

# Health Sciences Library System (HSLs) University of Pittsburgh

## Annual Report 2003-2004

The past year brought a leadership change for the Health Sciences Library System. In September 2003, Patricia Mickelson retired after serving as HSLs Director for 17 years. Barbara Epstein was named Interim Director, and was subsequently appointed as Director in June 2004. Despite the transitional situation, FY 2003-04 was a year of continued expansion of services and resources.

Following is a description of major HSLs accomplishments and initiatives. In every case, these achievements are the result of the high level of competence and teamwork of HSLs faculty librarians, managers, systems analysts, paraprofessionals, and staff members. HSLs is fortunate to attract and retain this talented group of individuals.

### **HSLs continued to enhance its collection of electronic resources available to the University of Pittsburgh and UPMC community.**

The past year continued the transformation of the library from a "print-dominant" collection to one that is primarily electronic in nature. A significant change this year was the move from an era of aggressive growth of the electronic collection to one of slower growth and more refinement of existing offerings. HSLs has already licensed most of the significant resources from the major health sciences vendors, and is now evaluating the collection to fill in information gaps and weaknesses. We are placing greater value and organizational emphasis on tools to improve access, such as utilities to facilitate linking between databases, books and journal articles, and to enhance local metadata for better retrieval. Notable additions during the past year are:

- FirstConsult, an evidence-based point-of-care information tool with information about medical conditions, differential diagnosis, and surgical and diagnostic procedures
- Science's Signal Transduction Knowledge Environment (STKE).
- ABMS BoardCertifiedDocs (online version of the ABMS Directory of Board Certified Medical Specialists)
- Online access to current issues of the New England Journal of Medicine through the publisher's Web site
- New e-books, including 6 encyclopedias from Elsevier Science, over 20 new titles from Wiley Interscience, and 30 well-regarded clinical titles from Books@Ovid

In addition to the above resources, enterprise-wide access to Vector NTI Advance, an integrated sequence analysis and data management software package was also implemented, making the University of Pittsburgh the only university to provide this service to researchers in genetics and molecular biology through the library. This is a cost-effective solution for ensuring that all research labs in the enterprise have immediate, uniform access to the most updated version of this important tool at no additional cost to departments. HSLs librarians designed a system to register users and distribute client software via the HSLs Web site. They also developed the database

design and program code for the registration module. More than 115 users have registered and downloaded this software. Many of these users are IT administrators who have installed Vector NTI for their departments. As a result, the software is now available on more than 300 computers. We estimate that pooling these subscriptions through a library-based site license has saved the university a minimum of \$100,000.

HSLs librarians also worked closely with the new Center for Biosecurity, whose personnel are located in the Baltimore-DC area, to initiate access to HSL Online resources, as well as other library services such as document delivery. Lexis-Nexis was licensed specifically for use by the Center.

**The HSLs Web site is a technologically sophisticated electronic “front door” to print and electronic resources, as well as library services. HSLs librarians developed new tools or improved existing tools to facilitate user access.**

HSLs librarians designed a customized search interface to the PITTcat online library catalog called *PITTcat for the Health Sciences* <[pittcat.hsls.pitt.edu](http://pittcat.hsls.pitt.edu)> to improve the searching experience for the health sciences community. Introduced in December 2003, *PITTcat for the Health Sciences* links the HSLs user community more efficiently to specific library services available to them, and offers improved search functionality for HSLs collections. Search limits are customized for HSLs collections; it is easier to view tables of contents for book records; links to e-journals are more prominent; and online help and search examples are written for a health sciences audience.

In Summer 2003, HSLs launched its newly redesigned Consumer Health Information Web site <[www.hsls.pitt.edu/guides/chi](http://www.hsls.pitt.edu/guides/chi)>. The new design integrates features of the HSLs Web site in its appearance and structure to enhance navigation. While retaining popular features such as a comprehensive listing of local agencies and organizations, online medical dictionaries, and health provider locator tools, the content was expanded to include information on prevention and wellness, online health screening tools, patient rights, quality guidelines, transplantation and many other health topics. Direct links to major daily health news sources, such as CNN, the *New York Times* and the *Pittsburgh Post-Gazette* are available, as well as links to Pittsburgh area television health news reports for those wishing to research current health headlines.

Beginning with the August 2003 issue, *HSLs Update*, the library's bi-monthly newsletter, began email distribution to students, faculty and staff in the schools of the health sciences (except GSPH and School of Medicine faculty), as well as all UPMC residents. Current and back issues of the Update are also available on the HSLs home page. Approximately 3,400 copies are still printed and distributed.

In Fall 2003, HSLs librarians created a specialized Web portal to help nurses and nursing students locate relevant, authoritative health information <[www.hsls.pitt.edu/guides/students/nursing](http://www.hsls.pitt.edu/guides/students/nursing)>. The portal includes descriptive information, help guides, and access instructions for online databases of particular interest to nurses, together with links to Web sites of interest to nurses.

In February 2004, the HSLs Resources Web page <[www.hsls.pitt.edu/resources](http://www.hsls.pitt.edu/resources)> was upgraded with additional features that make it easier to search for electronic resources. These include an Electronic Resource Title Search box to find electronic books, journals and databases by title, with pull-down menus incorporating Boolean capabilities. HSLs

Fact Sheets were re-designed with new templates, and added to the Web site in pdf format. Approximately 20 new topics were added. A “Services Requests” section was also added to the HSLs Web site.

HSLs users who access electronic resources from locations outside the Pitt or UPMC computer networks are now provided with explicit prompts to show logged-in users exactly which resources are available to them. As an outgrowth of this project, librarians updated licensing information from all vendors of electronic resources to ensure that remote users have access to the broadest array of resources possible.

Throughout the year, HSLs librarians produced specialized information guides on diverse topics of emerging interest. These include monkeypox <[www.hsls.pitt.edu/guides/students/monkeypox](http://www.hsls.pitt.edu/guides/students/monkeypox)>, HIPPA <[www.hsls.pitt.edu/guides/internet/hipaa](http://www.hsls.pitt.edu/guides/internet/hipaa)>, and Internet search engines <[www.hsls.pitt.edu/guides/general/search\\_engines.html](http://www.hsls.pitt.edu/guides/general/search_engines.html)>.

HSLs librarians also collaborated with the Center for Continuing Education in the Health Sciences and the Center for Biomedical Informatics on production of modules for the Rapid Deployment Continuing Education project.

The History of Medicine area of the HSLs Web site was re-designed, adding a monthly highlight featuring a historical book. The History of Medicine Dissertations site was updated monthly with 150 to 300 additions.

### **The Information Service in Molecular Biology and Genetics continued to grow.**

A specialized Web guide to molecular biology and genetics resources <[www.hsls.pitt.edu/guides/genetics](http://www.hsls.pitt.edu/guides/genetics)> was developed as a portal to tools, resources, and tutorials available to the University of Pittsburgh and UPMC research communities. The site receives over 100 visits per day.

The training program currently offers the following three-hour hands-on workshops on the use of molecular biology and genetics software and databases.

- Information Hubs in Molecular Biology and Genetics Part I (Searching GenBank)
- Information Hubs in Molecular Biology and Genetics Part II (Overview of Molecular Databases)
- Sequences Similarity Searching
- DNA Analysis Tools
- Protein Analysis Tools
- Introduction to CellSpace Knowledge Miner
- Vector NTI Orientation

The workshops had 180 attendees during the past year, primarily graduate students, and clinical and research faculty. The majority of the participants evaluated the sessions as very useful, the instructor as knowledgeable, and the presentations as excellent.

The Information Specialist in Molecular Biology and Genetics was invited as a guest lecturer in four graduate-level courses: Foundations of Biomedical Sciences, Introduction to Biocomputing, Introduction to Bioinformatics, and Molecular Epidemiology.

A consultation and support service is also available to assist researchers in accessing biological information resources, searching nucleic acid and protein databases and performing molecular sequence analyses. Seventy faculty members, post-doctoral students and graduate students received assistance in the past year.

### **HSLs librarians offered high-quality reference services to its user community.**

During the year, librarians performed 1,220 mediated database searches:

- 336 searches in support of education or research
- 397 searches in support of patient care
- 435 searches in support of consumer health
- 52 searches in support of animal-based research initiatives.

The number of individual consultations increased to 80.

In February 2004, a new Ask-A-Librarian feature <[www.hsls.pitt.edu/services/reference/askalibrarian](http://www.hsls.pitt.edu/services/reference/askalibrarian)> became accessible from many of the HSLs Web pages, including the front page. This expanded electronic reference service allows library users to find answers to frequently asked questions, submit questions about library resources, or request assistance in searching HSLs databases. Requests submitted to Ask-A-Librarian typically receive a response in less than 24 hours. In the first five months, 170 questions were answered.

### **During the year, HSLs librarians and staff provided instruction, orientations or tours to 8,200 faculty, students or staff. HSLs librarians conduct extensive instructional and collaborative activities for the schools of the health sciences, residency programs, and the hospitals of the UPMC.**

Librarian liaisons to the Schools of Medicine, Dental Medicine, Pharmacy, HRS, Nursing, and GSPH provided orientations and instruction to over 1,900 students and faculty during the past year. They gave presentations at faculty meetings, marketed library information to new faculty and taught within the curriculum. They also provided support for faculty research. A sampling of activities:

- Library-based instructional program
  - HSLs offers 24 library-based workshops and special topics classes. 793 people attended at least one class during the year.
- School of Medicine
  - Overview of library resources and literature support for medical students in first-year Introduction to Becoming a Physician cases.
  - With physician faculty member, two librarians co-taught an introductory session on evidence based literature searching and appraisal at quarterly orientations for 140 third- year medical students.
  - Librarians teach the first half of a 2-credit course for PhD students, titled *Intro to Biocomputing*.
  - A history of medicine elective, taught by the history of medicine librarian, is offered to interested 4<sup>th</sup> year students.
  - The history of medicine librarian served as a PBL leader and key informant for first year medical students.
  - The HSLs Associate Director for Information Services serves on the Curriculum Committee.

- School of Dental Medicine
  - MEDLINE was taught to 82 first-year dental students in the mandatory *Introduction to Computing* class.
  - MICROMEDEX was introduced to 61 second-year dental hygiene students.
  - The liaison librarian created a database of controlled vocabulary in dental informatics as part of a grant-funded collaborative project.
- School of Pharmacy
  - MEDLINE, IPA and PITTCat workshops were offered to 92 first-year students.
- HRS
  - 180 physical therapy students received MEDLINE & EBM training and participated in an open house.
  - 44 occupational therapy students received MEDLINE, EBM and OT search training
  - 105 Rehabilitation Science and Technology students received EBM and MEDLINE training
  - 80 students in Clinical Dietetics and Nutrition, Health Information Management, and Communication Science and Disorders received database training
- School of Nursing
  - 56 nursing students in the undergraduate Nursing Informatics class were trained on the Information Resources for Nursing Students web site, HSL Online, Internet Resources, Ovid Cinahl/Medline and remote access.
  - The Master's level Nursing Research and Theory class, with 60 students, learned about evidence-based searching.
  - 125 students in the Introduction to Professional Nursing class learned about Ovid CINAHL/MEDLINE/PsycINFO and remote access.
- GSPH
  - HSLS librarians participated in design and teaching of a new 3-credit GSPH course, titled *PUBHLT 2010: Online Public Health—Informatics and Intervention*, taught for the first time in Fall 2003. The combined expertise of faculty librarians and public health teaching faculty allows students to gain a better understanding of information behaviors and health behaviors. The final project requires students to research a health topic that affects a specific population, and to design an online intervention using the skills acquired in the course. A paper on this collaborative effort was presented at the annual meeting of the American Public Health Association in November 2003. The course will be offered again in Fall 2004.
  - Liaison librarian taught 62 students in a Biostatistics course, 55 students in a Public Health course and 9 occupational medicine residents
  - 23 new faculty members received an orientation and 18 attended a workshop on library resources.
  - The Public Health Librarian provides in-depth searches for the staff of the Center for Public Health Practice, participates in their staff meetings, and offers presentations on public health resources.
  - The History of Medicine Librarian taught Historical and Sociological Perspectives in Public Health.

- Center for Biosecurity
  - An HSLS librarian traveled to Baltimore in December 2003 to offer an onsite orientation to HSLS services as well as the resources on HSL Online.
- Psychiatry
  - Librarians attend monthly psychiatry faculty meetings
  - Library orientation for new inpatient staff at WPIC is held once a month during their comprehensive two-week job orientation. Attendees receive an information packet and register for library privileges.
  - WPIC Residents: all years, orientation to HSLS resources with special demos on selected databases; PGY-3, orientation to HSLS resources with special demos on selected databases and an overview of psychotherapy resources.
- Neurology Residents Training Program
  - Six residents spend two hours/day during the month of July developing information seeking skills, with extensive librarian support.
- IACUC
  - Librarian attends the monthly committee meetings, and performed 52 searches in support of animal-related research activities.
- Center for Biomedical Informatics
  - An HSLS librarian is manager of the Faculty Research Interests Project (FRIP). New Search and Faculty modules were introduced in October 2003, and the Administrators module followed in May 2004.
- UPMC Hospital Services
  - HSLS Coordinator of Affiliated Hospital Services gave 23 presentations to 98 participants at hospitals including UPMC Horizon, UPMC Northwest, UPMC Lee, UPMC Braddock, and Magee Women's Hospital, and assisted in hospital JCAHO visits at UPMC Bedford and UPMC Lee.
  - On the retirement of the hospital librarian at UPMC Passavant, the Coordinator was available onsite at Passavant two days/week from May to August 2004.
- The University Honors College
  - The History of Medicine Librarian taught History of Medicine and Health Care to pre-med students

**HSLS expanded to include management of libraries at Children's Hospital of Pittsburgh (CHP).**

In January 2004, HSLS expanded to include provision of print and electronic library services to CHP. This major project impacted nearly every HSLS department. Three physical library collections are on the 7<sup>th</sup> floor of the CHP DeSoto wing: The Blaxter Medical Library with specialized books and journals in clinical pediatrics, the Family Resource Center with healthcare information for children and parents, and the Moulis Children's Library with books and videos for general reading, entertainment and school assignments.

With funding from CHP, HSLS added two librarians, and transferred two CHP paraprofessional staff members to the University payroll. HSLS staff assumed responsibility for ordering and processing of print books and journals for the three collections, and added records for existing books and journals to the PITTcat catalog.

All library operations were integrated into Voyager, HSLs' integrated library management system. Computers were upgraded or replaced, and the facilities underwent limited renovations. Licenses to all HSLs electronic resources were revised to include the CHP computer network addresses. Librarians initiated reference services and instructional programs, and developed a variety of marketing tools to publicize library services and resources.

HSLs is participating in the planning process for library facilities and services for the new Children's Hospital in Lawrenceville.

### **HSLs Document Express continues to experience rapid growth.**

During the past fiscal year, HSLs supplied 27,360 journal articles to libraries throughout the world through interlibrary loan. This is an increase of 20% from the previous year, and we are on track for another dramatic increase in FY 2004-05: we supplied three times as many articles in July 2004 (3,692) as in July 2003 (1,201). We hypothesize that this is due to HSLs' strong collection, accurate public records of collection holdings, rapid turnaround time, and ability to supply articles electronically.

In May 2004, HSLs Document Delivery Services initiated a service to deliver books to users' homes or offices. Books from HSLs libraries or non-HSLs collections (borrowed through interlibrary loan) are sent to users via UPS, or the Pitt or UPMC interoffice mail system. A prepaid return label is included to facilitate book returns. There is a small fee for this service.

### **HSLs is a leader in development, use and educational applications of information technology.**

The Computing and Media Center (CMC) in Falk Library sets a standard of excellence for its well-equipped classrooms, service-oriented staff, and outstanding media collection. Classes taught by CMC staff, namely Photoshop, Power Point, and Introduction to PDAs, are always filled to capacity. Students, instructors, and clinicians use the CMC to prepare lectures, web-based materials, and video editing applications. Nearly 250 users visit the CMC each day, and downtime is less than 1.5% annually.

During the past year, HSLs Systems Department initiated a program to upgrade HSLs server hardware, software and management procedures. The goals of this program were to improve server stability, increase performance and reduce recovery time for failure and disaster recovery. As part of this effort, staff enhanced internal procedures for managing the life cycle of a server from development through retirement. This procedure includes guidelines for planning the required environment, building servers, identifying backup needs and placing servers into production. Because of these ongoing efforts, HSLs staff and users enjoy stable and dependable access to vital information resources.

Systems staff members actively investigate the next generation of technologies for use in the libraries and on the HSLs Web site. Included in this effort are new open source servers using Apache Tomcat, Xindice and Zercos, as well as industry standard servers such as Oracle Application Server and Microsoft SharePoint. Systems staff members also began working with several new programming environments including Java and

Microsoft's .Net framework. In the coming year, plans call for investigation of the applicability of XML for library applications.

The HSLs Systems department continued to manage services for the School of Medicine's Lab for Educational Technology. In addition to providing server space, backup support, maintenance and troubleshooting, HSLs Systems staff members also develop solutions to support the evolving needs of the Lab. This included configuring a remote access server so that Lab staff working from home could access their servers remotely, and configuring the Web server for the Lab's online GI Rounds. HSLs is working closely with the Lab and Office of Medical Education (OMED) to build the infrastructure for the new Med Student Web portal. We are also working with OMED IT staff to develop a secure network environment to share IT facilities between the Lab, HSLs and OMED. This project is on a fast track for implementation in August 2004.

### **HSLs librarians conducted research projects to evaluate effectiveness and utility of specific services.**

HSLs librarians have conducted an ongoing research project to measure the impact of access to HSL Online resources at UPMC Horizon. Prior to Summer 2001, clinicians at UPMC Horizon had little or no access to online information. Librarians surveyed clinicians at Horizon to collect baseline information about how they located and accessed relevant knowledge-based information to answer questions related to teaching and patient care activities. Follow-up surveys were sent at one- and two-year intervals to measure the impact of ready access to electronic information. The results of the study reveal an increase in computer, Web and HSL Online use from their homes and offices, as well as in the hospital. Comments from the clinical staff indicate that they use the online library resources to locate answers to clinical questions, provide information to their patients and find drug information. A paper about this project, presented at the 2004 Medical Library Association annual meeting, was recognized with an Honorable Mention Award from the MLA Research Section for quality in original research.

HSLs reference librarians developed an innovative template for a structured review of four evidenced-based point-of-care information products (FirstConsult, InfoRetriever, DiseaseDex, and Clineguide/Skolar). Fourteen HSLs librarians looked at specific interface characteristics and explicitness of evidence-based methods and ratings. They also looked for answers to clinical questions randomly selected from a subset of the National Library of Medicine's *Clinical Questions* collection, a repository of questions asked by family physicians across the country about specific patients. Following testing, librarians for each product met as a group to develop a consensus summary of their findings, which were then used to rank the products on desired characteristics. FirstConsult received the highest ranking, and was licensed for use by HSLs community in June 2004.

Beginning in April 2002, HSLs librarians at UPMC Shadyside teamed with clinicians to enhance postoperative education for coronary artery bypass graft (CABG) surgery patients. Each patient was given an informational videotape to be viewed at home during recovery to supplement printed patient education material. One year later, the impact of the program was evaluated by sending out nearly 400 surveys to videotape recipients. 147 surveys were returned. Of the 96% of respondents who viewed the video, 88% felt that it added or reinforced knowledge. Almost all (92%) felt the tape helped them in the recovery process, and most respondents (84%) found that the video

answered questions they would have otherwise called to ask their doctor. A poster about the project was displayed at UPMC Shadyside's Quality Fair, and the project was awarded a certificate for "Outstanding Achievement in Quality Improvement."

**HSLs was awarded a \$25,000 contract from the Association of American Medical Colleges (AAMC) to develop a self-paced interactive education program, titled *Responsible Literature Searching for Research*.**

This contract was granted through a cooperative agreement between AAMC and the Office of Research Integrity (ORI) of the U.S. Department of Health and Human Services. HSLs' application was sponsored by the Association of Academic Health Sciences Libraries, and will be displayed at the AAMC meeting in Boston in November 2004. HSLs librarians were invited by the US Office of Research Integrity to demonstrate an early version of the program in October 2003 at the Annual Meeting of the Society of Research Administrators International held in Pittsburgh.

This program is an instructional tool to teach researchers the fundamentals of responsible literature searching for research practice. The content will be available as a curriculum module titled *Responsible Literature Searching* on the University of Pittsburgh's "Education and Certification Program in Research Practice Fundamentals" in Fall 2004. Though the primary target audience of this program is researchers at the University of Pittsburgh, the content is based on principles that are applicable in most research-oriented settings, and will be freely available to other academic health sciences libraries and medical centers for adaptation to their local settings and resources.

**HSLs continued public/academic partnership with the Allegheny County Library Association for access to consumer health information.**

In 2002, HSLs received a grant from the Shadyside Hospital Foundation to strengthen community-based consumer health information services in Allegheny County. Additional funding was contributed by the Allegheny County Library Association (ACLA). HSLs librarians identified a core list of 350 high-quality health-related books and videotapes that together provide a collection of reliable information addressing a broad range of common health issues.

Partnering with the ACLA, HSLs accepted applications from area public libraries interesting in building consumer health collections and programming. Eight libraries were selected to participate in two rounds: Dormont Public Library, Andrew Bayne Memorial Library in Bellevue, C.C. Mellor Memorial Library in Edgewood, The Community Library of Allegheny Valley located northeast of Pittsburgh, Whitehall Public Library, Lauri Ann West Memorial Library in Sharpsburg, Moon Township Public Library, and Carnegie Library of Homestead. Each library received funds to purchase materials identified in the HSLs Consumer Collection, and, as a condition of acceptance, pledged to develop consumer health programs and commit funding from their own budget to continue purchases of consumer health materials in the coming year. The collections are displayed with distinctive signs and bookplates identifying the "HSLs Consumer Collection."

HSLs librarians presented a paper describing this project at the annual meeting of the Medical Library Association in May 2004.

**Funded by the National Network of Libraries of Medicine, HSLs continued to provide library services to the Allegheny County Health Department (ACHD).**

HSLs' *Public Health Information Alliance* (PHIA) program provides access to information resources, library services, and training to ACHD employees. This pilot program is funded through an 18-month contract from the National Library of Medicine.

**Funded by the National Library of Medicine, HSLs continued as a training site for librarians and informaticians.**

In August 2003, Mary Lou Klem, PhD, MLIS, began as NLM-funded Health Sciences Library and Informatics trainee for 2003-04. Dr. Klem was formerly an assistant professor of psychiatry at WPIC, and co-director of the Behavior Assessment and Treatment Core Obesity/Nutrition Research Center. She earned a Ph.D. in clinical psychology from the University of Memphis, and came to Pittsburgh as a postdoctoral fellow in 1992. She earned an MLIS degree from the University of Pittsburgh in 2003.

Sugandha Sharma continued as Health Sciences Library and Bioinformatics trainee. Ms. Sharma earned a BS and MS in Microbiology from the University of Bombay, and an MS in Biological Sciences from the University of New Orleans. Before becoming a trainee in February 2003, she worked in a research laboratory at the Thomas E. Starzl Transplantation Institute.

**HSLs continued to upgrade equipment and facilities in its libraries.**

In June 2004, wireless computing became available in Falk Library, allowing users to access HSLs resources and the Internet from most study areas, using a laptop computer with a wireless network card.

In Summer 2003, new video viewing equipment was installed in the Benedum Audiovisual Area in WPIC Library. The library's seven video carrels are now equipped with a variety of screening tools, including a combination flat color television/VCR/DVD player, individual VHS and SVHS VCRs, DVD players and headphones. One carrel contains a high-speed audiotape duplicator.

The WPIC Library was placed on a VLAN computing network, which mandated that HSLs Systems staff provide new addresses for all library computers. Systems staff also worked with the University's CSSD to refine the firewall implemented with the VLAN.

In December 2003, HSLs completed a multi-year project to appraise and inventory the 7,000 books in the rare book collections in Falk Library. All books were appraised by an outside expert, and HSLs Resource Management completed an inventory and cataloging review of the collections. The books were physically reorganized for better access and space utilization. Materials of high value were removed to a more secure internal area. Some books in the Falk Library circulating collection were reassigned to the non-circulating rare book collection. A gated area in the open stacks was constructed for materials that are either too fragile or too valuable to be housed in public stacks.

The monograph and journal collections at UPMC Shadyside were inventoried and re-organized in Fall 2003.

In June 2003, HSLs gained access to work and storage space in the University's Thomas Boulevard storage facility. Planning was initiated for a major relocation of older books and journals now in Falk Library and/or offsite storage facilities.

### **HSLs occupies a national leadership role among health sciences libraries.**

In December 2003, HSLs became an associate member of CONSER, the **C**ooperative **O**nline **S**ERIALS program administered by the Library of Congress Program for Cooperative Cataloging. CONSER membership is highly selective, with only 41 member libraries. HSLs is one of four participating health sciences libraries. The purpose of CONSER is to create and maintain a database of reliable, high-quality bibliographic information for serial publications that libraries worldwide may use to manage their own journals, databases and other continuing publications.

The Hopwood Library at UPMC Shadyside was one of 12 libraries selected from across the United States and Canada to be part of a chapter titled "Consumer Health Information in Action: Profiles of 12 innovative libraries" in the *Consumer Health Information Source Book*, edited by Alan M. Rees, Westport, Conn: Greenwood Press, 2003.

The HSLs Consumer Health Information Web site <[www.hsls.pitt.edu/guides/chi](http://www.hsls.pitt.edu/guides/chi)> was named as one of the *Top 10 Sites for Consumer Health* by the Health People Library Project <[www.healthlit.org/health\\_resources/top\\_10\\_sites.htm](http://www.healthlit.org/health_resources/top_10_sites.htm)>. Other Top 10 sites include the American Medical Association, Mayo Clinic, FirstGov for Consumers, and NIH Health Information.

## **HSLs Staff Publications**

(HSLs names in bold)

**Abromitis RA, Saghafi E, Folb BL.** Assessing the information needs of psychiatric residents. *Acad Psychiatry*. 2003 Summer; 27(2): 100-3.

### **Erlen, J**

Monthly bibliographic material on recent dissertations that was published in or added to the following publications:

- Journal of the History of Medicine and Allied Sciences
- ISIS Current Bibliography of the History of Science and Its Cultural Influences 2003
- Pharmacy in History
- Aegis database and AIDS Book Review Journal
- Configurations
- American Indian Quarterly
- Canadian Bulletin for the History of Medicine
- Journal of Women's History
- History of Psychiatry
- International Network for the History of Public Health Newsletter
- Nursing History Review
- ASBH Exchange
- AVISTA Forum Journal

**Fort M.** Review. NISO Z39.7-2000X. Information Services and Use: Metrics & Statistics for Libraries and Information Providers.

**Gregg AL, Wozar JA.** Delivering Internet health resources to an underserved health care profession: school nurses. J Med Libr Assoc. 2003 Oct; 91(4): 398-403.

**Klein Fedyshin, M.** The pleasures of publication. Natl Netw 2003; 28(2): 10.

Schleyer TK, Corby P, **Gregg AL.** A preliminary analysis of the dental informatics literature. Adv Dent Res. 2003 Dec; 17:20-4.

Torbenson M, **Erlen J.** A case study of the Lash's Bitters company - Advertising changes after the Federal Food and Drugs Act of 1906 and the Sherley Amendment of 1912. Pharm Hist. 2003; 45(4):139-49.

**Wessel CB, Wozar JA, Epstein BA.** The role of the academic medical center library in training public librarians. J Med Libr Assoc. 2003 Jul; 91(3): 352-60.

## HSLs Staff Presentations

(HSLs names in bold)

“The AIDS Crisis: Multiple Perspectives.” **Erlen J.** Educating Ethical Leaders: Ethics for Public and Professional Life, University of Pittsburgh GSPIA, May 17, 2003.

“Can Patients Trust Arthritis Information on the Internet?” (poster). **Burda M.** American College of Rheumatology Annual Scientific Meeting, San Antonio TX, October 16-21, 2003

“Complementary and Alternative Medicine (CAM): Information Resources for Choices in Healing.” (CE course) **Wessel C.** Annual Meeting of the Florida Health Sciences Library Association, St. Petersburg Beach, FL, June 5, 2003.

“Hospital Libraries: From the Past Into the Future.” **Epstein BA.** Invited paper, The Library As Place: Symposium on Building and Revitalizing Health Sciences Libraries in the Digital Age, Bethesda, MD, November 5-6, 2003

“The HSLs Consumer Collection: A Public/Academic Partnership for Consumer Health Information.” **Silverman D, Epstein BA, Burda M, Klein Fedyshin M, Maxeiner G, Saghafi E.** Pennsylvania Library Association Annual Conference, Pittsburgh PA, October 2-4, 2003.

“Human experimentation in 20th century America: Myths and realities.” **Erlen J.** Lecture, University of Pittsburgh School of Dentistry, October 20, 2003.

“Information hubs for molecular biology and genetics.” **Chattopadhyay A.** Advancing Practice, Instruction and Innovation through Informatics Conference, APIII 2003. Pittsburgh, PA.

"The Libraries at UPMC Shadyside: Health Professionals and Health Consumers Sharing Information Access" (poster). **Epstein BA**. The Library As Place: Symposium on Building and Revitalizing Health Sciences Libraries in the Digital Age, Bethesda, MD, November 5-6, 2003.

"Partnering with librarians to teach information retrieval and Web development skills to MPH students." **Ripple A**. American Public Health Association meeting, San Francisco, CA, November 15-19, 2003.

**HSLs Participation at the Medical Library Association (MLA) Conference, Washington, DC, May 21-26, 2004**

"Consumer health information Web sites: the state of the art" (poster). **Ketchum AM**.

"The HSLs Consumer Collection: A Public/Academic Partnership for Consumer Health Information." **Silverman D, Epstein BA, Burda M, Klein Fedyshin M, Maxeiner G, Saghafi E**.

"MLA Task Force on the Information Specialist in Context" (poster). **Klein Fedyshin M, Twose C**.

"Pathway through the Electronic Maze" (poster). **Kuller AB**.

"The Power of National and International Health Initiatives" (moderator). **Ripple, A**.

"A Reusable Template for Evaluating Point-of-Care Information Products" (electronic poster). **Weiss Friedman P, Ketchum AM**.

"Selection of Resources for the Development of an Information Service Program in Molecular Biology and Genetics" (invited paper). **Chattopadhyay A**.

"Using outcome measures to assess the information-seeking behavior of clinicians after access to online resources: a longitudinal cohort study." **Tannery NH, Wessel CB, Epstein BA, Gadd CS**.

"Women's use of the Internet for health information: the impact of selected demographic and health variables." **Klem ML, Detlefsen EG, Marcus MD**.

### Meetings Attended for Professional Development With Support from HSLs

American Association for the History of Medicine  
Archivists and Librarians in the History of the Health Sciences  
Madison, WI, April 2004  
Jonathan Erlen

American Library Association Annual Conference, Orlando, FL, June 2004  
Deborah Silverman

American Library Association, Midwinter Meeting, San Diego, CA, January 2004  
Malgorzata Fort, Deborah Silverman

American Medical Informatics Association (AMIA), 2003 Annual Meeting, Washington, DC, November 2003  
Mary Lou Klem

American Public Health Association, 2003 Annual Meeting, San Francisco, CA, November 2003.  
Barbara Folb, Ammon Ripple

Association of Academic Health Sciences Libraries/Association of American Medical Colleges, Annual Meeting, Washington, DC, November 2003.  
Barbara A. Epstein

Association of Research Libraries Conference: Exploring Hidden Collections, Washington, DC, September 2003  
Deborah Silverman

CONSER Operations Committee Meeting, Washington, DC, May 2004  
Malgorzata Fort

Group on Information Resources, Association of American Medical Colleges, Salt Lake City, UT, May 2004.  
Barbara A. Epstein

Internet Librarian Conference 2003, Monterey, CA, November 2003  
Jill Foust

Medical Library Association, 2004 Annual Meeting, Washington, DC, May 2004.  
Rebecca Abromitis, Michelle Burda, Ansuman Chattopadhyay, Barbara Epstein  
Patricia Weiss Friedman, Andrea Ketchum, Michele Klein-Fedyshin, Mary Lou Klem, Alice Kuller, Ammon Ripple, Nancy Tannery, Deborah Silverman, Charlie Wessel,

Medical Library Association, Pittsburgh Chapter Annual Meeting, December 2003  
Renaë Barger, Barbara Folb, Jill Foust, Patricia Weiss Friedman, Amy Gregg  
Alice Kuller, Linda Hartman, Nancy Tannery

Medical Library Association, Quintessential Conference, Philadelphia, PA, October 2003  
Barbara Folb, Linda Hartman, Andrea Ketchum, Nancy Tannery

National Library of Medicine, The Library As Place: Symposium on Building and Revitalizing Health Sciences Libraries in the Digital Age, Bethesda, MD, November 5-6, 2003.  
Barbara Epstein

Southern Association for the History of Medicine and Science, Augusta, GA, February 2004  
Jonathan Erlen

## Workshops & Courses Attended for Continuing Education With Support from HSLs

Consumer Health Information and Low Literacy Clients: Partnerships and Solutions,  
Medical Library Association Continuing Education Course, Washington, DC, May 2004  
Andrea Ketchum

MeSH  
Medical Library Association Continuing Education Course, Washington, DC, May 2004  
Andrea Ketchum

Introduction to Information Ethics,  
Pittsburgh Chapter of Medical Library Association Continuing Education Course,  
Pittsburgh, PA, April 2004  
Rebecca Abromitis, June Bandemer, Barbara Folb, Patricia Weiss Friedman,  
Linda Hartman, Alice Kuller, Charles Wessel

Face to Face: Strategies for Effective Consumer Health Communication  
Medical Library Association Continuing Education Course, Washington, DC, May 2004  
Rebecca Abromitis

HTML 4.01: a refresher course  
University of Pittsburgh Learning Solutions, May 2004  
Rebecca Abromitis, Jill Foust, Alice Kuller, Ester Saghafi

ARL/OLMS Online Lyceum on "Assessment for Advancing Diversity"  
Linda Hartman

Data Detective: Finding the Jewels of Public Health Datasets  
Medical Library Association Continuing Education Course, Washington, DC, May 2004  
Charles Wessel

Roles and Essential Skills for the Expert Searcher  
Medical Library Association Satellite Teleconference, Pittsburgh, PA, March 2004  
Rebecca Abromitis, June Bandemer, Renae Barger, Barbara Folb, Patricia  
Weiss Friedman, Amy Gregg, Linda Hartman, Andrea Ketchum, Mary Lou Klem,  
Alice Kuller, Ammon Ripple, Ester Saghafi, Nancy Tannery, Charles Wessel

Measuring The Difference: Strategies For Improving And Evaluating Health Information  
Outreach Programs  
Medical Library Association Continuing Education Course, Washington, DC, May 2004  
Mary Lou Klem

Teambuilding: Understanding Group Dynamics Increases Performance  
Medical Library Association Continuing Education Course, Philadelphia, PA, October  
2003  
Barbara Folb