A Message from the President-Elect

Since Billie White is in India for most of March, she asked me to write for the President’s Corner. Here’s an update of chapter news. Many thanks to all of you for making these things happen!

Working with NCNMLG can be very rewarding. How do you get involved? Read on! Watch the NCNMLG listserv. Volunteer to help on a Joint Meeting committee or Board Committee. Details for subscribing to the listserv and descriptions of the Board Committees are in the membership directory. Hope to hear from you soon!

Mary Beth Train, President-Elect and Program Chair

***

Chapter Finances: Leah Anderson, our Treasurer, and I have spent about 14 hours going through the Treasurer’s files to see why the available funds to run the chapter are so low, ~$10K and dropping, and the chapter is running a deficit. By tracing the income, expenses, dates of policy decisions, and membership statistics to name the major categories, we think we’re close to a report. However, Leah’s files don’t contain all the information. Nancy Zinn, our archivist, has a list of things we need. By the time you receive this, she will have spent some hours deep in the UCSF archives going through old records, directories, and reports. Once our archives are turned over to UCSF for safekeeping, they are under the care of the archivist for their protection. Nancy must sign them out like any other researcher. I am grateful for all the work that Leah has done this year, and over the years the work of many treasurers and Nancy Zinn’s years of caring for our history so we have the information to make decisions. We are already thinking of changes to NCNMLG’s Policy & Procedures Manual to make managing the money and avoiding deficit years easier.

Dues Increase: Because we cannot have the report ready 30 days prior to the April 12 meeting so the general membership can have enough information to vote on a dues increase at that meeting, the dues will not be able to be increased for the 2000-2001 year. The vote will take place during that year, for any new dues amount to take effect the following year.

Joint Meeting 2001: On March 16, the planning group of committee chairs toured the Miyako Hotel in San Francisco, met the meeting planner, Jim Murphy, and brainstormed ideas and speakers for programs. The next Joint Meeting planning meeting will be on Monday April 17 1:30-4 at California College of Podiatric Medicine. We still need a Finance Chair and overall Chair(s). Please call me!
**MLA Benchmarking Initiative:** Lynn Van Houten of Kaiser has agreed to be NCNMLG’s Benchmarking Chapter Educator. She will attend training at MLA this May to become an expert in the process and the tool, which have been developed to enable hospital librarians to compare and contrast their important data with other hospitals with similar characteristics. Watch for news and how-to’s from Lynn in next year’s newsletters!

**Web Page:** Chris Stave of Stanford’s Lane Library and Ed Bierman of the Palo Alto Medical Foundation are working together to make the design of the NCNWeb more flexible. Chris is negotiating for Ed to use NCN’s site on the Stanford server, and Ed will be working on the re-design.

**Membership Directories:** Roger Brudno, Membership Chair, has completed the two-year re-design of the NCNMLG Membership database requested by the Board. The membership database is now more flexible, and the printed directory will be more informative. Cynthia Seay of Hayward Kaiser has collected all the membership checks and input the data into the database. The 1999-2000 directory should go to press about the time you receive this newsletter. Roger will be able to return to the schedule in the By-Laws for the 2000-2001 directory. He plans to mail the renewal notices in June, honor the October 1 deadline, and print the directories by the end of the year.

**New Members:** Many thanks to Daniel Scott Angel of UCSF, Karen Halverson of Washington Hospital Consumer Health Resource Library, Fremont, Jerry Thompson of UC Davis, and Howard Fuller of the Aeneid Corporation working as first-time ever NCNMLG committee members on the Joint Meeting Planning Committee!

**Calendar**

**APRIL**
- 9-15 National Library Week
- 12 Board Meeting and program (Redwood City CA)

**MAY**
- 5-11 MLA Annual Conference, Vancouver, British Columbia
- 15 Copy deadline for May/June NCNMLG Newsletter

**JUNE**
- 10-15 Special Libraries Association Annual Conference, Philadelphia PA
- 23 Transition meeting for incoming NCNMLG officers and committee chairs (California College of Podiatric Medicine, San Francisco CA)

**JULY**
- 2-5 8th International Congress on Medical Librarianship, London, England
- 6-13 American Library Association Annual Conference, Chicago IL

**FEBRUARY 2001**
- 7-10 NCNMLG / MLGSCA Joint Meeting, San Francisco

For more library-related events, see Librarian’s Datebook at [http://www.hsl.unc.edu/libcal.htm](http://www.hsl.unc.edu/libcal.htm)
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Items for the NCNMLG Newsletter may be sent in electronic/digital format (text or WORD format preferred) to:

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The NCNMLG Newsletter is published 6 times a year. (July/August, September/October, November/December, January/February, March/April, May/June)

Copy for the May/June newsletter is due by the 15th of May.

The NCNMLG Newsletter is available in PDF format at the NCNMLG Website at: <http://ncnmlg.stanford.edu/>. In order to read the newsletter in this format, you will need the Acrobat Reader plug-in which can be downloaded for free from Adobe Systems' web site <http://www.adobe.com/proindex/acrobat/readstep.html>.

Once Acrobat Reader is installed, click on the PDF file icon for the newsletter and Acrobat Reader will open up on top of your web browser and display the document right on your screen.
The 2000 Joint Meeting was held in San Diego on February 9-12 under mostly sunny skies. There were 234 registrants, including speakers, exhibitors and instructors, plus a very well-behaved companion dog in training. (Editor's Note: That was my hearing dog, Spike, who is already trained -- most of the time ;-) A total of 73 people attended the 4 CE classes on Wednesday and Saturday, with overall positive evaluations.

For the meeting itself, outside of one speaker’s laptop incompatibility, the technology all worked! A few highlights: The session on scholarly publishing was informative, including a lively view of the migration of publishing to the Internet. The interactive PRSML presentation pointed out our strong desires for more training. The report on the PCASSO Project provided insight on patients’ and providers’ attitudes toward computer access to patient records. Clutter-conqueror Harriet Schechter noted in her luncheon speech that “Life is 5% joy, 5% grief, and 90% maintenance”. And rainshowers didn’t dampen the spirits of celebrants at the MLGSCA 50th Birthday Party at the Birch Aquarium - the food was delicious, the harp music soothing, the conversations non-stop, the fish fascinating, and a good time was had by all. We look forward to next year’s Joint Meeting. It will be in San Francisco!

(Submitted by Deborah Batey, 2000 Joint Meeting Co-Chair)

MLGSCA/NCNMLG Joint Meeting Round Tables

Consumer Health Information Roundtable

A roundtable sharing discussion on the topic of consumer health information (CHI) was held on February 10 at the Joint Meeting in San Diego. Kay Deeney (Biomedical Library/UCLA), editor of Consumer Connections (the CAPHIS newsletter); and Heidi Sandstrom (PSRML/UCLA) CHI services coordinator, NN/LM Region 7, facilitated the (lively!) discussion. Other attendees were: Lucy Thomas, Reeves Medical Library, Santa Barbara Cottage Hospital; Brittany Rice, Mayo Clinic, Scottsdale AZ; Josca van der Mee, California Family Health Council, Los Angeles CA; Eris Weaver, Redwood Health Library, Petaluma CA; Terri Ottosen, King Drew Health Sciences Library, Los Angeles CA; Sally Kilby, California Hospital Medical Center, Los Angeles CA; Hillary Farkus, Stanford University Department of Comparative Medicine; Elaine Graham, PSRML, UCLA

The following are highlights from the discussion:

CHI resources - Publications that are helpful to develop CHI collections are Library Journal, the CAPHIS newsletter, Publishers Weekly. Librarians expressed the need for assistance in evaluating and finding good CHI resources.

Literacy levels - Concern was expressed about the difficulty in finding appropriate literacy levels for CHI. Foreign language materials - Materials in foreign languages need to be originated in the native tongue, be simple, and contain culture-appropriate graphics. Foreign language CHI materials can be found in many places; it would be nice to have a clearinghouse for these. The Alan Rees book on Spanish language resources was also cited as a valuable tool.

Circulating materials - One librarian would like to circulate some books in her library. The suggestion was made to partner with the public library in the area to obtain cataloging and circulation assistance.

Consortia - Librarians present were interested in forming CHI librarian consortia in the region. They felt these groups should welcome librarians interested in CHI, from multiple types of libraries. Networking would be a key function of these groups.

Promotional materials - Those present liked the idea of bookmarks with an area for library/contact information, and for a health "prescription." They also suggested post-its and the use of bright colors (esp. red) for promo materials.

Pilots - Librarians are interested in participating in pilots, and in the outcome of CHI pilots in the region.

MEDLINEplus - A comment was made that the disease/condition list is user-unfriendly. It was pointed out that the user can click on the Search MEDLINEplus link on the sidebar to enter search words instead.

All agreed that it is an exciting time to be providing quality health information to the public!
Library Web Pages: Shortcuts, Pitfalls and Tips Round Table
Reported by Alice Kawakami, Instructional Technology Coordinator, UCLA College Library

This is a summary of the discussion at one of the Round Tables held on Thursday, February 10, 2000 at the Joint Meeting in San Diego. The Round Table topic was “Library Web Pages: Shortcuts, Pitfalls and Tips” facilitated by Alice Kawakami, UCLA.

Goal-setting
The topic of setting goals when designing or redesigning a web site was considered. A handout entitled “MLG SCA Web Site Redesign 2000” submitted by Jenny Reiswig of the Electronic Information Resources Committee to the MLG SCA Advisory Council was shown as an example of listing the goals desired by a redesign and how they were achieved.

HTML Editors
The question was asked as to which HTML editing programs people used. The following were mentioned:

- Coffee Cup <http://www.coffeecup.com>, free trial available.
- HomeSite <http://www.allaire.com/products/homesite/> has many features though no inline editing is available.
- Dreamweaver by Macromedia is quite sophisticated; offers inline editing. A free trial can be found at <http://www.macromedia.com/software/dreamweaver/trial/>.
- WordPad in MS Office for manual markup through a text editor. The advantage of doing manual markup is that extraneous tags are not included.

Editor's Note: Netscape Composer was also mentioned by a couple of attendees.

Online resources for web developers include:

- The newsgroup for site design: comp.infosystems.www.authoring.site-design

User input
A means of obtaining user input includes use of focus groups. One problem that may arise is that opposing viewpoints may not be aired, as some participants may not want to offend the interviewer or others in the group. Having a group of people in the same focus group as their section head could pose problems.

Usability

- Broken or outdated links pose problems for usability. A free program that checks for broken links is Mind-it<http://mindit.netmind.com/>. Link checkers do have shortcomings. Problems can include limitations on the number of links checked, and inability to check all links.
- Suggestions to assist users include use of “link titles” that give a preview of what will be found if the link is clicked. One problem with this method is that text boxes can get in the way of seeing the rest of the page.
- An annotation for each link was also suggested.

Design

- The University of Iowa Health Services pages were suggested as a good site to look at for design.
- Many agreed that looking at other library web pages was beneficial.
- Net Mechanic <http://www.netmechanic.com/> was mentioned as a site that contained useful tools and information, including a free linkchecker.
MLA Web
There was interest in the experience of MLG SCA in being on the MLA web server. Currently MLG SCA is the only chapter on the MLA site. The advantage mentioned is that the address remains stable as opposed to changing with the institution of whoever is in charge of the web at the time. However, experience with the site has revealed problems with updating, poor response and lack of continuity due to high turnover in technical personnel (usually lost to industry). The annual cost of being on MLA web is $400.

What do you hate on the Web?
• Multiple spawning windows that automatically open to display the page of the link that was clicked. This disables the Back button, in effect stranding the user. Users may be unaware that multiple windows are left open often reducing the speed of the computer.
• Advertising. One way to avoid it is to turn off the images. Studies show that users are beginning to ignore advertising on the web. Therefore, web designers should avoid including anything that looks like advertising such as animation (blinking icons or flashing text) and banners at the top of a page.

Designing for Disabilities: hard of hearing and low vision
• Always use alt' tags so that the visually impaired (and text browsers) can tell what the image is supposed to be.
• If there's nothing there, then use the alt tag with nothing inside the quotation marks: Alt =””.
• BOBBY <http://www.cast.org/bobby/> web-based tool that analyzes web pages for their accessibility to people with disabilities.
• Use relative fonts not point size to help visually impaired.
• Keyboard hint: Use Ctrl [ to make the font larger; Ctrl ] to make the font display smaller on a monitor. This does not affect the print size.

Using various web browsers
• The two most commonly used browsers are Netscape and Internet Explorer (IE).
• Web designers should check how their pages display in each of these browsers.
• A program that shows how a page looks in different browsers is a browser emulator called Browserola <http://www.codo.com/browserola/>.
• Using IE, you can print out all the URLs used on the page by going to the toolbar and selecting FILE, PRINT, and putting a check next to PRINT TABLE OF LINKS.

Reports from NCNMLG Board Meetings

Minutes
NCNMLG Board Meeting
University of California Berkeley Life Sciences Building, Rm 2063
September 24, 1999

Present: Leah Anderson, Ysabel Bertolucci, Rebecca Davis, Heidi Heilemann, Cynthia Henderson, Gail Persily, Sara Pimental, Mary Beth Train, Susan Ulrich, Candace Walker, Billie White

11 members present
REPORTS

Joint Meeting 2001

The NCNMLG/MLGSCA Joint meeting scheduled for 2001 will take place Wed. Feb. 7 – Fri. Feb. 10, 2001, San Francisco Miyako Hotel. A copy of agreement with the hotel provided.

Tri-chairs and specifically someone to handle facilities arrangements needed at this time. It was suggested that an ad hoc committee be formed to handle specific tasks as they arise. The tri-chairs can be identified later. The Registration committee is already in place. The most critical area where help is needed at this point is program. Poster and CE chairs are also needed. Suggested that Billie and Mary Beth assign board members to individual pieces and start building the ad hoc committee this way.

Mary Beth asked for program and speaker ideas. Several were suggested:

- The RML might be able to provide or suggest a speaker
- CE survey may generate ideas
- Copyright Clearance Center - might be interested in speaking because they are currently spot-checking hospital libraries to check for compliance. It is possible they would be able to pay their own way.
- Library of California
- NLM consumer health projects with public libraries (need to see where they are in 2001)
- Panel of speakers that combine some of these state and national initiatives
- Panel of vendors on skills they see librarians needing in current technology climate

Rebecca Davis commented that the contributed papers at joint meetings are often too short to get really useful information from the speaker. It was suggested that we bring contributed papers from joint meeting to expanded time slots in local meetings. Everyone agreed this would be of interest and value to our members.

Relative to program issues, Mary Beth is looking for speakers for the November meeting in Sacramento. She would prefer someone located in Sacramento. The Northern California Health Resource might be able to provide a speaker in the areas of telemedicine and telehealth.

Joint Meeting 2000

Tentative Program distributed.

Craig Haynes, Facilities Chair for Jt Mtg 2K sent email asking that we notify him by Oct. 15 if we need meeting space and time for NCNMLG committee meetings in San Diego. Time and space has already been allocated for a chapter meeting. Secretary will email him to let him know that’s all we need and to request TV/VCR so we can play a video about San Francisco, location of next joint meeting. (DONE)

Request from Fred Heidenreich for mailing labels of NCNMLG membership was sent to Roger Brudno, Membership chair on 9/14/99. Roger has taken care of that. (see attached copy of email)

RML Meeting

Ysabel Bertolucci and Mary Beth attended a meeting the RML had with MLGSCA and NCNMLG chairs, chairs elect and RML reps.

One area they discussed was training. The RML is considering offering some new courses:

- Course Writing a Business Case – emphasis on the financials suggested – 8 hours
- How to talk to your boss – 4 hour classes suggested
- Business-eze – 4 hour classes suggested

Discussion on how the RML can help our chapter. Consensus was that the RML needs to be more present in northern California. Suggested that they cross-post their announcements to NCNMLG listserv in order to reach people who are not on the RML listserv. RML should be encouraged to come to our meetings. ACTION ITEM: Billie will call Claire Hamasu and invite her to send an RML rep to our next meeting.
Ysabel and Mary Beth reported that they asked the RML about the idea of providing consumer reports on e-resources. The RMLs agreed it was a great idea, but said they did not have time to do it.

OTHER ISSUES

Prioritize Strategic Objectives

Agenda item was to prioritize the strategic objectives identified at planning meeting August 5. However, not all committee chairs and Board members received copies of the strategic objectives because Secretary only sent to limited list of names. Agreed that committee chairs should be given the responsibility of prioritizing the tasks assigned to them. ACTION ITEMS: Secretary will resend to newly created Board listserv. Billie will mail hard copies to committee chairs and call them to talk about it. Once Billie has contacted all committee chairs, Secretary will email copy to general membership. (NOTE added 10/6/99: August 5 meeting minutes and attachments, including strategic planning tasks, were distributed in the Sept/Oct newsletter. Secretary does not need to send electronic copies to general membership.)

Discussion to clarify CE tasks. List of CE instructors on website will include MLA CE instructors, SLA instructors and others to serve as a clearinghouse for our members.

Task listed on strategic objectives includes defining a goal for a percentage of our membership to get AHIP certification. This task is currently assigned to Board, but should include Credentialing Liaison. Suggestion that Ysabel and Credentialing Liaison work together to put on a workshop at a chapter meeting to help members prepare their materials for AHIP certification.

CE Survey

Candace Walker distributed draft needs assessment survey. Survey was developed by MLA with some specific questions for the chapter added at the end. The plan is to distribute as hard copy in the newsletter and then also put on the Web. A reminder email will be sent to the listserv directing people to the Web version. Discussion about some of the questions developed by MLA. Comments will be collected after survey completed and sent to MLA from the chapter.

It was decided to offer a prize drawing for those who complete the survey. A choice of prices worth $15 will be offered: $15 gift certificate at amazon.com, free NCNMLG membership for next year, or $15 off chapter CE class.

Vote for student membership rate will be taken at the November meeting. Mary Beth will announce that this vote is taking place so that members can attend to vote.

Dine Outs

Mary Beth suggests that NCNMLG members start holding Dine Outs, similar to something done by SLA. Dine Outs are informal dinner meetings of local members to share ideas, brainstorm, etc. Any member can volunteer to host in their area and advertise on listserv. After some of the dine outs have taken place, we will write them up for the newsletter.

Board Meeting adjourned at 11:05 AM

BUSINESS MEETING

Business Meeting came to order at 11:15 AM.

No attendance count taken as people kept arriving throughout.

Approval of minutes: Minutes distributed. Noted that James Liu no longer employed at Stanford and that Chris Stave has moved ahead with creating a listserv for Chapter Chair/Officers and Executive Board. Minutes approved with noted clarification. (DONE; new listserv ncnmlgoffcha@lists.stanford.edu created 10/6/99)

Treasurer, Leah Anderson, distributed. Current budget projections show us to be in the red. Historically, we have overbudgeted. Billie will talk to committee chairs about their budgets. Move to accept this report and require committee chairs to provide a breakdown of their budgets at next meeting. If budgets are beyond resources of chapter, committees may have to revise their budgets. Motion approved.

Leah reported that Washington Mutual, where our money is kept, is not letting her do any transactions. Leah is trying to move account to a branch near her (current account is in Hayward branch). Leah advised to close the account if she cannot get cooperation from Washington Mutual.

**Committee Reports**

**Nominating Committee:** Cynthia Henderson reports. Len Shapiro from Oakland Children’s Hospital now on the committee.

**CE Committee:** Draft copy of needs assessment survey distributed. The survey will go out in January and be due the end of the month. Eligibility to draw for a prize will be offered to people who complete the survey. No CE course will be planned for the Fall because of scheduling conflicts. Will work on a CE program for Spring. Two possible courses identified. Suggestion to offer the course in the Monterey/Santa Cruz area on a Friday or Monday. Possible date is mid to late March. Possible courses are:

- Nancy Press from Pacific Northwest Regional Medical Library – 8 hours on “Teaching the Adult Learner” in the Library setting. She taught at MLA and had 22 attendees there. It’s a low-tech presentation. Each of the participants are videotaped and given the tape to watch in private, as well as an anonymous critique from other participants and a critique from instructor.
- 2 people from Univ. of Colorado – “The Care and Feeding of an Internet Training Program”. Hi-tech program that requires a computer classroom.

Strong interest in both programs. Board recommends that CE committee make the most reasonable decision based on cost, availability of speaker, availability of facilities. General feeling that a worthwhile program will draw people to distant locations.

**Correspondence:** Billie presented two pieces of correspondence to the Secretary. An email from Joseph Yelin stating he is leaving MD Consult as of August 1. His accounts are being transferred to Tom Hewitt. MLA is soliciting nominations for the Lois Ann Coliani Award for Excellence and Achievement in Hospital Librarianship. Nominations are due November 1.

**Program Announcement:** Mary Beth Train – next program in Sacramento on November 19. Lunchtime program again. DineOuts getting started around the area.

Meeting adjourned at 11:45 AM.

Respectfully submitted,

Gail L. Persily

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Minutes
NCNMLG Board Meeting
Friday, November 19, 1999
Sutter Health Center
28th & L Street
Sacramento, CA

Present: Billie White, Sally Kaufman, Parliamentarian, Leah Anderson, Nancy Firchow, Cynthia Henderson, Gail Persily, Julia Kochi, Sharon Chadwick, Candace Walker, Heidi Heileman, Andrea Woodruff, Rebecca Davis, Mary Beth Train, Roger Brudno (15)

Meeting called to order 9:53 AM

Welcome and introductions, Billie White

(continued on page 10)
Reports - Goals & Objectives

Treasurer: Leah Anderson did not have goals/objectives. Reported that problem with banking resolved; she is now able to handle all transactions via telephone.

Credentialing Liaison: Nancy Firchow distributed written Goals & Objectives. The primary goal is to increase AHIP membership among members. Nancy reported that 41 NCNMLG members have AHIP credential. ACTION ITEM: Nancy will investigate how we compare to other chapters with respect to our percentage of AHIP members.

- Ideas for promoting AHIP membership: Nancy’s report mentions several including, article in newsletter; table at joint meeting. Other suggestions from the group were to recruit local mentors who have been through the process and to develop a program about AHIP membership

Secretary: No formal goals. Acknowledged that electronic minutes were resulting in fast turnaround, which she plans to continue.

Nominating Committee: Julia Kochi reported that the primary goal of the committee is to recruit members to run for Secretary & President & Nominating Committee. Discussion of single slate vs. dual. Agreement that single slate for Secretary & Treasurer was appropriate, with dual slate for President. Committee will have the slate ready for the joint meeting in February.

Newsletter Committee: As discussed at the strategic planning meeting, Sharon Chadwick reported that the newsletter committee’s goals include, get newsletter out in a timely manner, resurrect Geek Speak column, explore advertising. In order to save money, the committee is preparing to switch to electronic delivery of newsletter and to change the format to decrease size of newsletter. The change to electronic delivery will be implemented once the updated directory comes out. The membership renewal form included a place to indicate if member wants electronic delivery.

- Discussion of electronic delivery and whether it should be a choice or the rule. It was agreed that we would keep to electronic delivery as much as possible. Sharon will send an email announcement telling people to go the website to read the newsletter there where it will be available in PDF format.

CE Committee: A written report was distributed by Candace Walker.

- The idea of self-directed courses was discussed. It was agreed that this option would work well for things like the AHIP process and management & marketing courses. This project will require the combined efforts of CE Committee, Marketing/PR committee, and Web committee. Candace will initiate discussions with these committees about moving in this direction.

- CE course set tentatively for March 13, Monday in Monterey - Nancy Press on Teaching the Adult Learner. Candace is looking into the possibility of setting up a second session in Sacramento.

Electronic Resources Committee: Heidi Heileman presented Chris Stave’s report. Committee member, Pam Murnane, is taking another job and no longer serving on the committee, so Chris is down to one member now. All newsletters have been loaded on the website (except May/June 1998 issue is missing). Cynthia Henderson will check to see if she has a copy of that issue. Officers, Committees and Task Forces Chairs/Appointees list is up-to-date.

Long Range Planning Committee: Andrew Woodruff reported that much of the committee’s work was accomplished at the strategic planning retreat, but that they are looking at issues and seeing what else can be done.

Chapter Council: Rebecca Davis reported on activities for the MLA meeting. Chapter Council will again be sponsoring the Chapter Sharing Round Tables. There will be about 20 topics represented. Rebecca urged members to participate. She will forward a list of the topics to the NCNMLG listserv.

New Items
We received a communiqué from the RML about electronic billing for ILLs. The PSRML investigated the possibility of using the Electronic Fund Transfer System (EFTS) software developed by the RML of NN/LM New England Region (NER). QuickDoc
software was also evaluated. At a meeting of the Resource Library directors, it was decided that the EFTS software was not ready to be installed and used because it lacked important features. The directors were also wary of investing in products such as EFTS and QuickDoc that would have to be modified in the near term to function with the new DOCLINE. Because of the strong grass roots interest by this and other Regions, the directors recommended that NLM conduct a study on how to add a nationwide electronic billing and payment system to DOCLINE. PSRML, at the request of Becky Lyon, Head of the National Network office, will be sending a report to NLM detailing the investigation regarding implementation of EFTS in our Region.

Rebecca Davis reported that she served on a review committee for consumer health proposals to NLM. A total of 75 proposals were received.

**Old Business**

*Vote on membership for students*

- Discussion of whether or not we had correctly informed the membership that we would be voting on this issue. Looking back at our announcement for the September meeting, the membership was informed that we would be voting on the issue at the September meeting. However, since we did not vote on the issue then, we will vote on it today.

**Joint Meeting – 2001**

Mary Beth reported that chairs for various committees have been identified including the critical Local Arrangements chair, Daniel Angel, UCSF. Mary Beth is still looking for co-chairs or tri-chairs for the meeting and a few other positions. She has made a list of members that she will call to work on joint meeting. Julia Kochi requested that Mary Beth coordinate with her since she will also be calling members to recruit them for officer positions in 2000. Billie suggested that Mary Beth create an org chart for the newsletter that shows the chairs that are filled and those that are vacant. Billie also suggested she include the Executive Board and the entire membership at the top of the chart to illustrate that everyone contributes to the work of NCNMLG.

**New Business**

**Voting by Electronic Mail**

Email voting would provide a way to get more input from the membership on various issues, since attendance at general meetings is low. Suggested that we send print ballots only to members who don’t have email.

- Roger Brudno will check database to see if anyone doesn’t have email

One problem with email is that it eliminates confidentiality and anonymity.

- Suggestion that ballot mailed with unique number for each member; then they can vote by email or mail; if by email, they include # in email

Purpose of email voting clarified. The primary purpose is to improve representation of membership by increasing response rate. The secondary purpose is to save some money on postage.

- Mary Beth commented that an electronic ballot would also be useful for other issues, besides just officer elections, that need to be voted on membership. It would enable members to participate more in the process.

Discussion of web-based ballot. It would require authentication to avoid ‘stuffing’ the ballot.

Agreed that we need to think this through before we propose it to the membership. Several action items identified:

- Heidi will talk to Chris Stave about how to implement an electronic ballot. Discussion on technical implementation concluded that the simplest way would be to include ballot as part of text-based email message.
- Changing to email voting would require a change in the bylaws which now say that voting is by mailed ballot. Bylaws co-chairs (Andrew Woodruff, Jamie Lamkin) will initiate discussion of new bylaws by sending out proposed change to board listserv (ncnmlgoffcha). The bylaws changes can be discussed via listserv and the final proposed version arrived at that way. The final proposed bylaws change can be posted to listserv for membership input; The final bylaws change will then be mailed for chapter member vote.
- Rebecca will see if any other chapters are doing electronic voting and how they are doing it.
Dues
Billie proposed that we change the annual fee for membership. There is a need to increase dues because of cost of operations; there has not been a dues increase for several years. Before presenting a dues increase to the membership for a vote, we need to be able to present reasons for the increase. Some groundwork will have to be done first. For example, we should find out how long the dues have been $15 per year.

MLGSCA dues are currently $25. Some members felt it was important not to exceed that amount. However, others argued that MLGSCA may also raise its dues sometime soon.

Process for changing dues would be to make recommendation for change in dues with proposed dollar amount in next newsletter. Then have the membership vote on the change at the next meeting.

Mary Beth moved to increase general membership dues to $25. Discussion to raise to $30 instead. Discussion on what effect this increase would have on our operations budget. Leah Anderson could not run all the numbers at this time, but said we always run in the red during years that we do not host the joint meeting. We are significantly over budget this year. Mary Beth withdrew original motion.

New motion to increase from $15 to $30. Seconded. Motion carried.

Exec Board Mtg adjourned 11:35

General Chapter Business Mtg commenced 11:35

Attending: 21

Approval of minutes. Approval of minutes tabled until next meeting because Secretary did not bring them.

Informal discussion on attendance at general meetings. Members comments included:
- daytime meetings preferred when going distance for meeting
- many members also are members of SLA and prefer attending SLA programs
  - SLA has monthly programs of great interest; celebrity speaker once a year; broader, more diverse topics
- suggestion that a joint meeting be scheduled for SAHSL (Sacramento Area Health Science Libraries) and NCNMLG in Sacto, Spring 2000; other collaborations could be developed including, SLA Sierra/Nevada Chapter.
- Suggested that we hold fewer general meetings. It may be that we are trying to do too much with our limited membership.
Agreed to continue to look at this issue and implement some of the suggestions to see if they help.

Treasurer’s Report distributed.

Meeting adjourned for lunch at 12:00.

Respectfully submitted,

Gail L. Persily

About the Upcoming NCNMLG Meeting on April 12

MiMe’s Cafe - Redwood City

MiMe’s Cafe, (pronounced Meem’s) where the April 12 dinner meeting will be held, is an unusual place.  In addition to the spelling and pronunciation of the name, it is a cheerful corner restaurant in a former See’s Candy store.  which offers kids with drug or family problems a second chance.  See’s Candies CEO Chuck Huggins was so impressed with the concept that he offered the space free for
several years. MiMe’s Cafe is named in honor of Marian Huggins, his late wife, and a leader in Peninsula community and charitable
affairs. Marian’s friends and family fondly called her MiMe.

MiMe’s is noted for its breakfasts and lunches. On weekdays, lines form outside the door. On special occasions, MiMe’s will open
for dinner upon request. NCNMLG is one of the lucky groups. MiMe’s staff is putting on a meal planned just for NCNMLG.

MiMe’s Cafe is a joint venture between two non-profit organizations: Opportunities Industrialization Center West (OICW) and Youth
and Family Assistance (YFA). OICW is a vocational training center which trains 3,000 people a year in seven vocational areas,
including a premier Culinary Arts Training Program. YFA is a Redwood City service for , which provides service in four areas:
runaway and homeless youth, substance abuse, youth development, and abuse/violence prevention.

By coming to the meeting and eating at MiMe’s not only will you help the chapter and yourself, you will give some hard working kids a second chance.

Awards and Honors

George McGregor, NCNMLG Award for Professional Excellence Recipient

Billie White announced that George McGregor was this year’s recipient of the NCNMLG Award for Professional Excellence
during the chapter meeting held on February 11th at the Joint Meeting. George will receive the award at the April 12th chapter
meeting in Redwood City. In making this announcement, Billie White said:

Each year the NCNMLG Awards & Honors Committee has the pleasure of identifying a member to receive the NCNMLG Award for Professional Excellence. The Committee this year included Andrea Woodruff, Past President; Justine Roberts, Past Recipient and Betty Moore, Chair of the Committee. We are all very proud to present this year’s recipient, George McGregor.

George has been a member of both NCNMLG and MLA for more than 20 years and in that time has made exceptional contributions to both of these organizations and to the profession of health sciences librarianship. George came to the Bay Area as Manager of Sci/Tech Information at Cetus Corporation, a biotechnology company in Berkeley. He grew the Cetus Library from two employees to 13 in ten years. When Cetus merged with Chiron Corporation, which did not have a centralized information center, George took on the challenge and today the Chiron Library and Information Center has eight full-time staff and two contract workers who provide a very highly valued service to the company.

George’s first professional love has always been teaching and anyone who has ever attended one of his classes has had the opportunity to learn and to enjoy the experience. He has taught MLA CE courses and has done numerous presentations to other library and information groups.

George has been active in professional and scientific groups over the years and his contributions have been extensive. He serves on the Advisory Board for the publisher John Wiley & Sons and has himself published journal articles and a chapter in the Handbook of Medical Library Practice.

One of George’s most important contributions to our profession is the mentoring he provides for his colleagues and staff. George pays personal attention to everyone with whom he works. From adjusting work schedules to allow staff members in Masters programs to attend classes to counseling staff on career paths and explaining class concepts “more clearly than the instructor,” George mentors and provides positive influence on those around him.

Dorrie Slutsker who nominated George says he “rarely takes credit for his accomplishments. He credits his co-workers, his associates, everyone but himself.” So like Dorrie, we are very happy to recognize George and to give him some of the accolades he so richly deserves.
Dorrie Slutsker has asked that her letter of nomination be included in the NCNMLG Newsletter notice. She wrote:

I would like to nominate George McGregor for the NCNMLG Award for Professional Excellence for 2000. George has been a member of both NCNMLG and MLA for more than 20 years and in that time has made exceptional contributions to both of those organizations and to the profession of health sciences librarianship.

George earned his MLS in 1975 from the University of Illinois, Urbana, a year after earning his MS in Biology from the same institution. He met his wife, Camille Wanat, in library school and they both came west to seek their fortunes. George's first professional position was as a Reference Librarian at the Biomedical Library, UCLA. He earned his keep there from 1975-1979 doing literature searching, bibliographic instruction and coordinating the exhibits program. In that period he also worked with colleagues to publish The Directory of Health Education Sources. (see bibliography)

He and Camille then moved to the San Francisco Bay Area where George became the Manager of Sci/Tech Information at Cetus Corporation, a biotechnology company in Berkeley. He grew with the Cetus Library as it expanded over the decade from two or three employees to thirteen. Then in 1990 the Cetus Library was downsized to four staff members and George became the Director. The following year Cetus was merged with Chiron Corporation. Chiron did not have a centralized information center. George convinced the new Chiron management of the importance of the library and proceeded to make the library the dynamic and highly valued service that it is today. It's been a harrowing story, with changing bosses, company reorganization, technology revolutions and budget battles, and George has the grey hairs to prove it. But the Chiron Library and Information Center today has eight full-time staff and two contract workers and is growing and thriving under George's able leadership.

George's first professional love has always been teaching. Anyone who has ever attended one of his presentations on immunology has been delighted not only by his rendition of The Dancing Antibodies, but also by his command of his subject matter and his obvious pedagogical talent. Through the years he has found the time and energy to teach classes and make presentations to professional groups. He has also published articles and book chapters on library management, the teaching role of the library and bibliometrics. (see bibliography)

George has made the following presentations to NCNMLG:


Online Biochemical Searching in the Health Sciences. Joint Meeting, February 1984. (This was an MLA CE course which was also presented at the MLA Annual Meeting in 1985 and 1988 and at the Joint Meeting of the Pacific Northwest and Mid-Continent MLGs in 1985).


Besides the Online Searching CE course mentioned above, George has taught three other MLA CE courses:

Introduction to Immunology. MLA Annual Meetings, May 1985 and May 1986; Joint Meeting of the Medical Library Groups of the Pacific Northwest and Mid-Continent, September, 1986.

The Literature of the Biochemical Sciences, a class presented in Health Sciences Bibliography, Graduate School of Library and Information Studies, UC Berkeley, Spring 1980-1989 and Summer 1990-1993.

The Literature of Biochemistry, a class presented in Bibliography of the Medical and Life Sciences, UCLA Graduate School of Library and Information Science, Winter 1977-1980.

George's presentations to other professional groups include:


Biopharmaceutical Roundtable: Creativity, Customers and Information, June 1998. SLA Annual Meeting

Immunology, March 1996. SLA Pharmaceutical Division Spring Meeting

(continued on page 15)


George has also presented posters on biotechnology and information analysis to the American Chemical Society, the American Association of Colleges of Pharmacy, the California Library Association, and SLA.

George is active in several professional and scientific groups. He served on the NCNMLG Program Committee in 1985/86, 1989/90 and 1991/92. He served on the Local Arrangements Committee in 1990/91 and he was on the Newsletter Committee from 1990-92. In MLA he was a Certified Instructor for most of the 1980s.

More recently George has been active in the San Francisco Chapter of SLA. He was a Director and Executive Board Member from 1991-93. He served on the Education Committee from 1980-83 and chaired it from 1982-83. He served on the Nominating Committee in 1983/84, 1987/89 and chaired it from 1988-89. He served on the Program Committee in 1984/85, 1986/89, 1991/92 and chaired it from 1992-93.

George also maintains memberships in the American Chemical Society, Chemical Information Division, and in the American Society for Microbiology. He serves on the Advisory Board for the publisher John Wiley & Sons.

George’s most important contribution to our profession in my estimation is the mentoring he has provided for his colleagues and staff. When I joined the Chiron staff in 1993, George spent many hours teaching me the basic science I needed in my new environment. He brainstormed with me about the differences between the corporate information center and the hospital library setting from which I came. He encouraged me to take UC Berkeley extension courses in Organic Chemistry and Genetic Engineering and helped me with my homework and problems, often explaining concepts more clearly than my teachers had. He taught me the basics of searching in a manner appropriate for my new customers. He taught me about management, supervising and surviving in chronic crisis. He supported me, cheered me and challenged me every step of the way.

George pays personal attention to everyone with whom he works. We have had two Chiron staff members in Masters programs in library school. George has helped them adjust their work schedules, provided them with work projects which furthered their educational objectives and counseled them on their career paths. One person received his MLS in June 1999 and the other will graduate in June 2000. He teaches the library assistants about scientific publishing, the learning behavior of scientists and anything else he feels will make them understand their jobs and be inspired to work smarter.

But George rarely takes credit for his accomplishments. He credits his co-workers, his associates, everyone but himself. So I am especially happy to be able to finally give George some of the accolades he deserves by nominating him for this award.

Sincerely,

Dorrie Slutsker

George McGregor’s Publications


MLA Annual Meeting Reminder

TRACKING AND CAPTURING GREY LITERATURE: NOT A BLACK AND WHITE MATTER

Mark your calendars for Program Session I on Sunday, May 7th, 4:00 - 5:30 pm and come to: Tracking the grey literature: capturing the elusive dragon. The program will address various aspects of discovery and organization of unpublished or low-circulation research materials referred to as grey literature.

This is a wonderful opportunity to find out from colleagues about how they are dealing with the burgeoning body of grey literature, both on-line and off. Here is a program preview: [Complete abstracts available at: http://www.phha.mlanet.org/prog2000.html#glabstracts]

- How do conventional and fugitive search methods compare across different electronic databases?
  Diane Helmer, Mary Doug Wright, & Arminee Kazanjina
  BC Office of Health Technology Assessment

- Better read than dead: breathing new life into state morbidity data via the Internet.
  Kathryn Kerdolff
  Louisiana State University Health Sciences Center Library

- The grey literature report: acquiring, organizing, and making accessible fugitive literature in health policy and public health.
  Marie Tomlinson-Ascher
  The New York Academy of Medicine

- Set your sites on MSDS providers
  Hongjie Wang
  Lyman Maynard Stowe Library, University of Connecticut Health Center

The program is sponsored by the Public Health/Health Administration, Collection Development, Research, and Technical Services sections of MLA and the Canadian Health Libraries Association

AHIP: Why Not?
Part II - Inquiring Minds

This is the second of a series of articles on AHIP by Justine Roberts

A regular membership in the Academy of Health Information Professionals (AHIP) certifies to yourself and to your institution that you are, in fact, up to date on the basic knowledge needed by a first rate medical librarian.

Though we know that this affirmation of professional discipline isn't important to some of our employers, it is an affirmation important to most of us. It results from the fact that to become an AHIP member you need to have engaged in a systematic and relevant course of learning. The first requirement is a masters degree which includes course work in the seven essential areas of knowledge needed by a health sciences librarian. The second is the earning of 50 points for accomplishments- all of which may come from relevant "sponsored instruction" during the past 5 years.

The essential areas of knowledge, with some typical, *not* exhaustive, examples of associated learning are as follows:

- health sciences environment and information policies
  the terminology, education, system and structure of health science professions
- management of information services
  oral and written communication, human resources management, fund raising and proposal writing

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• health sciences information services
  information needs, retrieval strategies and techniques, development of resource sharing services
• health sciences resource management
  identification and selection of materials, serial publications, inventory control systems, copyright issues
• information systems and technology
  systems analysis, human behavior and technology, design, use, and evaluation of information systems
• instructional support systems
  learning theory, cognitive psychology, instructional methodologies, evaluation of learning outcomes.
• research, analysis and interpretation
  analysis and evaluation of research results, research methodologies, information structure, transfer and processing.

More discussion of these areas is available at http://www.mlahq.org/academy/knowledge.html.

In the next issue we'll look at where this knowledge can come from. In the meantime, please send me any questions, doubts, or problems you may have about the Academy, at jr4939@itsa.ucsf.edu.

CRAWFORD, GORMAN FEATURED IN NCTPG PROGRAM

The Northern California Technical Processes Group (NCTPG) will be offering its millennium program "Back to the Future: Our Technical Processing Legacy and a Look Forward" on Friday, April 28, from 9:00 a.m. to 1:00 p.m. in the Koret Auditorium at the San Francisco Public Library. An NCTPG Retrospective, compiled and presented by members Maryll Telegdy and ReveRocke, will examine the organization’s roots (it was founded in 1937). Speculation on technical services in the new millennium will be handled by quintessential library futurists Walt Crawford and Michael Gorman.

Registration for the program will be $25.00, which includes the annual NCTPG dues. If you are not on the NCTPG roster and would like to receive the registration form for this outstanding program, please contact Aimee Algier (phone: 408-554-5556 or e-mail: aalgier@scu.edu).

So mark your calendars for April 28. This is a program you won’t want to miss!

Joint Meeting 2001 Report

NCNMLG - MLGSCA Joint Meeting 2001 Planning Underway

Radisson Miyako Hotel in San Francisco is the place to be on February 8 and 9, 2001. The planning committee is preparing an informative, fun meeting in the heart of San Francisco’s Japantown. In addition to planning and brainstorming speakers at its first meeting on March 16, the committee had fun eating lunch in Japantown, checking out some shops, and walking through the area of Victorians and new buildings. The planners need your help and input. To find out how you can get involved, network with your colleagues, and learn, please call Mary Beth Train, Acting Chair. 650-494-3269 e-mail: mbt@netmagic.ent

Here is the Joint Meeting Committee Roster:

(continued on page 18)
The following articles were reprinted from SLA’s Sierra/Nevada Chapter’s FAULTLINE with the authors’ permission.

**Have Intranets Left the Port-al?**

*By Christine Merten*

The heart of Silicon Valley, the land of technology and future trends -- we couldn’t ask for a more perfect setting for the second annual Intranets Conference. Everything seemed to be there -- plenty of attendees, interesting session tracks and a real variety of exhibitors. But where were the information professionals? Don’t get me wrong -- there were some amidst all the techies, but I spotted very few from our local chapter, particularly considering the fact that the conference was practically in our backyard.

One of the recurring questions throughout the conference was whether the concept of a corporate “intranet” is still relevant and how intranets will be changing in the future. Steven Tellen, an analyst with the Giga Group, pointed out in his keynote address that intranets will be focusing more on how things are done instead of on the software and hardware technologies that are used. Some of the major trends he foresees include:

* The concept of “knowledge management” will move more to the idea of “knowledge discovery.” Already there are tools that enable this, including those from Autonomy and Tacit Knowledge Corporation.

(continued on page 19)
E-sourcing of services will be expanding on intranets. Many services can easily be outsourced, including procurement sites (ProcureNet), help desk and customer support (eGain.com), and human resource recruiting systems.

Electronic marketplaces will be booming. These include auctions, reverse auctions or RFP (Request for Pricing), and exchanges. Some examples of these include Dovebid, Free Markets and PlasticsNet.com.

The second keynote speaker, Eric Golan, VP of Technology at Broadvision, reiterated the theme of the changing face of intranets. According to Golan the corporate intranet is evolving into an e-business portal which will bring with it extended enterprise automation, marketing, selling, servicing, relationships, and transactions. Basically this will be a new way for businesses to interact with their employees, customers, and suppliers.

The irony of the web is that it provides so much content that people are drowning in this sea of information. The e-business portal’s challenge is to bring the right information to the right user at the right time. The focus will shift to a “user centric website” in which users will have a personal experience. Ultimately the site should be based on personalization and offer products and services that are specifically relevant to the user.

An example of “one to one” personalization is an airline site that offers the user the best flight deals based on the city he is flying from and the vacation schedule of his child’s school district -- all of which is based on the user’s zip code.

The idea of a corporate intranet evolving into an Enterprise Information Portal (EIP) was discussed in many of the sessions as well. Even though just about everyone has a different meaning for the term portal, there is one definition that was repeated several times:

An e-business portal enables companies to unlock internally and externally stored information and provide users a single gateway to the personalized information they need to make informed business decisions.

An article in *Interactive Week* stated that 92% of all [intranet] content is unavailable to users. Currently most of the content on a company’s intranet is structured in numerous “silos” in formats such as databases, enterprise resource planning systems (ERP), mail services, or file systems. While most corporate intranets allow employees to surf and search pre-existing structured data, few intranets allow employees to actually publish information. How did this happen? Isn’t the idea of a portal platform to integrate knowledge and enable collaboration and community forum features so users can share information and therefore make informed business decisions based on customized interfaces? This is one of the challenges as intranet trends and functions continue to evolve and change rapidly.

We, as information professionals, can and should be integral in defining the purpose and engineering the power of these new business e-portals.

Christine Merten is the Corporate Librarian at SAP in Palo Alto. She can be reached at cmerten@wahoo.sjsu.edu

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February Dinner Meeting: San Andreas/San Francisco Joint Meeting
What I Learned at the Library: Values and Technology in Information Ecologies
Speaker: Bonnie Nardi, AT&T Labs-Research, Menlo Park

By Sandra Hirsh

Bonnie Nardi, an Anthropologist at AT&T Labs-Research in Menlo Park, spoke to a crowded room of over 100 people at the Spiedo Ristorante in San Mateo for the February Dinner Meeting. She is co-author, with Vicki O'Day, of *Information Technologies: Using Technology with Heart* (MIT Press, 1999). Bonnie's talk explored the idea of “information ecologies”, by drawing on her ethnographic research on reference librarians.

Bonnie began her talk by describing her first experience with reference librarians at Apple Computer. Bonnie started at Apple Computer in 1993 to work on a project aimed at developing intelligent software agents. She began this research by having discussions with reference librarians at Apple -- which she referred to as “intelligent human agents.” She conducted an ethnographic study focusing on what reference libraries do and how, using a variety of techniques including in-depth interviews with reference librarians, participant observations at the reference desk, and videotaping librarians (however, as she pointed out, librarians are much more interesting to talk to than to watch!).

What she found is that reference librarians are a congenial mix of human and technical services. They act at a local level by providing
client-specific services, such as collaborating with clients. They also provide a human orientation to technology use, for example, by looking for ways to improve information access. She discovered that clients tend to ask for both too much information (e.g., all of the books on Windows, PCs and Macs) and for too little information (overly specific queries). To succeed at addressing the kinds of questions clients have, reference librarians situate the client by finding out information pertaining to the queries (e.g., type of project, what information the client already has, whether they need in depth information or an overview, what their preferred format is, how long they are willing to wait). The type of work that librarians do is not a "one size fits all" solution!

Pulling together what she learned from this research, she created a formula to represent her findings. What this formula shows is that librarians mediate between clients and technology, calibrating technology to users' level of knowledge.

\[
\text{People + Technology} \quad \text{informed by values}
\]

With this research as a backdrop, she went on to discuss Information Ecologies. Bonnie described information ecologies as an integrated system of people, practices, technologies, and values in a local setting. Framing libraries as an information ecology, we can see how the pieces of the system fit together: People (librarians, clients), Practices (reference interviews, accessing online databases, cataloging), Technologies (at a high level, such as databases, computers; and at a low level, such as pencils, paper), Values (information access, privacy, client-specific services). She indicated that the values held by the library profession are the most distinctive part of this ecology.

Bonnie described the characteristics of healthy information ecology, which mimic their biological counterparts: diversity (diverse ecologies are robust), locality (adapted to local conditions), and presence of keystone species (a special species that keeps ecologies healthy). Bonnie put forward that librarians serve as the keystone species in the information ecology, and highlighted Chapter 7, "Librarians: A Keystone Species" from the book Information Ecologies.

We hear a great deal about polarization of attitudes, characterizing people in terms of luddites vs. technophiles. People are forced to fit into one of these categories. In their book, Nardi and O'Day try to find a middle ground, believing there are ways for people to use technology critically and responsibly. A key is to adapt to local values. She also discussed the rhetoric of inevitability in which we are constantly told that technological change is inevitable. Bonnie argues that people who use technology can have a say in what should happen.

But, with the advent of the Internet, are librarians obsolete? Bonnie argues that librarians are still the keystone species and that librarians are not in danger of becoming obsolete. With the exponential growth of information comes the need for more information specialists. Librarians help in several ways, including taming the Web and helping workers and others use the Web more effectively. Bonnie argues that librarians can be "critical friends of technology" because we are "weirdly wonderful." Librarians possess the ability to see and act independently with localized complexity. While capitalization reduces values by focusing on efficiency, productivity, profitability, surveillance, and control, librarians embody distinct values such as information access, privacy, and client-specific services. Read more about these issues in a book by Cynthia West called Techno-Human Mesh published by Greenwood Press (Bonnie said she would provide us with the complete reference).

Her final comments: Despite the rapidly changing conditions, we need to create information ecologies and be critical friends of technologies. For more about Bonnie and her research, see her web page at http://www.best.com/~nardi/default.html or contact her at mailto:nardi@research.att.com

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Congratulations to George McGregor

On receiving the NCNMLG Award for professional excellence!!
DIRECTIONS FOR JOINING THE NCNMLG LISTSERVS

General listserv: ncnmlg@krypton.stanford.edu
Board listserv: ncnmlgbd@krypton.stanford.edu

Everyone is encouraged to subscribe to the general listserv and board members should subscribe to the board listserv. These are very low-volume lists designed for communication of important information from NCNMLG to its members. The only time you will need to unsubscribe is when your e-mail address changes. In this case two actions are necessary. You will need to unsubscribe your old e-mail address and then subscribe the new address. This keeps our listserv current!

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