



# *FHSL* ALERT

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## EDITORIAL STATEMENT

FHSLAlert, published 3 times a year, is the official organ of the Florida Health Sciences Library Association. All comments, letters to the editor, etc., should be addressed to:

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## PRESIDENT'S MESSAGE

The Fall season seems an appropriate time for reflection. Looking back on our very successful annual meeting last April with its theme, "Surviving the Changing Library Environment" our attention is focused on finding new and innovative ways to stay professionally involved while having to do more work at home with considerably less. Discussions at both the Executive Committee and at the Annual Business meeting last April focused on the stresses that libraries/librarians are facing due to staff and budget reductions. Becoming more involved in the library profession by taking an active part in organizations such as FHSLA is a positive way to offset some of these negative factors. FHSLA provides an ideal forum for networking, exchanging ideas with others in the profession and exploring new and challenging ideas.

Program plans are well under way for our next meeting which will be held in the Tampa Bay area. Diana Akins, President-elect and Program Chair is in the process of putting together a program which will be a balanced focus between the needs of hospital and academic libraries. When program plans are finalized they will be announced. In the meantime, please feel free to contact me, Diana or any of the members of the executive board with questions, ideas or issue.

Trudi Di Trolio, President, FHSLA

## MEMBERSHIP RENEWAL TIME

As 1995 comes to a close, it is time to renew your FHSLA membership. You can beat the holiday rush by taking a minute now to renew, using the 1996 renewal form in this mailing.

We are finishing out the year with 146 members, that's down from 154 in 1994--and 18 of these members are new in 1995! This year I challenge each of you to try to recruit a new member or convince a member whose membership has

lapsed to renew. Check your membership directory to see if all of your colleagues are members. If their name is not in the directory, they did not pay their dues for 1995.

We had three new members join after the directory was published.  
These members are:

Jane Linn, 325th Medical Group, Tyndall AFB  
Mary Kay Raddatz, St Petersburg Junior College  
Nicole Saville.....Mayo Clinic Jacksonville

Welcome to all! You will find a listing for each of these new members in the addendum to the directory which is included in this mailing. I have also included some address changes for the directory.

Pam Neumann, Membership Chair

### STRATEGIC PLANNING COMMITTEE

I would like to take this opportunity to thank the many members that expressed an interest in serving on the Strategic Planning Committee (SPC). Committee vacancies have now been filled. This Committee is made up of both hospital and academic librarians that serve for three year staggered terms. It's wonderful to see the interest generated by FHSLA members willing to serve on the Strategic Planning Committee. If you wish to become a committee member in the future, please continue to express your interest to the new chair each year.

The SPC will hold the mid-year meeting on December 1, 1995, at Winter Park Memorial Hospital. Should you have any concerns, issues or ideas, please present them to a Committee member or officer of FHSLA. Plans are under way for the FHSLA 1996 Annual Meeting to be held in the Tampa area.

Patricia N. Cole, SPC Chair

### SCHL LIBRARIAN OF THE YEAR: PAT COLE

It was an overwhelming experience to be presented the Southeastern Conference of Hospital Librarians (SCHL) 1995 Librarian of the Year award. It was also heart-moving to have it

presented at the FHSLA Annual Meeting with many of my friends present.

The following is a portion of a letter submitted for publication in the SCHL newsletter "Forward". I felt it appropriate to share this letter with FHSLA members because this organization and its members have also been very instrumental during my library career, and to you I also extend thanks.

THANKS TO THE MEMBERS

Deborah Lawless presented the Southeastern Conference of Hospital Librarians (SCHL) 1995 Librarian of the Year award to me at the Florida Health Sciences Library Association Meeting in Gainesville, Florida on April 7, 1995. The award came as a really big surprise and I was rendered speechless (a state that no one expected of me - who, Pat speechless?) Later, after regaining some of my composure, I did thank the members that were present at that meeting. I would also like to take the opportunity to express my sincere thanks to each of you. I truly feel that a part of this award belongs to the members. The organization, over the years, has always given me knowledge, guidance, and peer support.

Whatever I have done or may do for the organization by serving as an officer, participating on committees, or in any other capacity, is my way of saying thanks. I appreciate the members, past and present, for inspiring me to grow in my career to become a better librarian...

...I am delighted beyond words to join Jane Lambremont, Martha Watkins and Marilyn Barry as a recipient of the SCHL Annual Recognition Award. Thanks again to Deborah, the Executive Committee, and the members, for the award and the supreme honor.

Patricia N. Cole  
Winter Park Memorial Hospital

### NEW MEMBERS FOR THE TAMPA BAY MEDICAL LIBRARY NETWORK (TABAMLIN)

Memorial Hospital West Volusia  
Deland, FL  
Winter Park Memorial Hospital

Winter Park, FL  
St. Petersburg Junior College-Health Education  
Center  
Pinellas Park, FL  
USF Suncoast Gerontology Center  
Tampa, FL  
Manatee Memorial Hospital  
Manatee, FL

### INTERESTED IN INTERNET LESSONS?

The University of South Carolina Computer Services web page has Internet lessons available for librarians and library staff with little technical knowledge. The program is called Back to School and at the present time there are approximately 30 lessons available. The address is <http://web.csd.sc.edu/> then select BK2SKOOL.

Barbara Hartman  
Sarasota Memorial Hospital

### PERSONALS:

#### BAY PINES

Jack Raines, Medical Librarian, joined the staff at the Bay Pines VA Medical Center on September 1, 1995. He was formerly at the VA in Alexandria, LA.

#### ST. PETERSBURG

Rae Jesano joined the staff of All Children's Hospital Library in St. Petersburg on September 28, 1995. Rae was formerly at Rowland Medical Library, University of Mississippi Medical Center, Jackson, Mississippi.

#### PENSACOLA

Florence Ruby, Medical Librarian at Sacred Heart Hospital in Pensacola for the past 35 years retired on September 25, 1995. Her replacement is Sandra Hancock. Sandra was formerly at the Warrington Campus of Pensacola Junior College.

#### ST PETERSBURG

Sylvia Cesanek, Medical Librarian at Bayfront Hospital in St. Petersburg is retiring after 10 years of service to the hospital. Sylvia's retirement date is April 1, 1996.

#### JACKSONVILLE

#### SHY, "RETIRING" CAROLYN HALL

Not one for hoopla and creating a scene, upon her retirement Carolyn wanted to leave quietly - just punch out at 5 and walk to her car in the parking garage like any other Friday. Several of her friends, however, rented a beach house with her in Vilano Beach for a week, which was the scene for a party on Sunday, August 20. In addition to members of the staffs of the University of Florida Health Center and JAHIL libraries, those in attendance included Ted and Pat Srygley of Gainesville; Ken and Anne Robichaux of Charleston, S.C.; Bob Holder of Hot Springs, Ark.; Cheryl Dee and her husband Bill of Lakeland; Pat Cole of Winter Park; and Naomi Elia of Orlando. Carolyn's brother, James Gray of Tallahassee, AL, also was there to celebrate with his "older sister." Fabio made an appearance, but was shallow and two-dimensional. In reference to her famous "Bell Memo," Carolyn was presented with her very own "call bell" and a personal noise maker - a gold whistle! During the rest of the week Carolyn entertained friends and enjoyed the beach.

Carolyn has not retired to the soap operas and talk shows. She remains an active member of the American Association of University Women and is volunteering her time to the Public Defender's Office to do library research at Borland.

We all wish her well.

Editor's Note: Gwen Walters, University Community Hospital, Tampa, reports that Carolyn Hall was honored in the Journal of the Florida Medical Association. If you're interested in reading the article, it is in Vol. 82, No. 8, August 1995, pg. 549.

#### JACKSONVILLE

#### PAM NEUMAN BECOMES ACTING DIRECTOR OF BORLAND LIBRARY

Faith Meakin, Director of the Health Center Library in Gainesville, officially appointed Pam Neumann, Associate University Librarian at Borland, acting director effective upon Carolyn Hall's retirement.

An announcement for the position of Director of Borland Library has been posted. The deadline for applications is October 15. A search committee has been appointed to select and interview candidates.

#### JACKSONVILLE

##### SUSAN LYON JOINS BORLAND LIBRARY

Susan Lyon joined the Borland Library staff on August 14. She has been hired as a Visiting Assistant University Librarian. This is a six-month appointment. She will primarily fill Pam Neumann's former position. Susan was previously employed at the University of North Carolina-Chapel Hill and most recently at Emory University. She has expertise in most areas of library service, including interlibrary loan, circulation and reference.

#### JACKSONVILLE

##### WEDDING BELLS FOR SUSAN LYON

Susan's reason for moving to Jacksonville was to marry her fiance, Barry McCullough. Barry is a physician assistant with the University of Florida at their Normandy Family Practice Center. Barry and Susan were married on September 16 in Jacksonville and will reside in the Arlington area.

### HOSPITAL UPDATES:

#### JACKSONVILLE

The St. Vincent and Baptist health care systems in Jacksonville have merged and became the Baptist/St. Vincent Health System as of July 1, 1995.

#### JACKSONVILLE

University Medical Center is working out the details for a joint operating agreement with Columbia/First Coast Health Network. This would not be a take-over, as UMC is owned by the city of Jacksonville and is thus prevented from direct sale to Columbia. They are now in the process of filing with regulatory agencies and securing approvals.

#### JACKSONVILLE

##### CONSUMER HEALTH CENTER A SUCCESS!!

The Community Consumer Health Resource Center at Memorial Hospital Jacksonville officially opened with a ribbon-cutting on March 30, 1995 and has been receiving a steadily increasing number of inquiries ever since. The resource center is under the direction of Susan Ebbinghouse, the librarian at Memorial.

The idea for the resource center was originally proposed by the education coordinator and nursing educator after attending a conference. In the fall of 1994 the proposal was approved. A patient benefactor

donated \$40,000 and Memorial contributed labor and construction costs to renovate a classroom. Susan was actively involved in planning the facilities, working with the architect and interior designer. She designed the plexiglass holders for the pamphlets that fit in the window sills. Construction was completed in January 1995.

Susan collected whatever free materials she could from organizations and foundations and used Alan Rees' book for sources. Departments in the hospital also suggested or donated materials to the library. Volunteers from the auxiliary staff the resource center. Susan has developed a training program and manual for them.

Materials include pamphlets which patrons may take home, reference books, and videotapes. These are organized by broad subject categories and color coded. There is also InfoTrac available for searching for other materials.

The resource center is open 8-6 Monday-Thursday and 9-4:30 on Friday. There is an average of about 300 walk-in patrons and 45 phone calls a month, so they are considering extending some hours to the weekend. Requests for information cover the whole gamut of health care concerns, from marijuana to nutrition, and in foreign languages. The center also maintains a list of support groups in the community and directs people to these where they may get additional help.

You may contact Susan Ebbinghouse at Memorial Hospital, 904-399-6088 for a brochure or for advice in setting up your own consumer health center.

Submitted by Deborah Lawless  
Borland Library, Jacksonville

#### BAY PINES

The Bay-Pines VA Medical Center has installed the Osborn On-Demand CCTV System to enhance patient and family education. It contains over 200 videos which can be requested at the convenience of the patients and their family members. The system is located in the Medical Library.

#### LARGO

Sun Coast Hospital Medical Education has an affiliation with Nova Southeastern University (NSEU). NSEU has given the hospital monies to build a new medical education building. This

new building will house a new library of approximately 2500 to 3200 sq. ft., an auditorium to seat approximately 250 persons, offices and other meeting rooms. Jeff Collins, CEO and Kenneth Kniaz, ADME, have been instrumental in the steady progress of development and hopeful ground breaking in 1996.

#### WHAT'S HAPPENING AT: UNIVERSITY OF FLORIDA HEALTH SCIENCE CENTER LIBRARY

Linda Claire Butson joins the library faculty of the Health Science Center Library in mid-November to head the Reference, Information Management and Education Department. Ms. Butson comes to UF from her position as off-campus librarian for Central Michigan University. Prior to that, she worked in a variety of positions for the Mountain Area Health Education Center in Asheville, North Carolina. With her extensive experience in teaching, grant writing, giving presentations, and writing for professional publications, Ms. Butson will make a superb addition to the Health Science Center Library and the University. Welcome to a Distinguished Member of the Academy of Health Information Professionals and our newest faculty member.

Effective December 2, 1995, the area code for the Health Science Center Library will change from 904 to 352. PLEASE make a note of this in your records. Thank you.

Faith Meakin, Director of the Health Science Center Library at the University of Florida, extends her congratulations to the following faculty of the Health Science Library and the Borland Library who belong to the Academy of Health Information Professionals.

Coggan, Janet	Senior Member
Di Trollo, Trudi	Member
Fisher, Clarissa	Distinguished Member
Francis, Barbara	Senior Member
Hsu, Peggy	Distinguished Member
Lawless, Deborah	Senior Member
Meakin, Faith	Distinguished Member
Neumann, Pam	Senior Member
Porter, Polly	Provisional Member
Rhine, Lenny	Distinguished Member

submitted by Janet Coggan

#### WHAT'S HAPPENING AT: UNIVERSITY OF MIAMI LOUIS CALDER MEMORIAL LIBRARY

##### THE WWW AT CALDER

The Louis Calder Memorial Library continues to be actively involved in the University of Miami School of Medicine's presence on the World Wide Web, the portion of the Internet that supports graphics and other hypertext files. The School of Medicine home page, constructed in March, 1995, is under going a major revision based on input from teams of Library and School faculty. A test site is currently being reviewed and amended with ongoing suggestions from the teams.

The Library has also secured funding to acquire a separate server to load home pages of the School's departments, programs, and centers. An annual fee of \$500 has been implemented to load and store home pages constructed and kept up-to-date by individual departments. Assistance with home page construction and updating is also available as a service from the Library's Systems Department on a fee-for-service basis.

The World Wide Web is seen as defining Internet technology and a major information management tool, now and in the years ahead. With a WWW workstation at the reference desk and plans to catalog WWW resources for the online catalog and the School's home page, the WWW is now a significant and rapidly expanding component of the day to day and planned activities and services of most library departments

##### MIAMI BIDS ADIEU TO TOM WILLIAMS

Thomas L Williams, previously Associate Director for Systems and Access Services at the Calder Library and a past president of FHSLA, was appointed Director of the Biomedical Library and Professor of Information Science at the University of South Alabama, Mobile, effective September 1, 1995.

Mary Dillon, formerly Associate Director for Collection Development and Clinical Support Services, was named Associate Director for Collection Development and Access Services effective September 1, 1995.

Submitted by Suzy Burrows

WHAT'S HAPPENING AT: UNIVERSITY OF  
SOUTH FLORIDA HEALTH SCIENCES  
CENTER LIBRARY

Donna Doelling, Reference Manager, has been assigned to the position of Resources Coordinator for the HSC Library. As Resources Coordinator, Donna will not only be performing traditional collection development duties, but working actively with the faculty to promote and critique new materials.

Donna Doelling is the current chair of the MLA Southern Chapter Professional Development Committee and will be the Southern Chapter Secretary/Treasurer for 1995-1996.

Danny O'Neal has joined the Library faculty in a temporary position as Reference Librarian. Danny is a 1994 graduate of USF's School of Library and Information Sciences. He's been employed by the Library in various part-time assignments since he first joined the staff as a student intern in August 1994.

Submitted by Judy Johnston

EDITORIAL COMMENTS

THE FAMOUS "BELL MEMO"

Those of you who have read the various items about Carolyn Hall's retirement have seen several references to the "Bell Memo". The Memo was read at the FHSLA 1995 Annual Meeting. For those of you who were unable to attend the meeting, I am including a full copy of the Memo with this issue. I think it's a classic! Enjoy!

THANK YOU!

My deepest thanks to everyone who put out extra effort to increase the "Hospital Library" representation in this newsletter. I'm very proud of the result!

Judy Johnston, Editor, FHSLAlert

## THE BELL MEMO

July 22, 1993

### MEMORANDUM

From: Carolyn Hall

TO WHOM IT MAY CONCERN:

Thank you for the opportunity to explain this very costly item on a recent supply order. Four dollars and forty-six cents is really something to get upset about, isn't it? It takes my mind off the Bosnian situation, the Mississippi floods, etc., and I do appreciate that.

Now as to the reason for this profligate expenditure of funds. This is a library--Borland Division of the University of Florida Health Science Center Library. As in most libraries, we have a reference/information desk in the public area where we handle questions from library patrons. Occasionally we must walk away from the desk to help a patron locate an item, unjam a paper hang in the photocopy equipment or other such chore. At such times the desk appears unmanned. A patron is almost sure to walk up to the desk at this point and, upon becoming alarmed at being apparently left to fend for himself, begin demanding service, thus disturbing the peace and tranquility which otherwise prevails within these walls.

This disturbance impacts adversely upon the other individuals in the library who are engaged in quiet, serious literary pursuits. They become distracted and upset and, before you know it, the entire library is in an uproar. As the noise level increases, some less stable patrons lose control and, frequently, a general brouhaha ensues.

Although we, as librarians, are trained in riot control tactics, since we are involved in some highly professional and skilled activity, such as adding paper to the photocopier, we are often not aware of the developing situation in sufficient time to calm the individuals involved and bring things to a peaceful conclusion.

In such cases the police may be summoned by an outsider unaware of the nature of the disturbance. You may be able to imagine the embarrassment such an event causes not only our library staff but the University itself. I mean, here is a temple--a veritable cathedral--of learning under apparent siege by a troop of armed riot troopers.

By the time we are able to intervene, explain the situation and soothe all the upset patrons, much valuable time has been squandered. Who knows what marvelous idea, just a-borning in some student's mind when the disturbance began, might have been a

major boon to civilization as we know it--saving and/or prolonging life, preserving the rain forests, infecting Rush Limbaugh with terminal laryngitis. But, alas, the opportunity has been lost.

What, you ask, could be done to prevent such catastrophes in the future? There is an answer--a \$4.46 answer. By means of a device call a "CALL BELL" placed on our reference/information desk, a patron is able to indicate his need for assistance, should the librarian be temporarily distracted. What a small price to pay and what a simple answer to the dilemma!

Now, if you decide not to allow such an expenditure, may I make a suggestion? We would like to have from you a list of items you do not intend to approve for purchase so that we may avoid this debacle in the future. I also would like to know how you determine a "personal purchased" item. Surely you don't think I carry this bell around with me to "ding" at will. If I wanted a personal noise maker, I would have requisitioned a whistle. I could wear that around my neck on a chain. The call bell would be quite unsuitable for such use.

I eagerly await your decision. You can't know how encouraged I am to know that someone is watching over our state monies to this extent. Who says our state employees are wasteful? Send those scoundrels to me--I know better!