News from the Chair

The Consumer Health and Patient Education section will have its annual business meeting and program at the 1992 Meeting of MLA in Washington, D.C. on Tuesday, May 19, 1992. Our featured speaker will be Charles Inlander, President of the People's Medical Society. Charlie is a lucid and forceful speaker and has appeared on the Donahue and Oprah Winfrey shows. He is the editor of the People's Medical Society Newsletter and author of a number of recent books: Getting the Most for Your Medical Dollar (Pantheon, 1991); Your Medical Rights (Little, Brown 1990); Medicare Made Easy (Addison Wesley, 1989); Take this Book to the Gynecologist with You (Addison Wesley, 1991); and Take this Book to the Obstetrician with You (Addison Wesley, 1991).

Charlie will tell us how to keep consumers and patients informed about what they really need to know. Mark your calendars for a provocative and interesting session.

Alan M. Rees
Section Chair 1991-1992

Consumer Connections Under New Editorship

After ably serving as editors of Consumer Connections since the fall, 1989, issue, Priscilla Swatos and Jeanne Gittings resigned in June. They have passed on the editorial responsibilities to Carolyn Ruby and Rosalind Dudden. The Section's thanks go to Priscilla and Jeanne for the fine work they did. The new editors hope to carry on the tradition of excellence for the newsletter.

With the new editorship comes a new look to the newsletter as the new editors take advantage of new desktop publishing technology. Carolyn and Roz hope this will make the Consumer Connections more eye-catching and useful. If you have material you would like to submit for future issues please send the information to either of the new editors at the addresses on page 6.
New CAPHIS Officers

The 1992 officers for the Consumer and Patient Health Information Section are as follows:

- **Alan Rees**, Chair  
  (216)321-5692
- **Kay Deeney**, Vice-Chair/Chair-Elect  
  (213)206-8016
- **Glenda Mendina**, Secretary  
  (901)528-5161
- **Carolyn Ruby**, Treasurer  
  (800)274-2237, ext. 4406
- **Jean Gittings**, Section Council Representative  
  (309)757-2912
- **Barbara Pace**, Section Council Alternate  
  (214)696-7583

All the officer's addresses can be found in the MLA Directory. If you have any questions or concerns about the Section activities, please feel free to contact any one of the Executive Committee.

Section Committees

All section Committees will be listed in the next issue of the Consumer Connections. All Section Committee Chairs are asked to send to Carolyn Ruby, their committee roster and news items about their committee business. If you can, send it on diskette in an ascii or text format.

Contributors to this issue...  
...Many Thanks!!!

Barbara Casini, Vicki Schulge, Carolyn Ruby, Sandra Parker, Jodith Janes, Rosalind Dudden. Our hats go off to these members!

What about YOU!?!!?!?

Issue theme takes on walruses...

"The Time has come," the Walrus said,  
"To talk of many things:  
Of shoes and ships--and sealing wax--  
Of cabbages--and kings--  
And why the sea is boiling hot--  
And whether pigs have wings."

This is the theme this issue of the Consumer Connections. By chance (not really!) it is also the theme of the Colorado Library Association's 1991 Annual meeting. From the Poem, "The Walrus and the Carpenter," recited by Tweedle-Dum in Lewis Carroll's Through the Looking Glass, this stanza commonly implies an opportunity to discuss a wide variety of topics. The editors have adopted (stolen?) it for our first issue for this reason. We are hoping that within the pages of this newsletter will be hundreds of ideas, from mind-expanding to nitty-gritty. Consumer library issues today are certainly not one-dimensional - and neither is this newsletter (at least the content!).

The CLA program is coordinated by July Zelinski from Central Colorado Library System in Denver and her friend Sherry Watson did these wonderful illustrations of walruses doing many creative things. We have used their wonderful illustrations and theme ideas throughout this issue.

Publication Statement

Consumer Connections is published 3 time a year in the Spring, Summer, and Fall and is the official publication of the Consumer and Patient Health Information Section of the Medical Library Association.

Deadlines for submitting issues:

- v8 n3 Fall issue: November 1, 1991
- v9 n1 Spring issue: March 1, 1992
- v9 n2 Summer issue: August 1, 1992

Be creative! Send in your articles and news!
From the 1991 MLA Annual Meeting
CAPHIS Program Meeting:

Planetree:
A Unique Health and Education Concept

by Barbara P. Casini
Moss Rehabilitation Hospital
12th Street and Tabor Road
Philadelphia, PA 19141

The Consumer and Patient Health Information Section's conference program featured Laura Gilpin and Tracey Cosgrove from the Planetree Model Hospital Project. Planetree began in 1978 in San Francisco as an experimental project to humanize health care by giving patients access to information regarding their diagnoses, medications and treatment options, involving them and their families in administering their own care and medications, and deinstitutionalizing the physical environment of the hospital.

The project's information component, the Planetree Health Resource Center, managed by librarian Tracey Cosgrove, was open in 1981 across the street from the Pacific Presbyterian Medical Center Hospital. The center provides information to consumers as well as to patients in the Planetree Model Unit within Pacific Presbyterian. The purpose of the center is "To provide the layperson with open access to a broad spectrum of current health and medical information, to empower individuals to make informed health care decisions and to encourage individuals to take greater responsibility for their own health." Users are encouraged to browse the collection of books, journals, association newsletters, tapes, clippings files and other materials.

The collection includes standard medical textbooks, medical books for consumers, personal stories related to a health diagnosis or disease. Several CD-Rom services give access to popular literature on health care. To facilitate browsing, materials are organized by body system, topic area, or health care field. Shelves are clearly marked and there is lots of table space where users can sit to do their research. A paid staff and volunteers are on hand to provide reference assistance as necessary.

In addition to walk-in users, the center fields many phone requests for information. It is the policy not to provide information over the telephone. Callers will be told if the center has information on the topic they seek or referred to an appropriate support group or hotline that can provide information. They can also request a packet of information to be mailed to them.

On request and for a fee, in-depth information packets are prepared which typically include a Medline search and key articles from medical and consumer literature, all tailored to the requestor's specific needs. During the reference interview the staff determine such things as the stage of the requestor's disease, and treatments he/she is interested in. Packets are also prepared for inpatients in Planetree hospital units.

Requests are forwarded to the Resource Center by the nurse on the unit. The Center also has a small bookstore with popular health titles and is registered as a bookstore with its vendors.

Among several unique services the center provides is a file on physicians practicing in the area, based on a questionnaire the Center has devised. Physicians are asked to provide information on their education, specialty certification, employment of nurse practitioners, midwives, etc. in the practice, areas of special interest (i.e., prostate surgery, cardiology), hospitals to which they refer, fees for office and home visits, health insurance accepted, attitudes on alternative therapies, permitting patients to read their records, contraceptives, living wills, etc. The Center has also created its own database of support groups and national health organizations. Since every condition or diagnosis does not have a support group, the Center also offers its users an opportunity to network by filing a form with the Center that indicates the user's interests and their wish to communicate with others in a similar situation.

Tracey Cosgrove spent some time describing the Center's collection development policy. In addition to the traditional evaluation and selection tools, she also relies on support group newsletters and browsing the stock of a local small press distributor. The Center attempts to include a wide range of information that reflects the needs of a pluralistic community. If a user asks about a topic and there is nothing in the collection, Ms. Cosgrove makes a real effort to find the information and add it to the collection, much as public library might do. She also tries to represent a variety of viewpoints on types of therapy. There is no single criteria for evaluating information. How the author has presented the information is one consideration. Currency of information is another. Attention is given to publishers' and authors' credentials.

Laura Gilpin, Planetree's Associate Director, whose background is in nursing, teaching and the arts, described the model project in further detail as a part of the 13-bed medical surgical unit of the Pacific Presbyterian Medical Center. The unit underwent some changes after it was examined from the patient's point of view. Those changes include greater access to information by patients who may read their own medical charts, and learn about their nutrition, medication and care routines. The unit was remodeled to make it look less institutional and to remove barriers between patients and staff. Patients are encouraged to personalize their rooms so that they may feel more comfortable there. A lounge area is set aside for patients and their families that staff do not encroach on. The message to patients is that they are the most important part of the hospital and not second class citizens to the staff. Patient education materials are kept in the lounge along with leisure reading materials. Education for patients and families is an important part of the Planetree Project. Family members often learn care routines that enable them to manage better when the patient is discharged.
The original Planetree Project was funded by foundation grants and has now been completed. A report on the project will be published soon. The Planetree concept has been so successful that it is now being implemented in the entire hospital and Planetree units are being opened in several other institutions. A second Resource Center has been operating at the San Jose Medical Center for some time.

For more information on Planetree, contact Tracey Cosgrove, The Planetree Health Resource Center, 2040 Webster St., San Francisco, CA 94115.

Service Profile

GoldenCare Resource Center

by Vicki Schulge
Health Sciences Library
St. Michael Hospital
2400 W. Villard Ave.
Milwaukee, WI 53209
(414)527-8477.

St. Michael Hospital in Milwaukee, WI, has established a GoldenCare Resource Center. Staffed by knowledgeable people, the Center is comfortably furnished and stocked with a large variety of books, brochures and other reference materials on such topics as staying healthy, stress management, exercise, family caregiving, retirement, common medical problems and other issues important to older adults.

The purpose of the Center is to respond to the needs of the community by providing information about aging, health issues related to aging, and hospital/community programs and services for the older adult. The Center was designed primarily for use by GoldenCare members and their families, but is also available without fees to employees, students and other interested individuals.

There are three pamphlet racks, a lending library of about 100 books classified by the Dewey system, two medical/nutrition newsletter subscriptions, and a video collection is being built. The librarian consults the AARP publication catalog, Booklist, the public library collection, and/or bestseller lists for pertinent materials. Suggestions from hospital staff, physicians and users are encouraged. All materials go through an approval process.

The Center is located in the main lobby and has served to increase the visibility of St. Michael Hospital as a quality provider of services to older adults. Since we've opened, approximately 120 users a month have browsed through. Either the GoldenCare advisor or a volunteer staffs the Center Monday through Friday, 8 a.m. to 4:30 p.m. Similar Centers were organized at St. Josephs Hospital in Milwaukee and Elmbrook Memorial Hospital in Brookfield. The staff at the Center would be glad to answer any questions you may have.

AgeLine: ...A Solution...
...to the Aging Information Puzzle

The compelling demographics of today's aging society has heightened the interest in and need for information on health care, social and family ties, the aging of the work force, and the economics of Social Security and long term health care.

If you are looking for information on aging, the database AgeLine provides comprehensive coverage of a wide range of aging issues. It is the only computer based, online bibliographic database devoted solely to the subject of aging. Produced by the staff of the American Association of Retired Persons (AARP), AgeLine offers references to both academic and general publications, including books, journals, independent articles, research reports, guides, statistics, and government documents. All information is carefully reviewed and selected by the AARP AgeLine staff.

AgeLine's 30,000 references span the period from 1978 to the present, with more selective coverage of earlier materials. Updated every two months, AgeLine provides references to materials that can help with information on aging parent care, retirement, Alzheimer's Disease, Social Security, living wills, pension plans, health policy, caregivers, and other social issues being faced by family members today.

AgeLine is available through the BRS and DIALOG computer database services. For more information write or call AgeLine/AARP, National Gerontology Resource Center, 1909 K Street, NW, Washington, DC, 20049. 202-728-4895
International Cooperation Section Calls for Contributed Papers

The International Cooperation Section of MLA has issued a call for papers for the Section's Contributed Paper Session at the 1992 Annual Meeting in Washington, D.C. Papers should describe the experience of a North American librarian working in a foreign Medical Library. The theme of the Session is: International Resource Sharing: North American Librarians Abroad. The deadline for abstract submission is November 31, 1991. Notice of preliminary acceptance will be given by December 31 with final papers due March 31. Presentations are to be fifteen to twenty minutes in length. Submit abstracts of 250 words or less, including primary author's name, address, and telephone number, to Van B. Afes, Louis Calder Memorial Library, P.O. Box 016950, Miami, FL 33101; fax, 305-324-4089.

Newly Reviewed Patient Education Brochures

The American Academy of Family Physicians Foundation's Health Education Program (HEP) reviews patient education pamphlets and brochures. Those items reviewed favorably are stored in a database and printouts are provided upon request. Following is a list of the materials that have been favorably reviewed recently:

What You Should Know About Aspartame (International Food Information Council)
HealthQuest Newsletters (Bristol Laboratories)
Understanding Hypertension (ICI Pharmaceuticals Group)
Duodenal Ulcer Disease: Maintenance Therapy Indicator (Glaxo Pharmaceuticals)
Headache Control: Strategies for Relief (Whitehall Laboratories)
The Graining of America (General Mills)
The New Good Eating Guide (General Mills)

For more information on the above brochures or on the HEP database call 1-800-274-2237, ext. 4400. (An article on the HEP project will be appearing in a forthcoming issue of the MLA Bulletin)

Books Received

Following is a list of new books in patient education. This is an informational list, none of the books listed have been reviewed.


Health Beat...

THE BORN LOSER™

SIGH

IT USED TO BE "COFFEE, TEA, OR MILK?"

NOW IT'S "DECAF, HERBAL, OR SKIM?"

Art & Chip Sansom
How to Submit Articles to the Consumer Connections

Anyway you want!!! That’s the answer to an interesting, relevant, and useful newsletter. Membership participation is a necessity!! Although the editors will accept tidbits and articles for review, it would be easier if the reporting member wrote the article or item for the editor to edit, perhaps enclosing the article also. And don’t forget cartoons and interesting quotes!

Send your news items by these various means:
U.S. Mail: Articles and items to:
Carolyn Ruby
Huffington Library
American Academy of Family Physicians
Foundation
P.O. Box 8418
8880 Ward Parkway
Kansas City, MO 64114-0418
1-800-274-2237, ext. 4406
Camera ready art and cartoons to:
Rosalind F. Dudden
Tucker Medical Library
National Jewish Center for Immunology and Respiratory Medicine
1400 Jackson Street, Denver, Colorado 80206
Fax: Carolyn: 816-822-0907
Rosalind: 303-398-1806 Attn Medical Library
Diskette: IBM - Carolyn - Ascii format or WordPerfect
Macintosh - Rosalind - Word 4.0 or text
E-Mail: If you want to transmit an article (it saves us typing), call Rosalind at NJC and she will arrange transmission on her local Denver code. (When planning an e-mail, use upper and lower case, not all capitals... thanks!)

CAPHIS Journal Club...
...What have you read lately??
...What have you written lately??

The editors are interested in starting a journal club. What have you read lately? Could you write an abstract of it? If it is only one page, send in a good copy. What have you written lately? Send in your citation!

On the writing side:

An overview of how to interact with volunteers in order to keep them. This article is part of a symposium on the subject of volunteering from page 4 to 22 of this issue.
Very interesting reading!

On the reading side, the following are recommended:

Wagner, M. "Health Revolution," Interiors 1990 Dec.: pp. 96-97. This is a short article on the Planetree project with details on the physical facilities.


Point of View: "Setting budgets for libraries in electronic era" by Paul M. Gherman. On the following page is a reprint of this article in it’s entirety from the Chronicle of Higher Education (1991 Aug 14; 37(48):A36). It is a very interesting view of the future. We hope you enjoy it.

Notes and Quotes

"If you think education is expensive, try ignorance."
– Derek Bok

"Imagination is more important than knowledge."
– Albert Einstein

"They know enough who know how to learn"
– Henry Brooks Adams

"The education of the doctor which goes on after he had his degree is, after all, the most important part of his education."
– John Shaw Billings
How will Research Libraries spend their budgets for books and other printed materials in the electronic information era? The answer to this question has broad implications for libraries, journal publishers, and university presses, particularly presses that publish a substantial number of scholarly monographs.

I can illustrate some of the implications by describing the choices being made by the library at my own institution. When I arrived at Virginia Polytechnic Institute in 1985, we spent very little on electronic information—about $10,000 annually for on-line literature searches. Since then our on-demand electronic information has increased to about $70,000 a year. Although $70,000 may not seem like much in a materials budget of over $3.7 million, it is significant when you realize that our monograph budget is only $700,000.

Over the past several years our monograph budget has taken a beating. Although it has not declined in actual dollars, it has not increased, and our actual spending power has decreased by 31 percent. We are simply buying less for more. (During this same period, libraries belonging to the Association of Research Libraries bought 16 percent fewer monographs.)

Any new money we have received has been taken up by inflation, especially in the periodicals portion of our budget. And now that new money has dried up, we are making deep cuts in periodical subscriptions and, at best, holding steady on the monograph side of the budget. This fall there will be a blood bath for periodical publishers because most research libraries plan to cut significant numbers of subscriptions. At Tech we plan to cancel about $500 in periodical subscriptions. Although these cancellations will free up some money, we will spend very little of it to purchase monographs. We will be subscribing to several new electronic data bases, especially in business and science, but most of the cuts will simply offset inflation in periodical prices.

As an alternative to journal subscriptions, we will put some of the savings generated by journal cancellations into a fund to pay our faculty members to purchase specific articles that they need from commercial article services such as University Microfilms, the Institute for Scientific Information, and some new entrants into the field. I expect this fund to continue to grow until by 2000 a majority of our periodical information will be purchased this way. Initially the delivery will be by fax, Federal Express, and snail mail, but eventually most of this information will be received electronically.

Although we probably will continue to subscribe to some heavily used journals in print, an intensive study over the last year has demonstrated that a great many of the journals we subscribe to are seldom used. By using the on-demand article suppliers, we can offer wider access to information without the costs of cataloging, binding, and shelving.

We are also finding that our faculty members and students are increasingly dissatisfied with our local collections now that they have access to the new electronic data bases. For example, the subject data base of the Online Computer Library Center gives our patrons information about 22 million items and the locations of the libraries that own them. Our interlibrary borrowing has increased dramatically during the last several years, particularly among users’ new awareness of materials beyond our walls and partly because of our decreased buying of monographs.

To sum up, electronic services and products are high on our list of priorities. On-demand information comes next, sustaining important periodicals next, and monographs get the remainder of our budget.

The bottom line is that we will be spending more of

Setting Budgets for Libraries in Electronic Era

...and we will be attempting to shape the information industry by buying those products that allow us to do this. Kenneth Dowlin, the City Librarian for San Francisco, recently suggested in a speech that the acquisition librarians of tomorrow will be better versed at license negotiation than at buying books. He may well be right.

Scholarly Publishers need to begin thinking about what type of information products and services will attract our library dollars in the future. The current ways of packaging information will not work. For example, the journal as we know it may well have had its day as a means of delivering information. Bundling articles together as issues and issues as volumes is a convention based on paper technology and printing. This process does not meet our new needs for access to particular information, anytime, anywhere.

In the future, the article will be the basic unit of academic information for users. Packaging and delivery of these discrete packets of information can be on-demand and rapid. Instead of subscribing to a journal, we may negotiate a license for X number of discrete articles, say, in physics from the national data base of articles on physics. The savings from eliminating the costs of housing, shelving, circulating, and preserving these documents can then be used to buy more information tailored for our users.

Turning to the monograph portion of the publishing industry, I believe that the monograph as a form of publishing will always have a place because the need exists for the longer, contemplative, evolving piece of literature or scholarly thought that can be savored by readers at their leisure. There will also be a place for the publisher to disseminate these works; however, there will be fewer of them, and they will produce fewer monographs, and in smaller runs.

Monograph publishers face the challenge of taking the monograph and turning it into a new information product that will respond to our needs. Only then will monographs move up our list of purchasing priorities. If we think again about the model of information that users prefer—anytime, anywhere, and just the right information—the monographic publications fall farthest from their needs.

Monographs take longer to get to publication than do periodicals. They are not easily transportable electronically, although this may change. (I assume the Sony Discman, which plays CD-ROM's, may be the beginning of the true electronic book.) And monographs are packaged to contain a substantial chunk of information. Yet studies show that individuals rarely use whole books; they use parts of books. So scholarly presses face the challenge of figuring out ways to provide discrete segments of books, re-packaged to be relevant to users’ needs.

An example of how printed printing available today that we might use as a model for tomorrow is photo copy shops’ packaging of readings from various texts for faculty members’ classroom use. We all know that Kinok’s has sold out of copyright violations stemming from this practice, but there is something to be learned from what it and other companies are doing. They are publishing parts of books as they are needed; the problem is that publishers now don’t gain any significant revenues from this activity.

But imagine for a moment a campus book store without books, or Kinok’s for that matter, with high-speed offset presses capable of receiving electronic files from publishers. For a fee, the publisher would download parts of books to the bookstore or Kinok’s, which would then print these excerpts for each student in a class. Indeed, we might even envision one of these as a campus library. An experiment along these lines is actually being conducted on several campuses right now using a Xerox DocuTech, a machine that combines the functions of a high-speed photocopier with a computer to produce about 5000 pages a minute from electronic files. Ten universities, headed by Cornell, are about to use this technology in a networking project. This technology may provide the bridge that will allow electronic publishing to evolve even if all users do not have total access to electronic networks.

We are in the very early stages of figuring out how to present the full text of printed materials electronically. The publisher gives us the easiest, most attractive, and flexible access to full texts will win the marketplace, regardless of whether others are selling the same information in a different format. Likewise, having unique information will be less of an advantage in the marketplace, since it will be harder to enforce copyright in an electronic environment.

The whole information structure that has been in place since the invention of the printing press is about to change. Authors, publishers, librarians, and readers will have to fashion new methods of handling information, which will eventually work together in a new structure responsive to the demands for information anytime, anywhere, and in just the right quantity.

Paul M. Gherman is University Librarian at Virginia Polytechnic Institute and State University. This article is adapted from a speech at a meeting of the Association of American University Presses.
Available from Login Brothers Book Company...

Since 1987, Login Brothers Book Company of Chicago has been publishing a resources booklet on recent publications in the consumer health area called Consumer Health and Patient Education Resources. It is re-published annually in a checklist format arranged by subject. It is convenient for checking your collection and for ordering. It is coded for various "select lists" and also indicates with a "+" which item is new to the list this year. The 1991 list contains 24 pages of titles. A portion of the list is produced below as an example.

Login Brothers also provides a selection slip service. By correct profiling you can get notification by order slip of all new "patient education" books as well as other medical subjects and various "select lists."

If you have any questions about the booklet or the approval slip services, or to obtain a copy of it, contact Chris Elliott at:

Login Brothers Book Company
1450 W. Randolph St.
Chicago, IL 60607
800-621-4249

Login Brothers has sponsored several CAPHIS programs at the annual meeting over the years. We can thank them for this convenient service also.

Pulmonary Disorders

( ) G1837 Graber/Shwartz:Asthma: Stop Suffering, Start Living
( ) H0580 Hass/Chronic Bronchitis & Emphysema
( ) H2384+ Harington: Asthma Self-Care Book: How to Take Control of Your Asthma
( ) P4255 Patty/Enjoying Life with Emphysema, 2E
( ) S2849 Santeri/Parent's Guide to Asthma
( ) S3947 Shays/Riving: Living Well with Chronic Asthma, Bronchitis, & Emphysema (1991)
( ) Y6701 Young:Asthma Handbook: Complete Guide for Parents & Their Families

Sleep Disorders

( ) G3725 Goldberg/Everybody's Guide to Natural Sleep: A Drug-Free Approach
( ) H3415 Hawn/No More Sleepless Nights
( ) R2927 Regenstein/Sleep: Problems & Solutions (paperback)
( ) R2998 (cloth)
( ) S9738 Sweeney/Overcoming Insomnia: Med. Prog.

Kidney/Urinary Disorders

( ) B9390 Burgio/Staying Dry: A Practical Guide
( ) C3569 Cameron/Kidney Disease: The Facts, 2E
( ) C2804+ Chaker/Overcoming Bladder Disorders (paperback)
( ) C2600 (cloth)
( ) G0042+ Gabriel/Patient's Guide to Dialysis & Transplantation, 4E
The MLA Nominating Committee...

by Sandi Parker
Medical Librarian
Swedish Medical Center
501 East Hampden Ave
Englewood, CO 80110

I had the opportunity to serve on the MLA Nominating Committee at the 1991 annual meeting in San Francisco. Two candidates for President-Elect and four candidates for two board positions were to be selected.

The nominating committee consists of nine MLA members and the Incoming President-Elect. The committee meets for one day preceding the annual meeting and may be called to meet as many times as necessary in order to finalize a slate of candidates. The first meeting began with a discussion of the current environment (economic, social, business) and the relevant issues affecting MLA. This seems like an ambitious beginning but it was helpful as we went on to identify the attributes that may be desirable in our organizational leaders at this time.

It is customary to select candidates for President-Elect from past Board members. Likewise, candidates for the Board positions are often selected from past Nominating Committee members, although this is not a requirement. In fact, it was suggested that future nominating committees might consult a copy of the Hospital Library Section's new Leadership List to broaden the pool of potential Board candidates.

The Nominating Committee spent the entire day preparing a slate of candidates. I knew only a few of the other committee members in the beginning but I was impressed with the thoughtfulness and the fairness of the group as a whole. I could see that a concerted effort was made to select a variety of candidates in order to build a representative slate. We all felt satisfied as we left the room that first day that we had a list of highly qualified people to approach. We did not know then that the hardest part lay ahead.

It quickly became obvious that the candidates who were hospital librarians were hindered by the nature of their work from participating in the election. Staffing and funding difficulties made it impossible for some and not feasible for others. Since several of the nominating committee members, including myself, were hospital librarians, we felt a strong need for representation from this group. And we were disappointed to be turned down many times by highly respected colleagues because the demands of their job would not permit them to commit to the level of service that these elective offices require.

However, I am encouraged by the effort made by the Nominating Committee on behalf of hospital librarians. And I am writing this brief description of the process to express my concern and to ask for your thoughts about how the problem might be alleviated. How could the Board be restructured so that service on it is not so time-consuming?

How could MLA offer support to elected officers during their term of service? I have heard comments that the "academic librarians run MLA". I think that at this point we should be glad that someone has the time and staff to do it!

The National AIDS Information Clearinghouse (NAIC).

A service of the Centers for Disease Control, the National AIDS Information Clearinghouse (NAIC) collects, classifies, and distributes current, in-depth medical information on HIV and AIDS. NAIC is equipped to assist health professionals, as well as educators and social service workers in their search for immediate and recent AIDS information.

NAIC staff are available to answer inquiries by telephone, fax, or TTY/TTD in English, Spanish, or French. Staff members are reference specialists with access to three NAIC databases: 1. Descriptions of 10,000 HIV and AIDS service and resource organizations. 2. Educational Materials, and 3.) AIDS School Health Education.

NAIC welcomes users' additions to its knowledge base in the forms of programs and materials. NAIC will also send free HIV and AIDS educational materials upon request.

NAIC's outreach staff has assisted state, municipal, and community-based organizations all over the United States. They are available to consult with health professionals on individual needs.

Of special interest to health professionals is NAIC'S AIDS Clinical Trials Information Service (ACTIS). ACTIS provides up-to-date information about ongoing clinical trials of experimental drugs and other therapies for AIDS and related conditions. Every such trial being conducted under the auspices of NIH's member institutes, as well as every private clinical trial approved by the FDA, is covered by ACTIS. The toll-free number for ACTIS is 800-TRIALS-A.

For further information phone:
Telephone (in U.S. and Canada) 1-800-458-5231
Telephone (other International) 1-301-217-0023
Or write to:
National AIDS Information Clearinghouse, P.O. Box 6003,
Rockville, MD 20850
BIBLIOGRAPHY

by Jodith Janes, Chair
CAPHIS Core List Comm.
Cleveland Clinic Foundation
9500 Euclid Ave
Cleveland, OH 44195

This list has been compiled from suggestions received from members of the Core List Committee and members-at-large. To everyone, many thanks for your patience, support, suggestions and hard work. To members of the Committee goes especially warm appreciation for all the help you have provided with your comments on the drafts you have reviewed.

When all the suggestions, recommendations and annotations were finally collected together into one list, it totaled more than 150 titles. These were then arranged into various categories. With lots of advice from Committee members this listing was reduced somewhat but still comprised almost 100 titles. Deletion of most titles with a publication date prior to 1988 resulted in further reduction, but not one of any significance. What was left was a list of excellent titles that was too long for a paper and too short for a book.

How best to edit and promote a list of more than 100 titles? The list languished as a computer file for many months, as the quandary of how to present the list was considered. Occasional updates, additions, comments and deletions were made as new items became available.

At the suggestion of Alan Rees, CAPHIS President, and after discussion with the editors of Consumer Connections it was decided one step would be to publish in the newsletter a list of those books members found most helpful when answering consumer’s health care queries. Hence this compilation.

This is not a definitive list but rather a compilation of suggestions. It is a listing of current, easy-to-use titles. Each title was mentioned or listed by at least two contributors and/or included in the lists noted in the references. Other selection criteria included the following major considerations: author’s affiliation, current medical information, help in decision-making regarding health care, clarity of language, and lists of resource organizations. No annotations are included due to space constraints, nor are indices and newsletters. Any omission of your favorite CHI title is solely the editor’s responsibility.

MEMBERS’ CHOICE

The Best Consumer Health Information Books
DIRECTORYs, AND ENCYCLOPEDIAS


DIAGNOSIS AND TREATMENT


GENERAL HEALTH GUIDES

ANATOMY

CARDIOVASCULAR DISEASES

DIABETES

GERIATRICS

INFECTIONOUS DISEASES

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Bibliography:
Exercising Your Right To Be Heard

Today, letters to members of Congress may be more important than ever because many members spend only about 60 days a year in their home districts and are unable to stay in touch with grass-roots attitudes. Here are some suggestions to assist you in maintaining a vital link with your Congressional representatives.

How and Where to Write: Write to a particular senator or representative or to those whose committee assignments give them reason to be involved with the subject you are concerned with. This will have far greater impact than a blanket mailing to all House or Senate members. To verify a particular official's committee assignments, use the more recent issue of the Congressional Yellow Book or The United States Government Manual available in the Reference section of the library. Your community's League of Women Voters can also assist you with a local district representative's name and address.

Letter Contents: Identify the issue or bill to be discussed as specifically as possible, including the bill number or title. Include your name, address, and telephone number to encourage a response. Always sign your letter and use a professional title and an organizational letterhead when appropriate.

Writing style: Be yourself when you write your letter. Get to the point; limit your letter to a single page; state exactly why the bill is good or bad and how you feel it will affect you, your community, and your profession. Stick to the point and emphasize facts while being courteous and businesslike. If you disagree with the representative's position, explain why you hope he or she will reconsider. Your thoughtful, individual letter can be a powerful statement!

Timing: A deluge of mail just as a bill is about to be voted on is often necessary, but it is probably less effective than letters received weeks beforehand while the legislator is still forming an opinion.

Consult the references below that list government addresses to ensure that your letter goes directly to the desired representative. These include organization charts of the major government departments and information on the proper letter salutations for different government officials.


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