

HYPOTHESIS

THE NEWSLETTER OF THE RESEARCH SECTION OF MLA

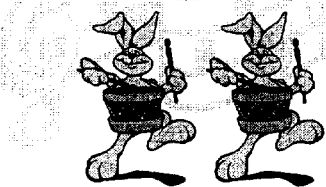
HYPOTHESIS. The Newsletter of the Research Section of MLA

**VOLUME 11, Number 2
Summer 1997**

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HAPPY ANNIVERSARY HYPOTHESIS!



With this issue, *HYPOTHESIS* marks its **10th Anniversary!** Since the first one was launched in Summer 1987 (shown on pg. 3), twenty-two issues have been published. Initially two issues were published each year, but this was expanded to three in 1992 when a special issue covering the Think

See Anniversary, page 3

RESEARCH SECTION CHAIR'S MESSAGE

BY JULIE MCGOWAN, Ph.D.

Greetings! I would like to begin by thanking Zoë for the wonderful job that she did as Chair of the Section and to say that I have very big shoes to fill. That said, and in the interest of space, I would like to present to all of you the Goals and Objectives for the coming year. We have many challenges ahead, as well as a lot of opportunities, and I would like to remind everyone that you are the Research Section and the officers are here to support you. So, please let us know if there is a direction we need to be taking that has not been addressed.

Research Section Goals and Objectives:

Goal 1. Maximize centennial celebration opportunities.

Objective A. To plan a program for the 1998 Annual Meeting which highlights both research and partnerships and includes an invited panel on research techniques.

Objective B. To co-sponsor a Research Symposium with AMIA which provides the foundation for building a collaborative research agenda for the next century.

Objective C. To highlight research by completing the history of the section.

Goal 2. Support MLANET.

Objective A. To enhance the section homepage with links to funding sites [Continued from FY97].

Objective B. To mount a research bibliography on the section homepage [Continued from FY97].

Objective C. To work with the MLA Bulletin for publish MLA proceedings or abstracts in electronic format [Continued from FY97].

Objective D. To investigate the creation of an electronic section newsletter [Continued from FY97].

See Message, page 2

**HYPOTHESIS: The Newsletter of the
Research Section of MLA**

HYPOTHESIS (ISSN: 1093-5665) is the only newsletter of the Research Section of MLA. It is published three times a year by the Section: Spring (March), Summer (July/August) and Fall (November). Items to be included should be sent to the Editor by the 15th of the preceding month (i.e. February 15th for Spring, June 15th for Summer, October 15th for Fall). Copy is preferred by e-mail, but will be accepted in other formats.

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Message, from page 1

Goal 3. Expand membership through work with chapters.

Objective A. To continue to work with chapters to foster the creation of research forums on the regional level; to attempt to identify individual(s) within each chapter who will serve as mentors and promote the interests of the Section.

Objective B. To promote research done at the Chapter level by highlighting it in the Section Newsletter and through other forms of recognition.

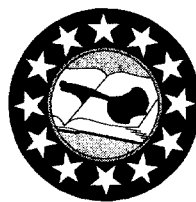
Goal 4. Encourage research by promoting evidenced-based practice.

Objective A. To advocate a library specific research agenda by recognizing research which focuses on evidenced-based practice in both Section and BMLA publications.

Objective B. To evaluate the Section's current awards system and to adapt it to encourage library research.

Objective C. To work towards the creation of collaborative research agendas with groups who hold similar interests.

While all of the goals and objectives are important, I would like to especially highlight the forthcoming Symposium with AMIA and to suggest that all of you might want to take part. This is our opportunity as a Section and as individuals to help craft a Research Agenda for the next century, and I know we need to be central to this effort. Read the next HYPOTHESIS to find out more about this unique opportunity.



**RESEARCH SECTION
OFFICERS,
1997-1998**

CHAIR	JULIE MCGOWAN, PhD
CHAIR-ELECT	RUTH FENSKE, PhD
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FOR CONTACT INFORMATION, SEE MLA DIRECTORY OR
RESEARCH SECTION HOME PAGE
([HTTP://WWW-HSL.MCMASTER.CA:80/LRS/INDEX.HTML](http://www-hsl.mcmaster.ca:80/lrs/index.html))

Anniversary, from page 1

Tank on MLA's Research Initiative Meeting was published. Except for a brief hiatus in 1993-1994, this schedule has been maintained through the present.

The newsletter has gone through several name and logo changes over the past ten years. The *MLA Library Research Section Update* was published from Summer 1987 through Spring 1988, when it became the *Library Research Section Newsletter* (Summer 1988-Spring 1990). During this period, the MLA logo appeared in the upper left-hand corner of the front page. The "Hypothesis" nameplate first appeared on the Summer 1990 issue following the renaming of the publication to *HYPOTHESIS: The Newsletter of the Library Research Section of MLA*. According to Elizabeth Wood, Mark Funk suggested the title, which remains today with one small update. With the Fall 1996 issue the word "Library" was dropped and the title became *HYPOTHESIS: The Newsletter of the Research Section of MLA* in keeping with the official name change of the section at the 1996 Business Meeting. The logo and nameplate were updated and "colorized" with the Summer 1995 issue.

With the Fall 1996 issue we began numbering the issues. At the suggestion of Serials Librarians, numbers were assigned in sequence as though all previous issues had been numbered also. Volume numbers follow the calendar year, and issue numbers are based on the number of issues published each year. Thus the Fall 1996 issue became Volume 10, Number 3, and the current issue is Volume 11, Number 2. We are also pleased to publish this issue under our ISSN number recently assigned by The Library of Congress: 1093-5665.

Elizabeth Wood was the first official Editor of the newsletter beginning with the Summer 1988 issue. She served in that capacity until the Fall 1994 issue when Emily Fang assumed responsibilities. With the Summer 1996 issue, Emily passed on the position to Jan LaBeause. Emily and Jan have been assisted by Miriam Hudgins, Layout Editor, since the Summer 1995 issue.

MLA Library research section update SUMMER 1987

88TH ANNUAL MEETING - NEW ORLEANS - MAY 1988

CALL FOR PAPERS I

Unanswered Questions: Evaluation, Environment, Emerging Issues...

The contributed paper session sponsored by the Research Section at the Portland meeting was a resounding success! Presenters, whose papers were both excellent and provocative, enjoyed an overflow audience throughout. This coming year the Research Section joins forces with the Medical School Section to co-sponsor a similar session. The Joint Planning Committee's theme, broad enough to stimulate a host of creative investigators, invites the study of issues vital to us as health sciences librarians, regarding our changing environment, the emergence of new challenges and options, and the need to better evaluate what we are doing.

We invite you to submit your abstract and to encourage your colleagues to do the same. Each entry will receive careful review by a joint selection panel. Those which examine a substantive issue using a definable methodology will receive preference. Additional criteria and instructions will be furnished to those whose abstracts are accepted. Panelists are:

For Medical School Section	For Library Research Section
David Bolland	Ann Weller
David Curry	Nancy Hoeftl

Abstracts are due Sept. 15, 1987. Completed papers are due Dec. 4, 1987. Please mail to:

Lila Pedersen, Joint Session Coordinator
Merley French Library of the Health Sciences
University of North Dakota
Grand Forks, ND 58202

VOLUNTEERS NEEDED NOW FOR NOMINATING COMMITTEE !

Appointments to the Section's Nominating Committee must be made by October. The committee will identify a slate of candidates for the following officers:

Chair-elect	7/88 - 7/89
Council Representative	7/88 - 7/91
Council Alternates	7/88 - 7/91
Section Nominee to MLA Nominating Committee	7/88 - 7/91

Indicate your willingness to serve by completing and returning this form:

TO: Erika Love, Chair, Library Research Section

I wish to serve on the Section's Nominating Committee.

I nominate _____ for _____
(specify name) (specify office)

Signature _____ Institution _____

It seems only fitting that with this 10th Anniversary issue we look not only at where we've been but also where we are going. We have debated electronic publishing for some time. Discussion at our recent Business Meeting (see *Minutes* pg. 8) and the Section's "electronic goals" (see *Chair's Message* pg. 1) point out the membership's desire to begin migrating to a new format. The well-established e-mail and WWW editions of *Medical Informatics News: The Newsletter of the Medical Informatics Section* (<http://www.ghsl.nwu.edu/mis/communication.html>) and the recent introduction of abstracts and full-text from *The Bulletin of the Medical Library Association* on MLANET (see *News You Can Use* pg. 4) set excellent examples for us to follow. We will continue to produce and mail our traditional newsletter as long as there is a need, but will also begin offering an electronic version with the Fall 1997 issue. Watch the Section's home page (<http://www-hsl.mcmaster.ca:80/lrs/index.html>) and your mailboxes - both traditional and electronic - as we celebrate our newsletter's anniversary and its continued growth!



News You Can Use

FROM MLA

Copyright and Intellectual Property Issues

The Medical Library Association (MLA) has launched a special program to address today's critical copyright and intellectual property issues. The program includes education and advocacy components.

The education component consists of a series of brief question-and-answer fact sheets on issues such as interlibrary loan, print reserves, copyright liability, and general fair use based on the 1976 Copyright Law. The question-and-answer fact sheets can be found on MLANET at www.kumc.edu/MLA/intprop.html. MLA developed the series to provide its members with information resources that will support their need to know about the rights and responsibilities of librarians and library users. A selective reading list and a listing of copyright and intellectual property listservs and Web sites are also provided.

The advocacy component of the program addresses digital intellectual property policy issues. MLA continues to work closely with the American Library Association (ALA), American Association of Law Libraries (AALL), Special Libraries Association (SLA), and Association of Research Libraries (ARL), and Digital Future Coalition (DFC) on these issues.

Because of the absence of new laws and guidelines, MLA has chosen not to address volatile electronic and digital issues in these papers at this time. Papers exploring electronic issues may be added to the series when pertinent amendments to the existing copyright law are made.

BMLA Searchable Contents & Abstracts on WWW

For the past 86 years, the Bulletin of the Medical Library Association, MLA's quarterly research journal, has consistently provided MLA members and subscribers with the latest innovations and products in the health sciences information field.

In April 1997, the Bulletin's electronic evolution took a leap forward. Readers can now access the journal's table of contents and article abstracts via MLANET, at www.kumc.edu/MLA/bmla.html. The electronic table of contents and abstract information begins with the July 1996 issue of the Bulletin and will be updated as each issue goes to press. J. Michael Homan, MLA member and Bulletin editor explains: "We expect the electronic version of the table of contents to be available two to three weeks before readers receive the paper copy of the Bulletin."

The Bulletin electronic table of contents features a search engine, providing precise retrieval of words or phrases in the abstracts. The search engine can be used to search the full Web site including all volumes and issues; specific volumes; or specific issues. This service is made available through a partnership with Allen Press, the company that prints the Bulletin.

The publication of Bulletin material in both electronic and print formats allows readers to obtain information from more than one medium. Anyone with Internet access can receive the electronic table of contents and the selected text material via MLANET, but the printed version of the Bulletin, which remains the archival or "gold" standard, will be available only to MLA members and Bulletin subscribers.

MLA looks forward to receiving comments and opinions of this latest development for MLA's publications program. Homan stated, "We would like for readers of the Bulletin to visit the electronic table of contents presentation on MLANET and provide input on the presentation style, features, and future electronic direction."

FROM NLM

New Toll-Free Number for Customer Services

The first phase of NLM's customer service system initiative has been completed: a new toll-free number and simplified phone tree became available on May 15. NLM is now providing customers with one number to call, 1-888-FINDNLM (1-888-346-3656). International callers may dial 301-594-5983 to reach NLM. The phone tree has been streamlined to 4 menu choices. Calls are being answered by a variety of NLM librarians and technical information specialists from MEDLARS Management and the Reference Section.

Previously NLM had several different 800 numbers (toll-free) for customers to use depending upon which area of the library the customer needed to reach. The old 800 numbers will be phased out over the next months and are already mapped to the new simplified automatic call distribution system.

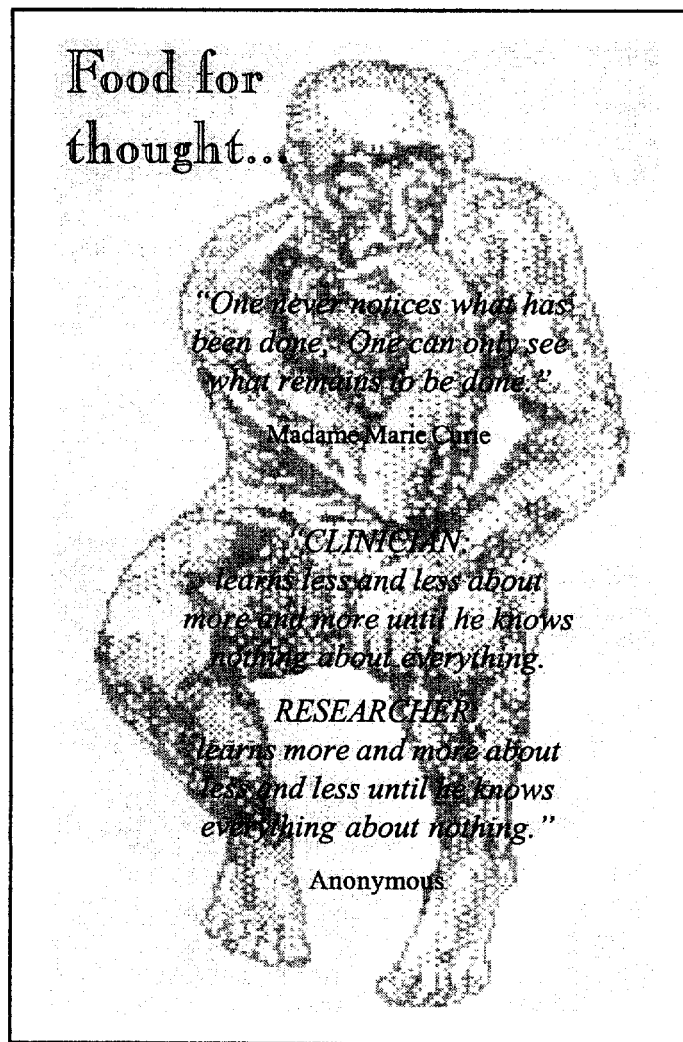
Free PubMed & Internet Grateful Med

On June 26, 1997, the National Library of Medicine announced free Web-based MEDLINE accessible through PubMed and Internet Grateful Med. Hot links to the databases are available on the NLM home page (<http://www.nlm.nih.gov>).

PubMed is an experimental search system that provides free access to MEDLINE in a single search featuring: sets of related articles pre-computed for each article in MEDLINE; choice of search interfaces from simple keywords to advanced Boolean expressions; searching by MeSH index terms (main topics and subheadings) and field restrictions; links to publishers' Web sites for full text-journals (initially 24 journals are available, some by subscription only); clinical query form with search filters for diagnosis, therapy and prognosis; and links to molecular biology database of DNA/protein sequences and 3-D structure data.

Internet Grateful Med provides free access to MEDLINE, as well as AIDSLINE and HealthSTAR. The features include: use of the full range of Medical Subject Headings (MeSH) and the UMLS Metathesaurus; ability to limit searches by language, publication type, age groups, etc., using pull down menus; and Loansome Doc document delivery service. Currently, searching Internet Grateful Med requires a valid User ID and password; however, users will not be billed. A new version to be released in July will include free access to several additional databases (AIDSDRUGS, AIDSTRIALS, DIRLINE, HISTLINE, HSRPROJ, OLDMEDLINE and SDILINE) and will no longer require a User ID.

Free MEDLINE is limited to Web-based searching via the Internet because of great savings to NLM in telecommunications and software costs. Thus, access to all NLM non-Web-based systems will continue to be billed (i.e., direct command language searching of ELHILL; TOXNET; PDQ; and the DOS, Macintosh and Windows versions of Grateful Med whether access is by direct dial, FTS2000, or the Internet).



Calls for Papers



MLA ANNUAL MEETING RESEARCH SECTION PROGRAM Philadelphia * 1998

Submitted by Ruth Fenske, Ph.D.

Program planning for Philadelphia is well underway. The Research Section will sponsor an invited papers session entitled "MLA Does Research: Tips for Excellence". Four members of the Section Awards Committee will offer advice for MLA research designers and presenters, based on their experience in choosing winners for the best research awards.

In addition, the Research Section is soliciting structured abstracts for the following contributed papers sessions:

1. Consumer Health Information Services: Do They Make a Difference? (Co-sponsored by the Consumer and Patient Health Information Section)

Research related to use and users of consumer health information, e.g. impact of information provided on health care decision making, patterns of information use by different consumer groups, evaluation of print and electronic resources for consumers.

2. Evaluating Training: A Critical Research Need (Co-sponsored by the Research Policy Implementation Task Force)

Instruction and training are seen as primary roles of librarians in the information age. Research on the outcomes of diverse training efforts is critical to demonstrating the value of health information professionals. Papers on outcomes of a wide variety of instruction and training efforts are solicited.

3. Research for Decision Making: Evidence Based Practice for Librarianship

Research studies in any discipline which could be applied to library decision making. For instance, research on analysis of resource sharing and collection development patterns, styles of learning, human-computer interaction, and user studies could be used as evidence for library decision making.

Instructions for structured abstracts are available at <http://www-hsl.mcmaster.ca:abstract.html>. For more information contact Ruth Fenske, Ph.D., Chair-Elect at: rfenske@jcvaxa.jcu.edu or (216) 397-4523.

CONNECTIONS 97 THE THIRD GREAT LAKES INFORMATION SCIENCE CONFERENCE Ann Arbor * October 24-25, 1997

Submitted by Ann S. Zimmerman

A doctoral student conference hosted by the University of Michigan School of Information will be held in Ann Arbor, Michigan on October 24-25, 1997. The conference will provide a forum for the exchange of research among doctoral students from all information science related fields.

Abstracts are currently being accepted for presentations including, but not limited to: abstracting & indexing; archival theory & practice; digital libraries; electronic documents; history of publishing, authorship, & reading; human-computer interaction; imaging & multimedia; information management; information needs & users; information policy; information retrieval; information systems & architecture; Internet & World Wide Web; knowledge management; management of information in organizations; media & communication studies; and museum studies.

Abstracts will be accepted from currently enrolled doctoral students. Please submit an abstract of no more than 300 words by August 1, 1997. Both hard

copy (3 copies) and electronic submissions will be accepted. Be sure to include your name, address, telephone number, e-mail address, and institutional affiliation with all submissions. Electronic submissions must be submitted as the text of an electronic mail message or in ASCII format. Reports of research in progress as well as recently completed studies are welcome. Presentations will be limited to 15 minutes, with a 5 minute question period to follow. Abstracts will be blind refereed by doctoral students and faculty at the host institution. Presenters will be notified of the status of their abstract by September 5, 1997. Abstracts will be printed in a proceedings volume to be available at the Conference and will be posted on the Connections web site. Abstracts and queries can be (e)mailed to: Connections97@umich.edu or mailed to:

Connections 97
School of Information
University of Michigan
304 West Hall
550 East University Avenue
Ann Arbor, MI 48109-1092

For further information call: (313) 647-3110.
Watch the Connections 97 web site: <http://www-personal.umich.edu/~anoakes/Connections97/>
for registration information and other updates!

SPECIAL LIBRARIES ASSOCIATION BIOLOGICAL SCIENCES DIVISION

Indianapolis * 1998

Submitted by Eleanor MacLean

The SLA Biological Sciences Division is planning its annual Contributed Papers Session for the Indianapolis Conference in June 1998. The Session Theme is: Cooperation is the Key: How Biological, Medical and Life Sciences Librarians and Information Specialists Have Shared Electronic or Print Resources to Meet Users' Needs.

Here is an opportunity to share with your colleagues recent research or works in progress that address shared information resources. What critical electronic or print resources are you sharing among

libraries or institutions? Are you using existing consortial arrangements or implementing new cooperatives? How satisfied are your users with the arrangements? What impacts do these arrangements have on the effectiveness or efficiency of your library's or institution's services? What positive or negative impacts has the use of shared resources had on your relationships with collaborating libraries or institutions?

A 200-500 word abstract should accurately convey the subject of the paper, its scope, conclusions and relevance to the program theme. Priority will be given to papers that demonstrate analysis of the program over those that merely describe it. The deadline for submission of abstracts is September 15, 1997.

If chosen, acceptance of your paper reflects a commitment on your part to 1) submit the complete text of your paper to the program convener by March 31, 1998; 2) give a presentation of your paper for no longer than 20 minutes at the Indianapolis SLA conference; 3) where appropriate and feasible, offer a brief demonstration or representation of your project during your presentation; 4) consent to "publication" of your work on the Biological Sciences Division's Web site.

Submit abstract (preferably by email) to:

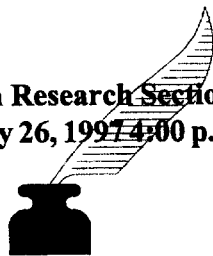
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MINUTES OF THE 1997 MEETING

Submitted by Ann McKibbon

**Medical Library Association Research Section
Annual General Meeting May 26, 1997 4:00 p.m.
Seattle, Washington**



Chair: Zoë Stavri

The meeting opened with information sharing from MLA (Beth Ruddy) and the Research Implementation Task Force (Ann Weller).

Beth Ruddy reported MLA's plan to provide help to implement a research component into sections and chapters. They plan to review all applications for awards, scholarships and encourage research throughout. The Continuing Education Committee is looking at new research courses, and will coordinate with the Research Section regarding funding sources especially those to list on Web pages (Research Clearinghouse) and to include the Research Spotlight in MLA News.

Ann Weller reported that the Research Implementation Task Force has started work to integrate research into practice. To do this they have divided duties and given responsibilities to various persons: Joanne Marshall for education, Zoë Stavri for research support, Ros Dudden for funding sources, Jocelyn Rankin for dissemination, Ann Weller for recognition, Alex Dimitroff for measurement, and Julie McGowan for working with AMIA (American Medical Informatics Association) on a joint post-conference research symposium. The Task Force is seeking and encouraging a large endowment for research funding and also structured abstracts.

Minutes of last meeting (Ann McKibbon). M/S/C Boyd/Weller (note: M/S/C is moved, seconded, and carried)

Treasurer's Report (Ann McKibbon). M/S/C after adding in \$200 for awards. McKibbon/Boyd

Historian Report (Bob Braude). We have our original petition of forming. Jan LaBeause would like to have a centennial spotlight in Hypothesis. Bob will have our history written soon.

Program Planning (Julie McGowan). Thanks to Gary Byrd—3 separate shared programs and lots of papers although some still need structured abstracts. Only 4 posters submitted.

Awards Committee (Jocelyn Rankin). Policy is now that members of the Executive Committee are not eligible for the awards although they can submit papers and posters for presentation. The Committee is defined as Chair, Chair-elect, Past Chair, Secretary/Treasurer, Section Council Representative, and Awards Committee (appointed by the Chair). This will be effective as of the 1998 meeting. M/S/C Woelfl/Weller Jocelyn also reported that fewer papers and posters were submitted this year.

Section Council Representative (Gary Byrd). Gary presented issues of interest to the Section. MLA now has the capability for Web pages. Section Council now has a committee on governance. "Good" persons are needed on committees—please make suggestions. Council is dealing with the issues of dual slates of candidates and the legal issues of voting (e-mail voting may not be legal). Natalie Schoch was our liaison to the Continuing Education Committee and now Julie Kochi is. Work on the Centennial planning continues.

Newsletter (Jocelyn Rankin reporting for Jan LaBeause). Three issues went out at a cost of \$1.20 to \$2.65 each. We have a new header, begun numbering issues, have received an ISSN, and have a full archival set of Hypothesis. Future plans include a 10th anniversary issue and assessment of an electronic format. More suggestions for articles are always needed and any format is acceptable although electronic is preferred. A discussion around electronic publishing occurred and the members stated that they acknowledge that although the electronic format is less expensive, most members would like a choice of formats. Jocelyn to take back to Jan.

Bylaws (Leah Anderson). The report was mailed to the Executive Board with two suggested changes. These changes were approved. M/S/C Anderson/Woelfl

Continuing Education (Julie Kochi). The Research Bibliography is available on our Web site. The Research Spotlight moves to the MLA Bulletin, David

Owen takes over as Chair of the Research Resources Committee (he would like a co-chair).

Nominating Committee (Jocelyn Rankin for Natalie Schoch). 180 ballots sent out and 30 returned. Results of the election were published in the last issue of the newsletter.

Web Page (Ann McKibbin). The Research Section Web page at McMaster has served us well. It is now time to move it potentially to the MLA site. September is the potential change-over date.

New Business:

How to get research issues to other sections and chapters was discussed.

Research Symposium: Knowledge Generation/Validation. This symposium will look at information at the point of medical decision making and come up with a joint research agenda. Both MLA and AMIA will be involved, funding is being sought, and publications will go into BMLA.

1998 Program planning. Planning submissions are due on June 18th. Standard equipment will be screens, overhead projector, computer projector, and 35 mm slide projector—no lap top computers will be provided. Content should be evidence-based. We do not need to do "history". Co-sponsorship can be assumed to be "wide-open" for the Research Section. The Research Task Force is encouraging lots of cross sponsorships. We can provide guidance on structured abstract for research projects. Hospital Libraries Section is interested in doing some bench-marking topics.

Thanks for all involved during the past year. Motion to adjourn M/S/C Woelfl/Fenske

RESEARCH SECTION AWARDS

Submitted by
Jocelyn Rankin, Ph.D.



The Research Section Awards Committee (Joyce Backus, Nancy Woelfl, Ph.D., Zoë Stavri, Ph.D. and Jocelyn Rankin, Ph.D., Chair) congratulates the winners of the awards for presentations at the 1997 Medical Library Association Annual Meeting in Seattle, Washington. In addition to the honor, recipients received \$100 and a year's membership in the Research Section.

Best Research Paper: Peggy Mullaly-Quijas, Ph.D., AHIP. Point-of-use instruction of MEDLINE in academic health sciences libraries: a multiple case study. (*Editor's note: See the Research Section Spotlight in this issue, pg. 10-13.*)

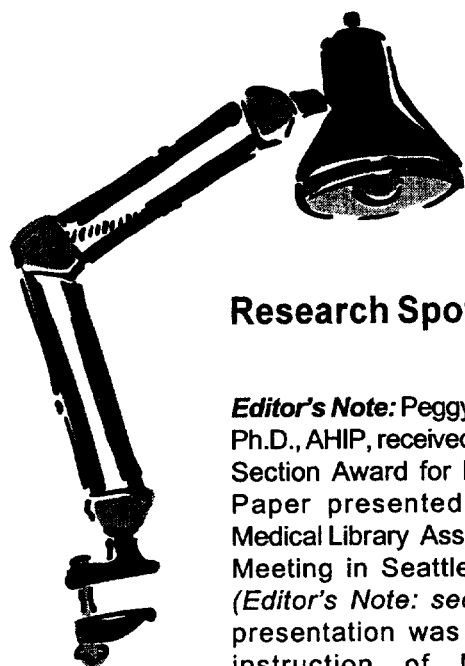
Best Research Poster: Eric D. Albright and James Shedlock. Give it away and buy it back: exploring the double cost of research at a private medical school.

Honorable Mentions were also awarded certificates for the following papers:

Laura Wilder and Mitch Walters. Using qualitative research methods to elicit client feedback. *"In recognition of a strong methodological approach in analyzing practical library issues."*

Kelly Hensley, AHIP and Celia Szarejko. An analysis of clinical reference questions posed by physicians to peers on electronic listservs. *"In recognition of originality in choice of a significant dataset for analysis."*

Paul Gorman, M.D., Joan S. Ash, Ph.D. and Susan Poulson, Ph.D. Information needs of nurse practitioners and physician assistants: implication for health sciences librarians. *"In recognition of a significant study most likely to result in improved information service to underserved health care professionals."*



Research Spotlight

Editor's Note: Peggy Mullaly-Quijas, Ph.D., AHIP, received the Research Section Award for Best Research Paper presented at the 1997 Medical Library Association Annual Meeting in Seattle, Washington (*Editor's Note: see pg. 7.*) Her presentation was "Point-of-use instruction of MEDLINE in academic health sciences libraries: a multiple case study." Congratulations, Peggy!

Peggy received her Bachelor's of Science from Fordham University in 1983, her Master's in Library and Information Science from SUNY at Albany in 1984, and her Doctorate in Education from Walden University in 1996. She is currently enrolled in the University of Wisconsin-Madison's Distance Education Professional Development certificate program. Her career in health sciences librarianship began in upstate New York as a Circuit Librarian followed by a position as Librarian at Archbishop Bergan Mercy Hospital in Omaha, Nebraska. She began working with the NN/LM Midcontinental Region in 1988 as Regional Development Coordinator and has served there in subsequent roles as Outreach Coordinator and Interim Associate Director. Peggy is currently Associate Director, a position she has held since 1995. She is a Distinguished Member of AHIP, and has published in BMLA and elsewhere. She has given presentations and done poster sessions at national and regional MLA meetings, before the Health Information Management Association, to the Special Libraries Association, and at the National AHEC Conference. For more information about her research, contact her at:

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Point-of-Use Instruction of MEDLINE® in Academic Health Sciences Libraries: A Multiple-Case Study

by Peggy Mullaly-Quijas, Ph.D., AHIP

Introduction and Background

Point-of-use instruction is the one-on-one learning activity between a client and a librarian with the purpose to instruct the client on some aspect of the end-user searching system at the time the client requires assistance. It is the most desired form of bibliographic instruction by library clients (Allen, 1990) and one most end-users would likely utilize. The 1990 King study is just one example of many reports documenting the large percentage of end-users requiring assistance with searching. It is also a universal activity at academic health sciences libraries. In 1991, less than five years from the introduction of the MEDLINE end-user search system from Compact Cambridge, 81% of the 121 academic health sciences libraries in the United States and Canada provided end-user searching of the MEDLINE database for their patrons (Delozier, 1992).

Despite the popularity and prevalence of point-of-use instruction, very little has been written about this activity in the Library and Information Sciences (LIS) literature. This lack of a sound knowledge base for point-of-use instruction can be viewed as an enormous difficulty for the library profession. For example, this lack of knowledge of the process means that point-of-use instruction is a difficult one to evaluate. This comes at a time in higher education when accountability to the other shareholders in education is a vital issue. Also, point-of-use instruction is still a relatively new activity for many librarians. Questions of quality in delivery and best methods have not yet been addressed. Attention needs to be given to point-of-use instruction so this unique contribution academic librarians provide to their institutions is recognized, and its importance to the mission of higher learning is noted. This study sought to help build the point-of-use instructional knowledge base for the profession.

Theoretical Foundation

While little is written on how librarians are actually performing point-of-use instruction, two approaches on

how librarians should be handling this activity can be found in the LIS literature. These perspectives can be characterized as the Minimalists and the Tutors. The Minimalists advocate that librarians answer just the question the end-user asks, but no more. For example, Tumlin (1993) supports librarians providing only as much instruction as is necessary to answer the patron's initial query, while Allegri (1990) cautions to "avoid adding detail" (p. 83). Condic (1992) adds, "... that we must give students enough information about CD-ROM to get them started, but we should avoid giving students too much information which could easily produce cognitive overload. At this point, users will become hopelessly lost because of all the facts the librarian has produced."

The Tutors support a more in-depth response to a question, including explaining how the system works and providing searching guides. Note how Reese (1993) describes her institution's approach to point-of-use instruction:

At the Education Library we see our role as that of a tutor. We provide instruction but the users sit in front of the computer and push all the keys. That way they actively participate in the session. Point-of-use is more effective if users are not passive learners . . . A session . . . could last up to 30 minutes or more. At the computer a typical session includes explaining the scope of the database and years covered on the disc. Next, we point out how to get on-screen help or use written materials next to the computer. Because we have prepared flip-charts with step-by-step directions for our databases, as we explain how to enter terms, display, mark and move through records, print or download, we point out where this information is in the flip chart. We felt this is an important part of the process because it provides the end-user with a choice for help and can offer some relief to a busy Reference Desk. Maybe the next time the person has a question they will refer to our flip chart first (p. 138).

Methodology

This exploratory study investigated what academic health sciences librarians were thinking, feeling and doing when they provided point-of-use instruction on the MEDLINE® database. The purpose was to see if librarians followed the thinking of the Minimalists or

the Tutors, or used another approach for point-of-use instruction. A qualitative multiple-case study was employed involving two sites.

Case study was the methodology used for the study. For Yin (1994), a case study is a sound methodological choice when the "... [research] question is being asked about a contemporary set of events over which the investigator has little or no control" (p. 9). Point-of-use instruction meets these conditions. Point-of-use instruction is a contemporary event, occurring in every academic health sciences library in the United States today. In addition, it is an event where the researcher has no control over the events involved. The interaction of humans in a public area like a library makes it extremely difficult to identify one set of interactions as dependent variables, another group of interactions as independent variables, and then attempt to manipulate them to test the results.

Many other points favored this methodology for examining point-of-use instruction. First was the methodology's ability to investigate a phenomenon "when the boundaries between phenomenon and context are not clearly evident" (Yin, 1994, p. 13). Like any activity involving two people interacting with one another, point-of-use instruction is a situation where the boundaries between the phenomenon and its context are not always discernible. One cannot separate the patron and the librarian from the actual instructional event any more than a dancer and her partner can be separated from the dance. Case study, therefore, was an excellent technique for this type of investigation.

Also, "(u)nlike experimental, survey, or historical research, case study does not claim any particular methods for data collection. . . . Any and all methods of gathering data from testing to interviewing can be used in a case study . . ." (Merriam, 1988, p. 10). The ability to tap many different sources of data and to use all types of data gathering methods was a benefit for this study. The strengths of one method could then compensate for the drawbacks in another. This ensured that powerful data were collected.

Data Collected and Analysis

This was a multiple-case study, meaning the same case study design was undertaken at two different libraries. The first site had a total staff of between 20 and 25 FTEs, and answered between 30,000 and 35,000

reference questions in academic year 1994-95. The second site had a total staff of between 50 and 55, and answered between 60,000 and 65,000 reference questions during the same time period.



While many data gathering techniques were used, including document analysis and site visits, the primary method was interviews with twelve librarians whose job responsibilities included point-of-use instruction. Most had Master's degrees in LIS, though some were para-professionals. In terms of experience, most had more than five years experience providing reference services though some were in the field less than two years. The interviews were taped and transcribed. All the transcription, researcher's notes, and documents were placed in a single research database.

The entire database was "chunked" into discrete passages representing a specific thought or meaning. Each chunk was coded, where codes were mostly decided prior to the data collection but modified greatly as the data was analyzed.

The actual method used in analyzing the data was controlled comparison, the same as Fidel (1984) used in her case study. This means the first participant in her study was analyzed and then was set up as the "base" case. Comparisons between subsequent participants for Fidel began from this first case, where they were determined to be similar or not similar to the base case. This was the approach used for this study.

Results

From this data, the R-A-I-D (Recognize -Assess- Instruct- Disengage) model of point-of-use instruction was developed. While elements of the Minimalists and the Tutor approaches were seen in the R-A-I-D model, it represents a unique way that librarians instruct others on end-user systems.

Recognize. Either the client came up to the desk and asked for help, or the librarian got clues from the end-user that help was needed.

Assessment Librarians made an assessment of whom the client was, the specific information

needed, the end-user's familiarity with the system, and the depth/scope of the information required.

Instruction. Two distinct groups emerged from the assessment stage that influenced instructional objectives: the Novice and the Expert. For the Novice, the instructional goal was "Getting them started." Not only did this mean getting them started mechanically (how to mark sets and print out results, etc.), but also to get them started in building their own end user's searching knowledge base. For example, many librarians mentioned describing Boolean logic to help develop the searcher's own knowledge base. This approach is reminiscent of the Tutors. For the Expert, the instructional goal was "Getting them to think more like a searcher." Librarians would typically not only provide the answer to the experts' more specific and sophisticated questions, but also provide some ideas to use to refine a search and offer tips/tricks to remember for next time. This approach is somewhat like the Minimalists. However, a major difference in the R-A-I-D model is that the Minimalist-type approach was used only after an assessment was done to determine if this method was the appropriate response for this unique individual. This Minimalist viewpoint was not the only response offered.

Disengage. This is the process of moving away from the user, yet still leaving "the door open" for more questions. Librarians mentioned always going back to someone they assisted at least once to see if any further help was required.

Significant in the R-A-I-D model was the importance placed on the assessment of the end-user, making point-of-use a highly skilled and complex task. The R-A-I-D model provides a basis for future discussion and research on point-of-use instruction and underscores the significant instructional contribution academic librarians make to their institutions.

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Peggy Mullaly-Quijas, Ph.D., AHIP

RESEARCH SECTION, A SECTION OF THE MEDICAL LIBRARY ASSOCIATION, INC. BYLAWS

ARTICLE I. NAME

The name of this organization shall be Research Section, a Section of the Medical Library Association, Inc. (hereafter referred to as MLA).

ARTICLE II. PURPOSE

The purposes of the Research Section are to foster research related skills of individual health sciences librarians; to promote interest in research and an awareness of research needs among members of MLA; to recommend and promote MLA programs and policies which advance research development and excellence; and, further, in concert with other MLA groups and committees, to serve as an action group for the advancement of library related research.

ARTICLE III. MEMBERSHIP

Section 1. Members

Membership in the Research Section is open to all and only members of MLA with an interest in the purposes of this Section.

Section 2. Rights and Privileges

All Section members may vote on matters relating only to the Section and for elective officers of the Section. Only Voting Members of MLA shall be qualified to move or to vote on recommendations to the Section Council regarding MLA policies or actions, to vote on the selection of a candidate for the MLA Nominating Committee, or to vote on the selection of the Section's Representative and Alternate Representative to the Section Council.

Section 3. Dues

A. The amount of dues shall be recommended by the Executive Committee and determined by a majority of the votes cast in a mail ballot conducted thirty (30) days prior to the Section's Annual Business Meeting. Section dues shall not exceed MLA membership dues for Regular Members.

B. Section dues shall be payable on joining the Section and thereafter at the same time as are MLA dues.

C. Dues shall be assessed on an annual basis for the period of the calendar year.

D. If dues are unpaid by the MLA Annual Meeting, the dues shall be considered in arrears and without further notice the member shall be suspended from all rights and privileges.

Section 4. Fiscal Year

The fiscal year of the Research Section shall be the calendar year.

ARTICLE IV. MEETINGS

Section 1. Meetings

At least one meeting shall be held in each fiscal year. Additional meetings may be held provided notice of such meetings is disseminated to the membership at least thirty (30) days in advance of the meeting date. The Section's Business Meeting shall be held

during the same period and at the same location as the Association's Annual Meeting. No Section meetings shall be held at the same time that General Sessions of Business session of the Association's Annual Meeting are conducted.

Section 2. Quorum

A quorum of 10 percent of the Section members shall be required for the transaction of business.

ARTICLE V. ELECTED OFFICERS

Section 1. Officers and Term of Office

A. Elective officers of this Section shall be a Chair; Chair-Elect; and Immediate Past-Chair; a Secretary-Treasurer; a Section candidate for nomination to the MLA Nominating Committee; a Representative to the MLA Section Council; an Alternate Representative to the MLA Section Council. All elective officers shall be Regular Members of Fellow of MLA.

B. The term of office of the Chair shall be one year as Chair-Elect, the next year as Chair, and a third successive year as Immediate Past-Chair to take effect on July 1 following election and ending on June 30 of the year in which the individual serves as Immediate Past-Chair. No one may serve more than two full or partial successive terms as Chair or Chair-Elect.

C. The term of office of the Secretary-Treasurer shall be one fiscal year.

D. The term of office of the Section Nominee to the MLA Nominating Committee shall be one fiscal year. There is no limit to the number of terms an individual may serve as Nominee except that if elected to the MLA Nominating Committee the person is not eligible for election as Section Nominee again for five (5) years following such service as a voting member.

E. The term of office of the Representative to the Section Council of MLA shall be three years beginning on the July 1 immediately following election and ending on June 30 three years later, except that if the Section Representative's term be made shorter by action of the Council or the Bylaws of MLA, the term will coincide with that action.

F. The term of office of the Alternate Representative to Section Council shall be identical to that of the term of the Representative.

G. Elected officers shall take office at the close of the Annual Meeting following their election and serve (unless they resign, die, or are removed) until the close of the Annual Meeting at the end of the term of office, or until their successors have been chosen and have assumed their duties.

Section 2. Duties

A. The duties of the Chair are to preside at all meetings and to represent Section at all times and on all occasions not in conflict with other officers' defined duties and responsibilities, and to prepare the Annual Report of the Section for the membership and the MLA Headquarters by the date requested.

B. The duties of the Chair-Elect are to serve as Chair whenever the Chair is not able to do so, and to plan the Section's program activity at the Annual Meeting.

C. The duties of the Secretary-Treasurer are to be responsible for the correspondence, the minutes of all meetings, Section membership and financial records, distribution of dues notices, receipt, disbursement, and accounting for all monies due the Section, and preparation of an annual financial report for the Section to be sent to the Chair by April 1 of each year.

D. The duties of the Representative to the MLA Section Council are to attend all section council meetings and to represent the Research Section in the conduct of Council business, to report back to the Research Section decisions and issues discussed by the Section Council, and to ensure the selection of an MLA Nominating Committee nominee and the submission of 26 copies of the biographical form to the Elections Committee Chair before the meeting at which the vote is taken. The Representative should serve on at least one Section Council committee, but no more than two at a time, and to submit to the Council Chair the committee's objectives, midyear report, and an annual report by the assigned date.

E. The duties of the Alternative Representative of the MLA Section Council are to attend, if possible, all Section Council meetings and to carry out the duties of the Representative when he/she is unable to attend.

F. The duties of the Immediate Past Chair are to ensure continuity in the transfer of responsibilities to the Chair, and to provide counsel to the Chair as needed.

Section 3. Vacancies

A. A vacancy arising in the office of Chair shall be filled by the Chair-Elect, who shall cease to be Chair-Elect, shall serve out the unexpired term of the Chair, and shall continue as Chair for the full succeeding terms to which he or she was elected.

B. A vacancy arising in the office of Representative to the Section Council shall be filled by the Alternate Representative, who shall cease to be Alternate Representative, and shall serve out the unexpired term of the Representative. A new Alternate from the Section

shall be selected by the Executive Committee to serve the remaining term of the Alternate who is being replaced.

C. A vacancy arising in any other elected office shall be filled by the Executive Committee.

Section 4. Candidate for Nominating Committee Membership

A. The name of one Regular Member or Fellow of MLA chosen by the Members in the same manner as Section officers, shall be submitted each year to the Section council as a potential candidate for membership on the MLA Nominating Committee; this submission is to be made to the Council before its final assembly at the MLA Annual Meeting. The potential candidate shall prepare a biographical statement and a signed statement of willingness-to-serve if elected as a member of the Nominating Committee. This statement shall accompany the name submitted.

B. No person shall consent to being a potential candidate for membership on the Nominating Committee who is already a similar candidate from some other unite of MLA; no candidate for membership on the Nominating Committee shall also be a candidate for an elective office of MLA.

C. No one shall serve on the MLA Nominating Committee as a voting member for more than one term during a period of five (5) years.

Section 5. Time and Manner of Elections

Election of Section officers and the Candidate for Nominating Committee Membership shall be conducted by secret mail ballot at least thirty (30) days prior to the Section annual Business Meeting. Election to office shall be by a majority of eligible votes cast. In the event of ties, the Chair-Elect shall draw lots to determine the result.

ARTICLE VI. COMMITTEES

Section 1. Standing Committees

A. Standing committees of the Section shall be the Executive Committee, the Nominating Committee, the Membership Committee, and the Research Resources Committee.

B. The Executive Committee shall consist of all elective officers and committee chairs of the Section and shall conduct the business of the Section between regular membership meetings. The Section Chair calls and presides at meetings of the Executive Committee and shall conduct the business of the Executive Committee between regular membership meetings.

C. The Nominating Committee is appointed by the Section Chair with the advice of the Executive

Committee. Members of the Executive Committee are not eligible to serve on the Nominating Committee. The Committee presents a slate by March 1 each year for election prior to the annual meeting. The slate shall include candidates for each office falling vacant on June 30 of the current year.

D. Duties of other standing and special committees are set by charges from the Section Chair with advice and approval of the Executive Committee.

E. Members and chairs of standing committees must be Regular Members, Institutional Member Representatives, or Fellows of MLA.

Section 2. Committee Chairs

Chairs of standing and special committees are appointed the Section Chair with the advice of the Executive Committee.

Section 3. Other Committees

A. The Section Chair shall appoint such other committees and MLA Committee liaisons as are necessary with the advice of the Executive Committee.

B. Members and chairs of ad hoc or other committees must be Regular Members, Representatives of Institutional Members or Fellows of MLA.

ARTICLE VII. PARLIAMENTARY AUTHORITY

Rules in the current edition of Robert's Rules of Order, Newly Revised shall govern the Section in all parliamentary cases that are not provided for in these Bylaws or in the MLA Bylaws which govern Sections of MLA.

ARTICLE VIII. AMENDMENTS OF BYLAWS

These Bylaws may be amended or rescinded by a two-thirds votes of those attending at any regular meeting of this Section. A copy of the text of any proposed amendment must be given to the Section's Secretary-Treasurer at least five weeks prior to the Annual Meeting. Members unable to attend the Section meeting shall have the option of voting by absentee ballot, to be included with the notice sent to members. Absentee ballots must be received by the Secretary-Treasurer at least seven (7) days before the meeting at which voting takes place.

This revision of the Bylaws, with two amendments voted on and approved, was accepted at the Annual Business Meeting of the Research Section on Monday, May 26, 1997, in Seattle, WA. They are also posted on the Section home page (<http://www-hsl.mcmaster.ca:80/lrs/index.html>).

... Submitted by Leah Anderson