made at any time.**

---

## Publication Information

*Latitudes*, the newsletter of the Pacific Southwest Region, National Network of Libraries of Medicine (NN/LM) is published bi-monthly and electronically by the Pacific Southwest Regional Medical Library. It is located at <http://nnlm.gov/psr/lat/>

Funded by the [National Library of Medicine](#), National Institutes of Health, under a contract (#N01-LM-1-3517) with the [UCLA Louise M. Darling Biomedical Library](#).

Network members may subscribe to the Regional email discussion list by visiting the following webpage: <http://www.nnlm.gov/psr/lserv/rg7/>. If you do not want to subscribe to the Regional email discussion list, but would like to receive *Latitudes* go to <http://www.nnlm.gov/psr/lserv/lat/>.

Please send items and contributed articles for *Latitudes* to Julie Kwan, Editor, at [jjkwan@library.ucla.edu](mailto:jjkwan@library.ucla.edu).

Pacific Southwest Regional Medical Library (PSRML) serves as headquarters for the Pacific Southwest Region of the National Network of Libraries of Medicine.

## Contact Information

UCLA Louise M. Darling Biomedical Library/PSRML  
12-077 CHS  
Box 951798  
Los Angeles, CA 90095-1798

Phone: (310)825-1200 or (800)338-7657  
Fax: (310)825-5389  
URL: <http://nmlm.gov/psr/>

## PSRML Staff

[Judy Consales](mailto:consales@library.ucla.edu), MLS, Interim Director, [consales@library.ucla.edu](mailto:consales@library.ucla.edu)

[Elaine Graham](mailto:elgraham@library.ucla.edu), MLS, Associate Director, [elgraham@library.ucla.edu](mailto:elgraham@library.ucla.edu)

[Alan Carr](mailto:acarr@library.ucla.edu), MLS, AHIP, Health Information Services Coordinator, [acarr@library.ucla.edu](mailto:acarr@library.ucla.edu)

[Kay Deeeney](mailto:kdeeeney@library.ucla.edu), MLS, AHIP, Education & Exhibit Coordinator, [kdeeeney@library.ucla.edu](mailto:kdeeeney@library.ucla.edu)

[Julie Kwan](mailto:jjkwan@library.ucla.edu), MS, AHIP, Library Network Coordinator, [jjkwan@library.ucla.edu](mailto:jjkwan@library.ucla.edu)

[Heidi Sandstrom](mailto:heidits@library.ucla.edu), RN, PHN, MLIS, Consumer Health Information Services Coordinator, [heidits@library.ucla.edu](mailto:heidits@library.ucla.edu)

[Andrea Lynch](mailto:andlynch@library.ucla.edu), Network Assistant, [andlynch@library.ucla.edu](mailto:andlynch@library.ucla.edu)

[Michael Miller](mailto:mmiller@library.ucla.edu), Computer Resource Specialist, [mmiller@library.ucla.edu](mailto:mmiller@library.ucla.edu)

[Karen Ricard](mailto:kricard@library.ucla.edu), Administrative Assistant, [kricard@library.ucla.edu](mailto:kricard@library.ucla.edu)