

A Message from the President

MAHSLIN President, Elaine Aligood



Knowledge Management: WIIFM?

Everywhere we look, there's new stuff to know about: smart phones, iPads, 'apps' of all sorts. Yet, what's growing more popular than even Angry Birds is **Knowledge Management**.

We all have experience that's taught us a thing or two about health care, consumer health, and biomedical information. This experience then lets us find what our users need faster than they can.

That's KM!

Librarians already do knowledge management; we just may not be calling it that. Often we can see the big picture of how information flows around our organizations - the context of knowledge creation. We can see the silos of information and we know who the gatekeepers are, thus when we get a complex question, we're in an ideal situation to ease our user toward a solution.

We librarians have always been about change; moving our libraries one step at a time into a technology driven world. From paper ILLs to Docline, from Index Medicus to PubMed, we've been there. Now we're on the brink of knowledge

management and the movement to break down the silos in organizations like hospitals, medical schools and research organizations. We're exquisitely positioned to be part of it, to be the connection we've always been between the information seekers and the information sought.

The January webinar on Knowledge Management, led by Margo Colletti & Mark Goldstein, was actually a teaser for the **March 4th day-long KM program at the NN/LM NER**. I'm going and I hope you'll find the time to come, too.

Librarians play a significant role within an organization, setting the stage and creating the context for taking data generated in the hospital to a new level of meaning, i.e., knowledge for decision-making.

Remember the theme of last year's MAHSLIN meeting? **Be the Change!** This is what KM is all about! Let's put MAHSLIN librarians on the front lines of knowledge management! **See you on March 4th!**

A few KM resources to check out:

- The Boston Knowledge Management Forum: <http://kmforum.org/blog/>
- Lynda Moulton's Search Blog: http://gilbane.com/search_blog/
- A great KM Book: <http://books.infotoday.com/asist/KMInfoPro.shtml>
- Kent State University Distance Program on KM: <http://iakm.kent.edu/index.php>
- Our own Bentley University has a PhD in information management: <http://www.bentley.edu/phd/phd-in-business/index.cfm>
- Manage your own searches with Soople: <http://www.soople.com/>

NN/LM NER Knowledge Management Day

Friday, March 4, 2011 (Snow Date: Thursday, March 17, 2011)

Hoagland-Pincus Conference Center
University of Massachusetts Medical School

Registration is required. The event is free & open to all NN/LM Members.

Note: Registration deadline is February 11, 2011.

- ❖ Be introduced to KM principles
- ❖ View a Model Template for a Healthcare KM Center
- ❖ Share KM applications found in a health care environment

For further information:

Mark Goldstein, NN/LM NER
Network Coordinator, 508-856-5964
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Margo Coletti, Beth Israel Deaconess Medical Center
Director, Knowledge Services, 617-632-8483
mcoletti@bidmc.harvard.edu

Register: http://www.surveymonkey.com/s/km_day



Meet MAHSLIN Member, Javier Crespo

In this issue of the Network News, we sit down with Javier Crespo, Associate Director, National Network of Libraries of Medicine, New England Region.

Tell us about your role at NN/LM NER. How long have you been there? What do you do? What's the importance of the NER to MAHSLIN members and their libraries?

I've been in my position at the NER since 2003. As associate director, I manage the day to day operations of the resources that make our work possible. Our primary resource is our staff of coordinators. These are the people that make our programs work throughout the six-state area we cover in the New England Region. Behind that is our budget to do our work, as well as our funding to make opportunities for libraries and organizations who want to do their own health information outreach. MAHSLIN members are usually Network Members and use National Library of Medicine resources every day as part of their work. That's a great intersection there. We are really interested in how members use and pass on not just the information they get from, say PubMed, but also how they help their users become really good PubMed searchers.

When and why did you decide to become a medical librarian?

Remember that episode of *Quincy, MD*...just kidding.

Actually, I do! I just loved Jack Klugman in that role. But you were saying...

I worked at a general academic library, the university had a health sciences library and I'd always be hearing things about that library, exciting things like Grateful Med updates.



Did you think they were talking about the Grateful Dead?

No, no. (laughs) I knew what they meant. I was in library school at the time and was always intrigued by how information can be applied to life-saving issues. I thought it would be an interesting career choice.

Where else have you worked in your career?

I worked at the University of Illinois at Chicago. Their health sciences library is the RML for the Greater Midwest Region.

What's the biggest reward you get out of your work?

I think the best part of my work is linking the right resources together. I like thinking of both ends of the traditional user-resource transaction as being resources. I like how we can help an organization that already does great work by bringing NLM resources to them. They're able to then share MedlinePlus or TOXNET to people that might never have heard about NLM. It's rewarding to see librarians think about what new services or level of customization they can provide with something they've learned or even some funding they've been given.

Okay, enough about work. I know you're always reading something interesting. What's a good book you've read lately that you'd recommend to others?

I loved that Oscar Wao novel.

You mean, "The Brief Wondrous Life of Oscar Wao"?

Yes, that's the one. I read it a while ago, but really loved it. Right now, I'm reading about travels around the Camino de Santiago de Compostela. I'm also reading a book about paying attention, but you know, I can't remember the name of the book. (laughs) And I'm reading "The Buddha in the Rearview Mirror".

Okay, Tell us something about yourself that you bet people wouldn't guess.

I make delicious waffles.

Ooh, that's true. I can attest to it. What's your secret to making such delicious waffles?

If anyone tries to talk you out of not beating the egg whites to a stiff peaky foam, don't listen to them.

Thanks, Javier! MAHSLIN is lucky to have the NN/LM NER so close-by and we're grateful for your leadership there!

(Interviewed by MAHSLIN Network News Co-Editor, Sally Gore.)

Jay Daly Information Technology Grant Program

Terri Nihland, Chair, MAHSLIN Jay Daly Information Technology Grant Program

- *Are you thinking of attending a technology-related program or course?*
- *Would you like to perhaps purchase a new, cutting-edge piece of hardware or software?*
- *Are such things not fitting into your budgetary plans?*

MAHSLIN's new technology grant program may be able to help.

Named in memory of beloved colleague, Jay Daly, the goal of the program is to enrich the health sciences library profession through dissemination of information on state-of-the art technologies and information systems, and to help health sciences librarians implement technology best practices. Funds will be awarded to a maximum of three recipients per year (current MAHSLIN members, only, please) for up to \$1,000 per recipient. Grant recipients may wish to attend a technology-related educational program or course, or purchase a piece of emerging hardware or software.

Recipients must present a poster at the annual MAHSLIN meeting within two years of receipt of the award and write a piece for the MAHSLIN newsletter within one year of receipt of the award demonstrating how their use of grant funds benefited one or more of the following: the individual, the individual's institution, MAHSLIN or the profession.

Applications will be accepted on a rolling basis and evaluated by a five-member MAHSLIN review committee. For more details on the how's and why's of this new program and an application form, visit the MAHSLIN website.



I know it's hard to believe when we're snow/ice encrusted and the forecast keeps calling for more, but believe it or not it's going to be May before we know it! May! Springtime! Flowers! Green grass! and...

MAHSLIN's Annual Meeting!

This year's theme of "Thinking Outside the Box" is a continuation of last year's message, "Be the Change!" In other words, **how are you BEING the change?** What are some of the new, perhaps less traditional roles or projects you've taken on in your work? How are you thinking differently, working differently, networking differently?

Part of this year's meeting will be an opportunity to share some of this "out of the box" thinking with your colleagues.

Feedback from past meetings lets us know that these are the kinds of things we all wish to have as part of the annual meeting – we want ideas, success stories, and "more examples of librarians getting out of the library – especially 1-person libraries".

- **Have you written a book?**
- **Have you provided a platform for a department to publish a journal and/or newsletter?**
- **Have you started a new program with some new technology?**

There's a ton of talent in the MAHSLIN ranks. Consider sharing yours and being a part of our Annual Meeting Talent Show!

Send an email describing your talent and how you'll show it in a brief 10-minute piece to Sally Gore, Program Chair, 2011 Meeting. (sally.gore@umassmed.edu)



Suzy Becker

Annual Meeting Keynote Speaker

Sally Gore, 2011 Annual Meeting Program Chair

Helping us “Think Outside the Box” at this year’s Annual Meeting will be author, artist, educator and entrepreneur, **Suzy Becker**.

Suzy has a long list of accomplishments to her credit including New England Women Business Owners’ Woman of the year (1992), White House Fellow (1993-94), and Bunting Fellow (1999-2000). She also founded Ride for AIDS (Ride FAR), a bike-a-thon that has raised more than \$1,000,000 for HIV/AIDS service organizations. In honor of this, she received the Anti-Defamation League’s “A World of Difference” Award.

You may know Suzy from her New York Times Bestseller, ***“All I Need to Know I Learned from My Cat”***. She’s authored a number of other well-received books for both children and adults including, “My Dog is the World’s Best Dog”, “Manny’s Cows”, “Books are for Reading”, and “Kids Make it Better: A Write-in, Draw-in Journal”.

So many talents and awards, yes, but you might be asking, “What can Suzy bring to a group of health sciences librarians?” To answer that question, let me tell you a story.

Last September, I took a one-day workshop at the Worcester Art Museum called “The Illustrated Memoir”. You might guess that it was taught by Suzy. It was a wonderful day of creative thinking, led by a gifted and funny teacher. One of the teaching aids Suzy uses in the workshop is her own illustrated memoir, “I Had Brain Surgery, What’s Your Excuse?” We read excerpts from it and before leaving class, I bought a copy of the book from her. (So she could sign it, of course. Should I need to sell it on eBay one day, it’ll bring in more \$\$ this way.)

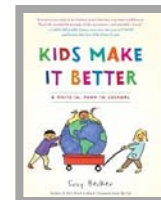
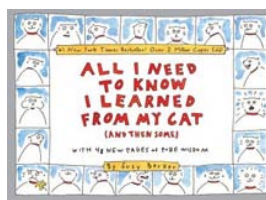
The very next day, I sat on the couch and opened it up. With the exception of an occasional break for a snack, I read it cover-to-cover. It’s that good. But more, when I finished it I couldn’t help but make the connection between all that Suzy went through as she dealt with health issues that did indeed land her on the operating table with surgeons doing surgeon stuff in her head, and what any of us goes through when we’re faced with the challenge of figuring out just what makes us who we are. As I wrote to her when I invited her to speak:

I was thinking about your memoir and it struck me how it’s very much the story of a person having an identity crisis and how you went about figuring out again who you are and/or were. Your story parallels, in many ways, what an awful lot of librarians, in particular medical librarians, are experiencing today. People who have worked as librarians in a very distinct way for a very long time are suddenly left struggling to figure out just what it is that they do. More importantly, we need to address the question of what it is that we CAN do in order to remain relevant in a very different world of information access and retrieval. Your story inspired me and I know it can do the same for my colleagues.

Last year, Stever Robbins, “Get It Done Guy”, lit a fire for us to begin thinking differently, to ask questions differently, and to see our work differently. As an entrepreneur, he gave us some great tips on how we can bring some of those same skills into our own work. MLA’s keynote speaker last May, Dan Pink, author of “A Whole New Mind”, encouraged us to think creatively about what we do now, and how we can do those same things – and new things – in today’s world.

Suzy will continue this for us. I was so delighted when she agreed to be a part of our meeting. After you hear her speak, you will be, too!

(Suzy will also have copies of her books available for purchase & signing.)



From the NER’eastah (the blog of the National Network/Libraries of Medicine, New England Region)

The February issue of **NIH News in Health** is out. Michelle Eberle, Consumer Health Coordinator at the NN/LM NER shares that the latest edition features articles on acupuncture, stuttering, tinnitus, and family meals. You can request print copies free of charge for you library, doctor’s office or institution by emailing NIH at [nihnewsinhealth@od.nih.gov](mailto:.nihnewsinhealth@od.nih.gov). The PDF is also available online at <http://newsinhealth.nih.gov/files/Feb2011/NIHNIHFeb2011.pdf>.

EBM Secrets: Finding Evidence Providers (and Patients) Can Use

Guest Columnist: Kate Cheromcha, MLIS, Librarian, Florence Grant Health Sciences Library, Windham Hospital, Willimantic, CT

Last summer, I had the chance to attend the Evidence-Based Institute at Dartmouth. Upon my return, I created some materials that could be used to teach basic principles of EBM. One set of materials focused on how to search for evidence and evaluate the literature, and targeted physicians and nurses. My objective was to “demystify” and simplify. I tested them here at Windham Hospital and they were well-received.

I also wanted to share the knowledge I’d gained with other medical librarians. I’m giving a presentation at the next meeting of the Connecticut Association of Health Sciences Librarians (CAHSL) on February 22, but am happy to share a few of the pertinent points with my colleagues in Massachusetts. I got my first taste of medical librarianship at the Countway Library, so I feel connected to you, too. Here are some notes from a handout I’ve prepared on using EBM tools to find the best evidence about **diagnostic testing**.

First, it is important to remember that there are three key concepts for evaluating research about diagnostic tests:

- Sensitivity: how good is the test at demonstrating illness in individuals who are really ill?
- Specificity: how good is the test at ruling out illness in individuals who are truly healthy?
- Likelihood ratio: what is the likelihood that this test will provide additional useful information re: MY patient?

Next, review the PICO formula for a diagnosis scenario:

- P** –the person imposing the test
- I** – intervention – the test
- C** – comparison – the alternate test
- O** – otcome – an accurate diagnosis

Then we ask, “What type of study best suits the **testing** of a diagnostic test? One that involves performing the two tests on the same person; i.e., a prospective, blinded comparison of the study test with a reference standard.”

With this information in hand, we’re ready to search the literature. I teach clinicians how to do this using PubMed’s Clinical Query option and the sample search string:

name of diagnostic test (AND) sensitivity (AND) specificity (Boolean operators not necessary)

There are other sources to search and other types of questions that can be answered using EBM guidelines, for example making decisions about treatment options. There isn’t enough space in this column to share all of the information from my presentations, but I’ve shared the files with the Newsletter editors and they will make them available on the MAHSLIN website.

The Evidence-Based Institute was a tremendous learning experience for me. I encourage you to think about attending to sharpen your skills in this area. It is a valuable service we can provide to our patrons.

Truncated: The use of current best evidence to make decisions about the care of patients.

Complete: The conscientious, explicit and judicious use of current best evidence in making decisions about the care of individual patients. The **practice** of evidence-based medicine **requires** the **integration** of **individual clinical expertise** with the **best available external clinical evidence** from systematic research and **our patient's unique values and circumstances**.

Sackett DL, Rosenberg WM. On the need for evidence-based medicine. *Health. Econ.* 1995;4:249–254

Upcoming Educational Events

Offered by the NN/LM NER and health science library associations in New England.

- **Connecting with the NER, TOXNET**, Feb 10, 10:30am
- **Getting Started with LibGuides**, Feb 16, 10:30am
- **Professional Development Day for New England Librarians, Data Management**, March 16, 10:00am-3:30pm

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Who Needs a Magic Pocket?

by Dan McCloskey, MAHSLIN Web Master

I've certainly heard plenty of discussion about online storage tools and sites that make it easy to share files with friends and colleagues, and of course, I've been a less-than-religious user of Google Documents. But, it wasn't until fairly recently that I decided to check out what has turned out to be my favorite new web discovery.



It's called **Dropbox**. It may be old news to some of you, but if not, continue reading to learn about how you can set up your "Magic Pocket."

Dropbox is like your magic pocket because it addresses the problem of what to do when you discover you left your wallet in your other pants, or your other purse, I suppose. It all depends on your preference. More importantly, it ensures that phenomenon will never happen.

Even if you're one of those people who never forget his or her wallet, I can almost guarantee you've had occasions where you were looking to access an important file, only to discover that the version you're carrying on your USB drive isn't the most current. Or, maybe you're working on your laptop, but it contains a less recent version of the document than what's sitting home on your desktop. Or, even worse, you have no idea whether or not you're in possession of the most up-to-date file you're looking for.

Dropbox addresses this issue by syncing all your important files across all the devices you tell it to. Here's how it works, in a nutshell:

- You download the free software on all of the computers with which you'd like to use it.
- Dropbox will add a folder to each of these machines, called My Dropbox. You can locate this folder wherever you want, but the default will be a sub-folder of your My Documents.
- You drop all of the files you want to be synced into this folder. You can organize them into as many levels of sub-folders as you desire.
- When you update a file on one computer, the corresponding file will be updated on all of your other computers.
- You can also login to your Dropbox account online, so you can access your important files anywhere you have an Internet connection. Once you've edited them, you simply need to re-upload the file to its appropriate Dropbox folder to replace the previous version.

There's even a Dropbox application for the iPhone, iPad, Android and Blackberry, so there's virtually no limit to your ability to access your Dropbox.

A free Dropbox account gives you 2 GB of storage space, which is twice as much as Google Documents. If you're just looking to sync it to your important Word, Excel, PowerPoint and PDF files, that should be plenty. Your My Dropbox folder is automatically backed up on the company's servers, but if you don't trust backing up your files "in the cloud," you can easily copy your My Dropbox folder to a 2 GB USB drive every week or so as a further measure.

Sharing is easy too, as you simply have to designate a folder and invite people via email. Your public folder allows you create Internet links to your files that can also be shared with others.

Dropbox stores 30 days of history for all your files, so you can go back to previously saved versions if necessary. This feature also gives you the same amount of time to change your mind and recover files you've deleted.

As you can probably tell, I'm really excited about my recent discovery of Dropbox, an online tool that's changed the way I organize my work.

Have you discovered a web tool that's changed the way you work? Share them with your colleagues via the MAHSLIN blog or the Techno-Tool Corner (or both!)

Copyright Challenges in Today's Digital World

by Barb Ingrassia, Lamar Soutter Library, UMass Medical School

With the advances in digital technology, it is **SO** easy to search, copy, paste, and send materials without giving a thought to copyright implications and the possible risks of charges of infringement. This area has become so involved and of such importance to our faculty members at the Medical School, that it is now my full-time job to provide information on copyright to our patrons.

I'm not a lawyer, nor do I play one at the library, so while I can't give any legal advice, I **CAN** point people to reliable, relevant resources that help them in their work. One way I do this is by maintaining a Copyright Resources subject guide on my Library's website that provides easy access to many of the resources I've gathered over time. I also provide one-on-one consultations and offer workshops for faculty, students and staff. And all the while, I'm learning more about the "murky gray field of copyright."

There are many myths and misunderstandings about copyright in academia. There is the notion that "any educational use is 'Fair Use' and that permission isn't needed" in a (non-profit) educational situation. This isn't always true and some of what I share with our faculty comes as a great surprise, to say the least!

Are you faced with copyright issues in your work? I'm particularly wondering what sorts of copyright issues come up in a clinical setting? How are they handled? Who handles them? What role do you as a medical librarian play? What role do you think the Library can and should play?

I'd like to begin a discussion of this topic on the MAHSLIN Blog. Won't you join me as we traverse these muddy waters together?

Thanks for your thoughts!

SERVICE, ANYONE?

It's a true adage that we get more by giving, and one of the best ways to get something out of MAHSLIN is by giving of your time to the organization. From writing newsletter articles and blog posts, to serving as an elected officer, there are plenty of ways to pitch in and make your state professional organization **YOURS**.

Won't you take a few minutes to consider serving as MAHSLIN's next Vice President and Program Chair, a committee chair, a committee member, a mentor to new professionals, or just being a name on a list of trusted folks ready to pitch in when a task comes along? We're a great organization because of great people. If you're looking for a chance to serve your profession, bring your greatness our way!

For more information, contact **Lauri Fennell, MAHSLIN Nominating Committee**, lauri.fennell@umassmed.edu

Parting Words...

The Spring edition of the MAHSLIN Network news will come out after our Annual Meeting. Please send suggestions and submissions of news items, updates, and educational opportunities you wish to share with the MAHSLIN community to Cara Marcus, the issue's editor. cmarcus@partners.org

NLM Homepage Has a New Design!

On January 11, 2011, the National Library of Medicine (NLM) released a new design and organization for its Main Web site. The NLM homepage (www.nlm.nih.gov) has an entirely new design, focused on your top tasks.

We also updated thousands of pages within the site. They now include site-wide navigation in the header so many of your favorite links should be just a click away. There is also a new "Share" feature so you can send content to your friends, colleagues or yourself via social bookmarking and networking. Plus, we've added links to make it easier to connect with us on Facebook and Twitter.

We hope you find this new design useful and welcome your feedback via our [Contact NLM](#) link.

See you May 6th!

